




# From Spaghetti to DNA

## A Holistic Approach to Process Definition and Documentation

*Everything you see I owe to spaghetti.*

- Sophia Loren



# Objective - Describe approach to process architecture & process definition that...

- Is applicable to both delivering services and managing those services
- Is based on industry standards
- Simplifies process definition and maintenance



# Basis for Presentation

- Project done with client (change desktop and its management)
- Mixture of process maturity
  - Entity 1: Detailed, over-engineered processes
  - Entity 2: Pragmatic, but uneven, processes
  - Entity 3: Highly resistant to processes



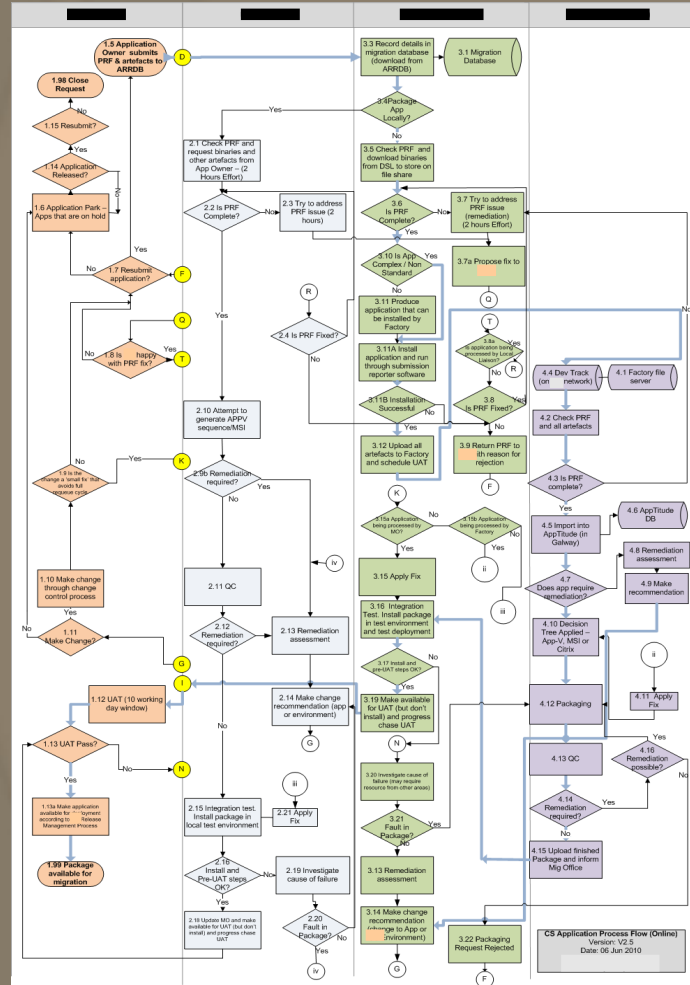
# Common Issues with Process Definition



# Are your processes over-engineered?

- Impossible to remember all details
- Not consulted during work
- Exceptions not managed
- Large investment – little payback

*No man is lonely who eats spaghetti. It takes too much attention* - Christopher Morley





# ITSM processes integrated with other IT processes?

- Common question
- Needs more than just mapping
- Most processes can be derived from ITIL and CMMI

