

Training keeps service managers up-to-date

The Finnish IT service provider Tieto ordered several ITIL® V3 courses. Even professional service managers need an update from time to time. MATERNA delivered the trainings and Tieto is very pleased with the lessons learned.



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Jaana Kovanen, Senior Development Manager, works for the Service Excellence Unit inside Tieto's Telecom & Media unit in Helsinki, Finland. The unit's work is well-tuned to the latest developments and utilises the latest technologies. "We test service management practices and tools in a very broad-minded way. Default operational models at Tieto are based

on global best practices like the ITIL® model but new ideas and out-of-the-box approaches are also used with the aim of delivering world class quality services," says Jaana Kovanen. The company's IT service management is based on ITIL® but sometimes they also have to adapt the processes to best fit in with customer requirements. A customer business service catalogue is the baseline from where they start to plan and implement service management and service processes. The Service Excellence Unit only started in July 2009. One of the main targets was to build a common understanding of service management and service processes. All Service

“The trainer from MATERNA has very good practical experience in service management and taught us a lot of practical examples during the training. So people could easily absorb the information. The training atmosphere was friendly even though we had to learn about quite complex issues.”

Jaana Kovanen, Senior Development Manager
in the Service Excellence Unit at Tieto in Finland



Managers and Customer Service Managers already have a deep understanding of service management and service processes. Still, it is essential that they use a common language and have a common understanding of the basic issues of ITSM. This is important because Tieto provides service management services to a wide range of customers, for example, within the telecommunications and media industry.

Hands-on trainings for better efficiency

As ITIL® plays an important role for a company providing IT services such as Tieto, the Service Excellence Unit set up a project to introduce the best practice framework to a wide range of people within the company: As they had already had very good experience with trainings from MATERNA, Tieto once again decided to use the ITIL® experts from MATERNA. They ordered ITIL® V3 Foundation courses, service catalogue management courses as well as sales and management briefings about ITIL®.

Almost 30 persons took part in and also successfully passed the Foundation trainings. They were mostly Customer Service Managers and Service Managers and already familiar with the basic ITIL® processes. But there are also quite a few new issues in ITIL® V3. “We noticed, for example, that the process of service catalogue management contains quite a few aspects we still have to improve within our unit and we also need to control this important issue,” reports Jaana Kovanen. This applies to both the IT service catalogue and the business service catalogue.

The training sessions were really hands-on, making it very easy for participants to absorb the information. People also had the chance to ask for tips for their daily work challenges. “All this made the trainings delivered by MATERNA very efficient,” Jaana Kovanen summarises. All MATERNA trainers have practical experience in IT service management and ITIL® implementation projects. They are not only theoretical trainers but work as consultants and are able to relate training issues to real-life situations. This adds much more value to the trainings than a plain book course can do. In addition, MATERNA has designed the trainings to include several practical exercises that give people ideas and tools to turn theory into practice. Altogether the feedback from the partici-



pants was very positive and people now have the capabilities to put the best practices to use in their daily work. And they have a certificate to prove this – which is very important for a service provider.

In addition, another 16 persons took part in the service catalogue management training. These people were mostly from sales but also from the management level. A couple of them were even familiar with the ITIL® framework. Here again, trainings were very hands-on and they discussed quite a few real live cases which made the trainings very efficient. Especially the service catalogue management training was on a very practical note: The Service Excellence Unit got very good ideas from the training and are now updating some of their customers' business service catalogues. The training gave them the right inspiration for how to carry this out.

It goes without saying that it is a lot easier to get things working with this sort of help from outside. "MATERNA showed us a lot of practical cases which proved the ITIL® story to be true: the best practices really work – regardless of industry or service area. This helped us a lot to successfully implement changes within the organisation," Jaana Kovanen continues. Participants also expected to get help for their daily work which turned out to be true after they had successfully gained certification. This gives them the capability to continue improving their Service Manager and Customer Service Manager know-how.

New service understanding

Trainings also helped them towards a better understanding of the role the Service Excellence Unit has within the whole organisation: People are responsible for delivering world class quality service. That means that every member of the unit has to be familiar with the ITIL® V3 framework. In addition, people need the competence to adapt the framework to their daily work and deploy it adequately for different customers. Apart from the general benefits, they are now also able to update their IT service catalogues in a professional manner. Furthermore, they reviewed the implementation level of service processes and updated the service improvement plans. In some cases they also changed their service governance organisation to support service management more effectively. A further result of the trainings: They use common processes and best practices which has improved the service quality a lot. That makes it possible to handle continuous service improvement issues effectively.

Jaana Kovanen has been working, for example, with service level management issues for almost seven years but the trainings still delivered new information. The high importance of the IT service catalogue and the service portfolio was yet another discovery. In future, they will certainly follow this professional IT service management path to deliver even better services for their customers. ■

About the company

Tieto is an IT service company providing IT, research and development as well as consulting services. With approximately 16,000 experts, the company is among the leading IT service companies in Northern Europe and a global leader in selected segments. They specialise in areas where they have the deepest understanding of customers' businesses and needs. They focus on serving large and medium-sized organisations in their main markets in Northern Europe, Germany and Russia. Tieto serve customers globally in telecoms, forest, oil and gas as well as in digital services. The company's shares are listed on NASDAQ OMX in Helsinki and Stockholm.

Further information: www.tieto.com

Training course "ITIL® overview and service portfolio for management"

The ITIL® framework is based on the service lifecycle approach. Service portfolio and service catalogue management are main objectives of IT service management. They can also give very useful practical tools for service sales both for internal IT and for IT service providers. This course introduces the whole ITIL® service lifecycle framework and delivers further details of service portfolio and service catalogue management. This course is designed for IT management, IT sales, and executives with the desire to start or develop service based thinking and improved production in their organisation. On completing this course, a candidate will understand – among other things – the service lifecycle approach and how the ITIL® framework supports this, have a view of how ITIL® tools are used for end-to-end-service thinking and will have looked at and discussed case examples.