

# the IT-manage **Service Strategy TOOLKIT**

**step-by-step to your  
IT management vision!**



## **CREATE**

Organizing Strategies  
Service Portfolios  
Management Policies

## **PROMOTE**

IT/End-User Partnerships  
IT Steering Committees  
IT Customer Services

## **SUSTAIN**

Managing Plans,  
Projects, Problems &  
IT Service Reviews

# **THE IT SERVICE STRATEGY TOOLKIT V.2 (July 2015)**

## **PRACTICES MANUAL**

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## USING THE PRACTICES MANUAL

This *Practices Manual* provided as part of the *IT Service Strategy Toolkit* is organized into six (6) main *chapters* along with six (6) supplemental appendices (starting on page 262). The chapters contain all of the IT management vision “concepts”, as well as specific steps and guidelines to be applied as you act to create, promote and sustain your designated “vision”. For ease of use and reference, chapters are organized into primary “concept sections” each assigned a numbered heading (as reflected in the Table of Contents).

### ACTION ITEM

Further, the “executable” steps and guidelines provided are all designated as “action items” (as listed below) and using the label shown to the left.

CHAPTER	PAGES	ACTION ITEM
2	31 (link)	Planning for the “define” phase of define, align & approve (DAA).
2	36 (link)	Evaluating readiness for the “approval” phase of DAA.
2	43 (link)	Evaluating options for IT department organizational structure.

<b>CHAPTER</b>	<b>PAGES</b>	<b>ACTION ITEM</b>
<b>2</b>	53 ( <a href="#">link</a> )	Evaluating IT service portfolio needs and capabilities.
<b>2</b>	56 ( <a href="#">link</a> )	Evaluating vision statement content requirements.
<b>2</b>	62 ( <a href="#">link</a> )	Selecting building block guidelines for SLA development.
<b>2</b>	68 ( <a href="#">link</a> )	Applying IT policy content and quality guidelines.
<b>2</b>	76 ( <a href="#">link</a> )	Applying scenario based planning techniques.
<b>2</b>	81 ( <a href="#">link</a> )	Calculating payback for return on investment analysis.
<b>3</b>	95 ( <a href="#">link</a> )	Selecting members for the IT Steering Committee.
<b>3</b>	98 ( <a href="#">link</a> )	Organizing IT Steering Committee composition and structure.
<b>3</b>	99 ( <a href="#">link</a> )	Initiating IT Steering Committee operations.
<b>3</b>	106 ( <a href="#">link</a> )	Specifying Steering Committee responsibilities using action words.
<b>3</b>	120 ( <a href="#">link</a> )	Performing the “end-user” stakeholder analysis.
<b>3</b>	132 ( <a href="#">link</a> )	Evaluating end-user expectations for IT customer service.
<b>3</b>	134 ( <a href="#">link</a> )	Filling the 5 keys of “customer service” success.
<b>4</b>	146 ( <a href="#">link</a> )	Applying the Manage by Process planning framework.



<b>CHAPTER</b>	<b>PAGES</b>	<b>ACTION ITEM</b>
<b>4</b>	157 ( <a href="#">link</a> )	Following the 5 phases of fast track project management.
<b>4</b>	167 ( <a href="#">link</a> )	Applying the Proactive Problem Management model.
<b>5</b>	206 ( <a href="#">link</a> )	Planning IT service review “size and scope”.
<b>6</b>	217 ( <a href="#">link</a> )	Producing (4) key deliverables of the IT Service Review.
<b>App. A</b>	265 ( <a href="#">link</a> )	Vision concept illustrations.
<b>App. B</b>	285 ( <a href="#">link</a> )	Service review process steps for all 5 phases (checklists).
<b>App. C</b>	309 ( <a href="#">link</a> )	Sample “statement queries” (for use as part of a service review survey).
<b>App. D</b>	320 ( <a href="#">link</a> )	Sample “Code of Conduct” for the IT Steering Committee.
<b>App. E</b>	326 ( <a href="#">link</a> )	Checklists for vision related risks and constraints.
<b>App. F</b>	333 ( <a href="#">link</a> )	Steps to evaluate IT management “soft skills”.

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