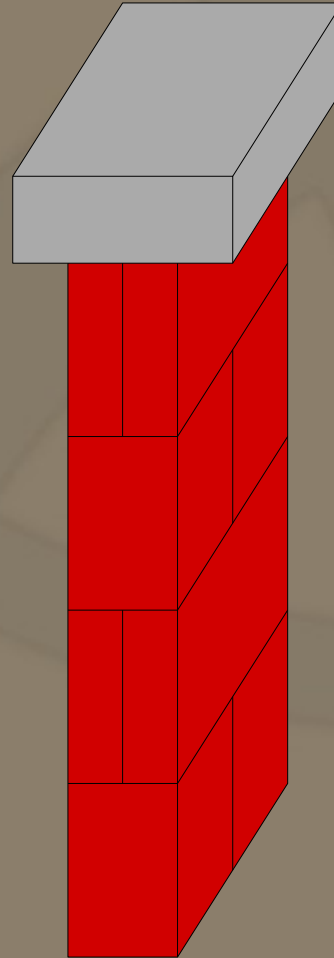




# Are service delivery & management integrated?

## Deliver Services

- Tools to manage technology
- Daily administration



## Manage Services

- Tools to manage processes
- Exception handling



# Seven Steps to Defining Processes

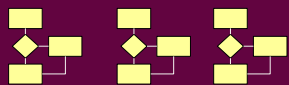




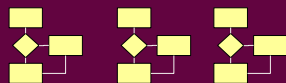
# 1: Define Process Architecture

Mgmt

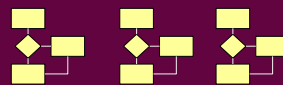
Strategy



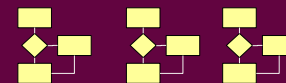
Architecture



Risk

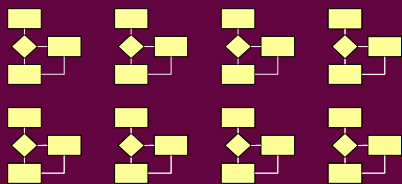


Quality

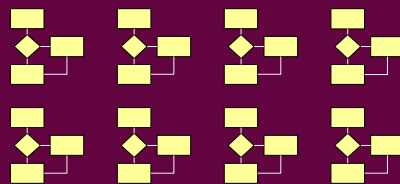


Delivery

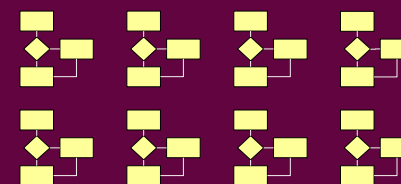
Solution Design



Solution Transition

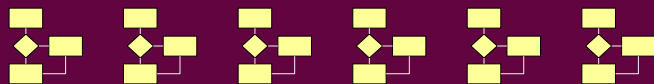


Solution Operation

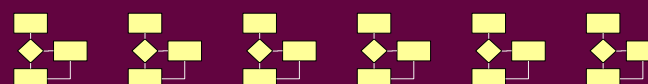


Support

Human Resources

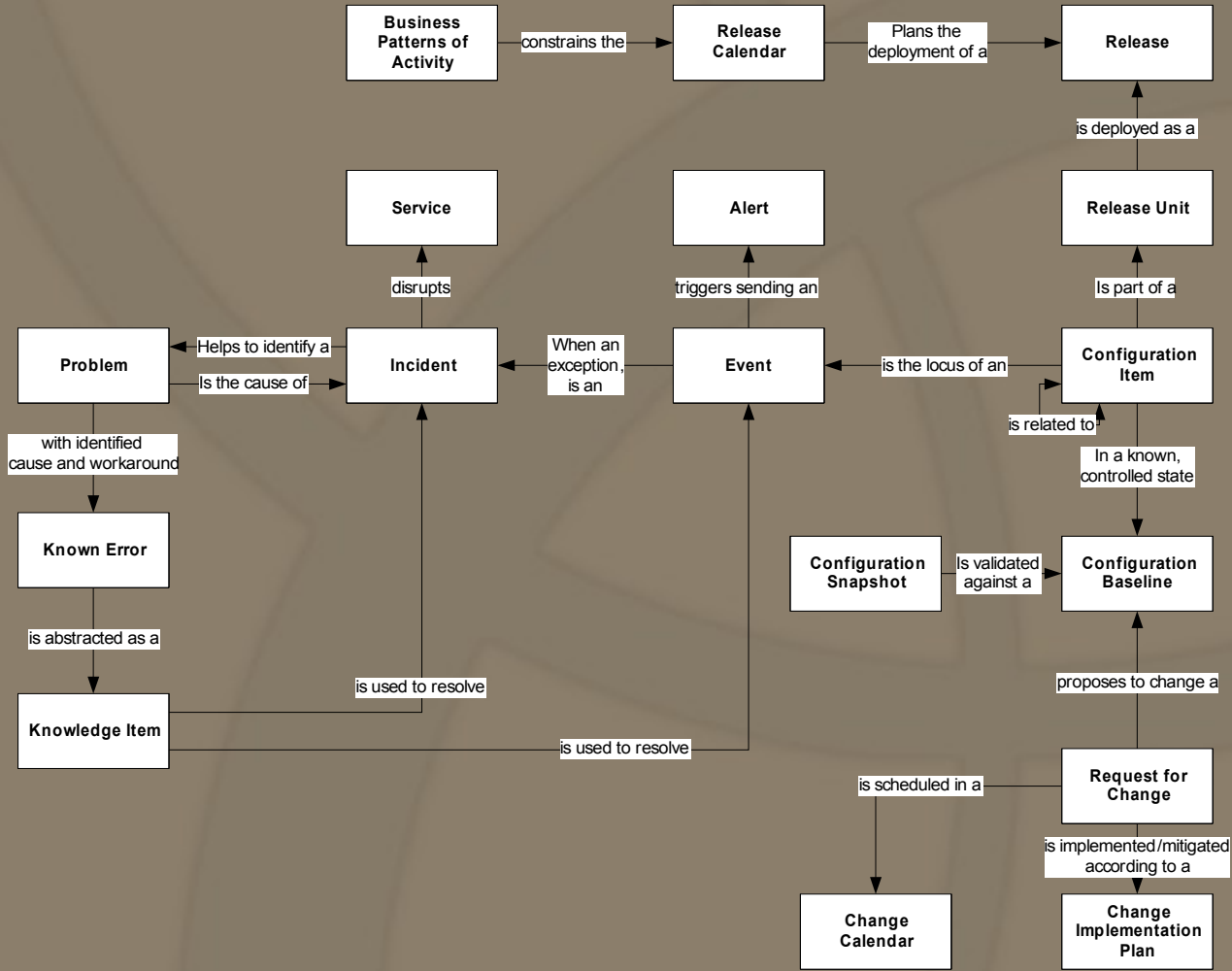


Purchasing



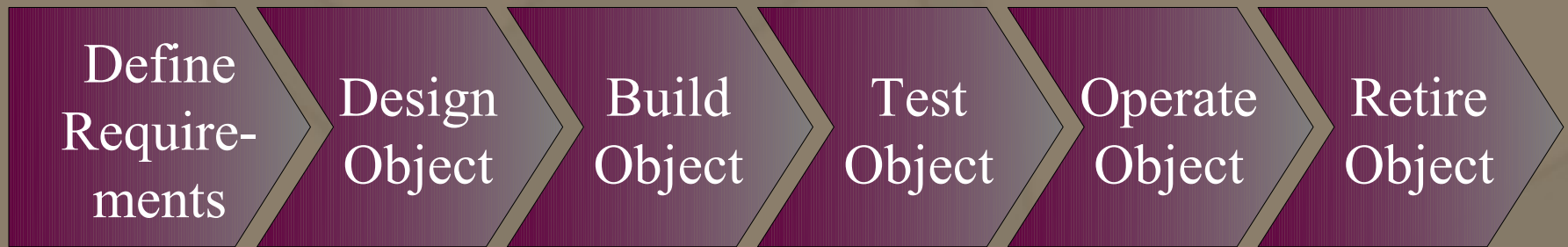


# 2: Identify managed objects



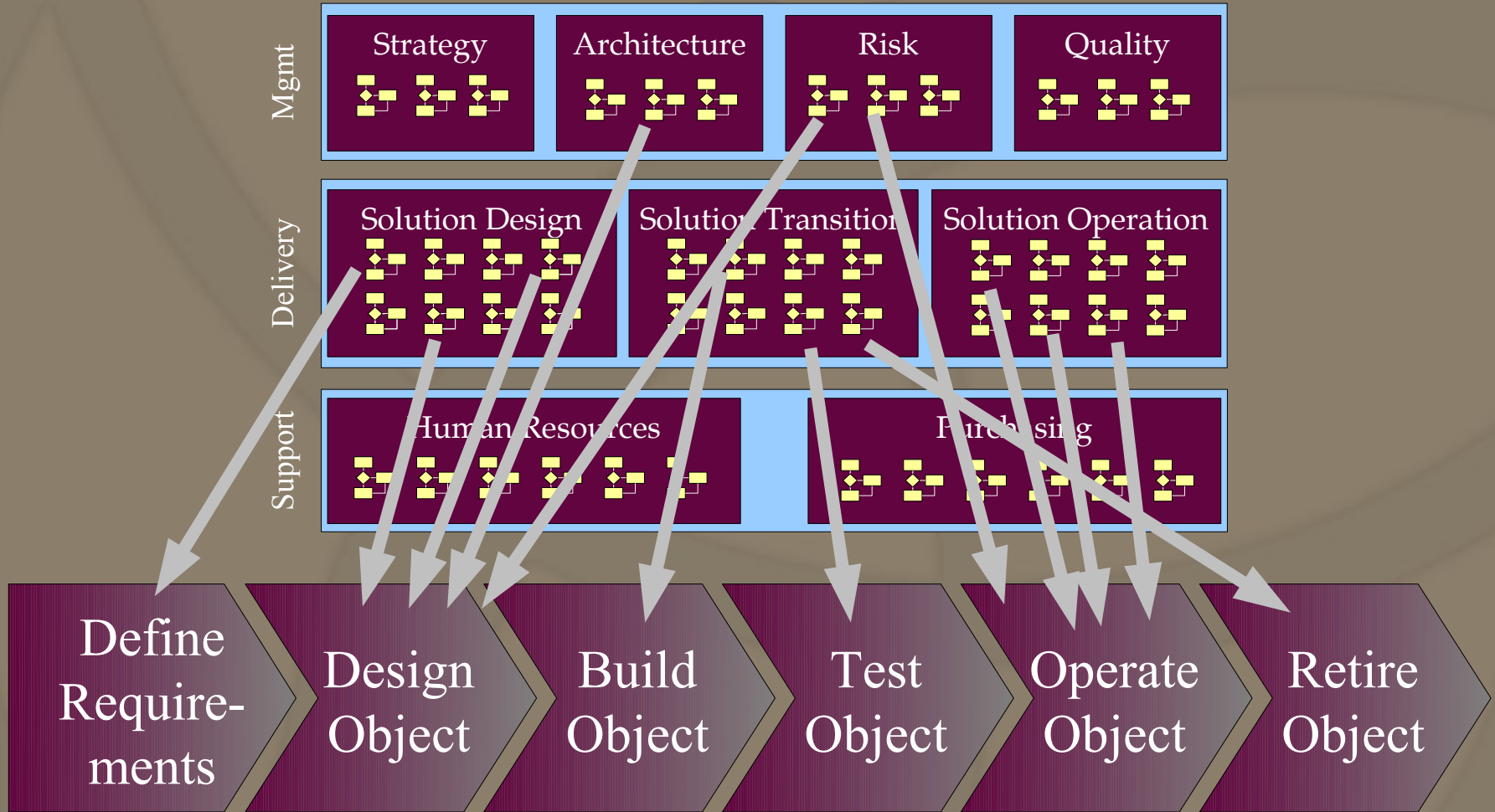


# 3: Identify object lifecycles



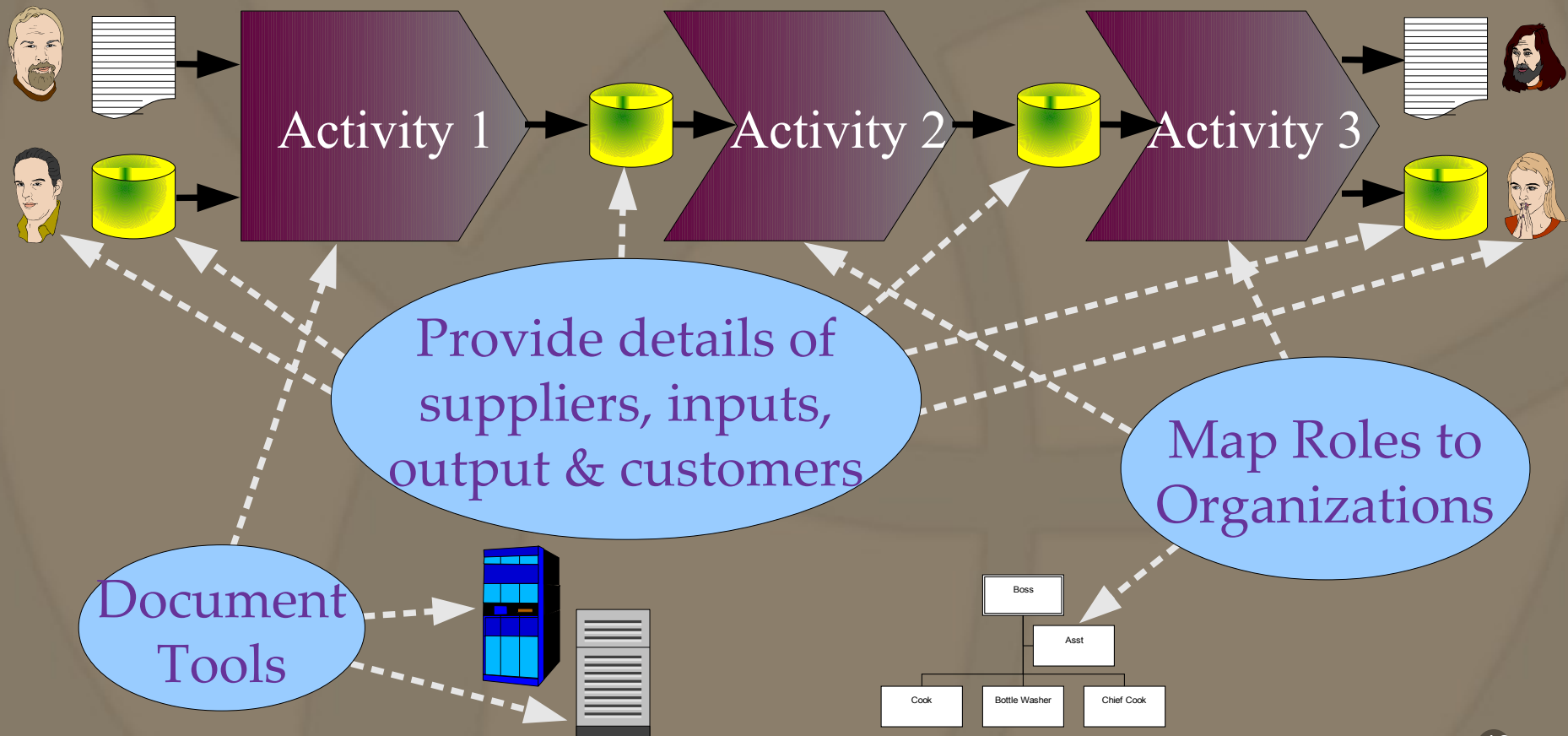


# 4: Map Processes to Phases





# 5: Tune the process to the subject matter

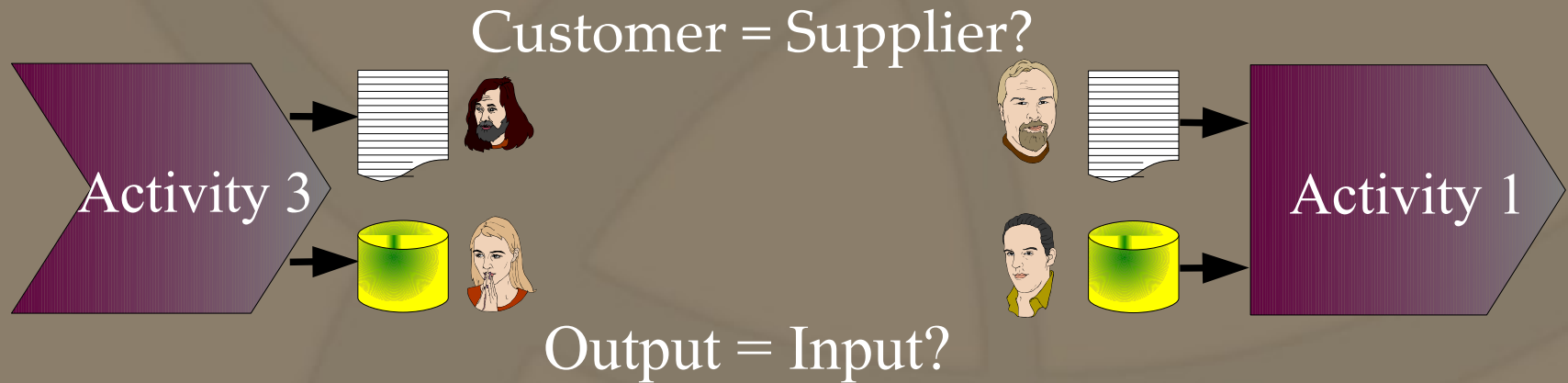




# 6: Check Process Coherency

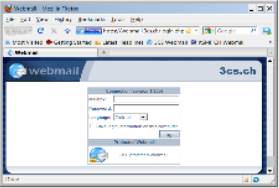
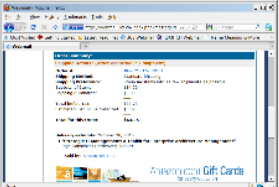
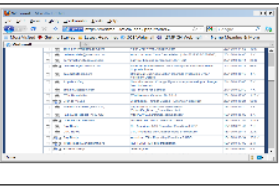
Upstream  
Process

Downstream  
Process





# 7: Add Detail to Activities

Step	Description	Details
1	Log In to application x	
2	Menu Tools->Options->Go for it	
3	Enter yxcvand ljjd l the fields	

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# Results

- Good alignment with overall strategy
- Vast simplification processes (from hundreds to about two dozen)
- Modular, “DNA”-like approach
- Reduction in personnel required to maintain documentation
- Better buy-in by technical resources
- Improvement of service quality





# Thank you!

Robert S. Falkowitz  
Director, Concentric Circle Consulting  
robert@3cs.ch  
www.3cs.ch