



The client's #1

# How to regulate and control your it-outsourcing provider with process mining

Oliver Wildenstein

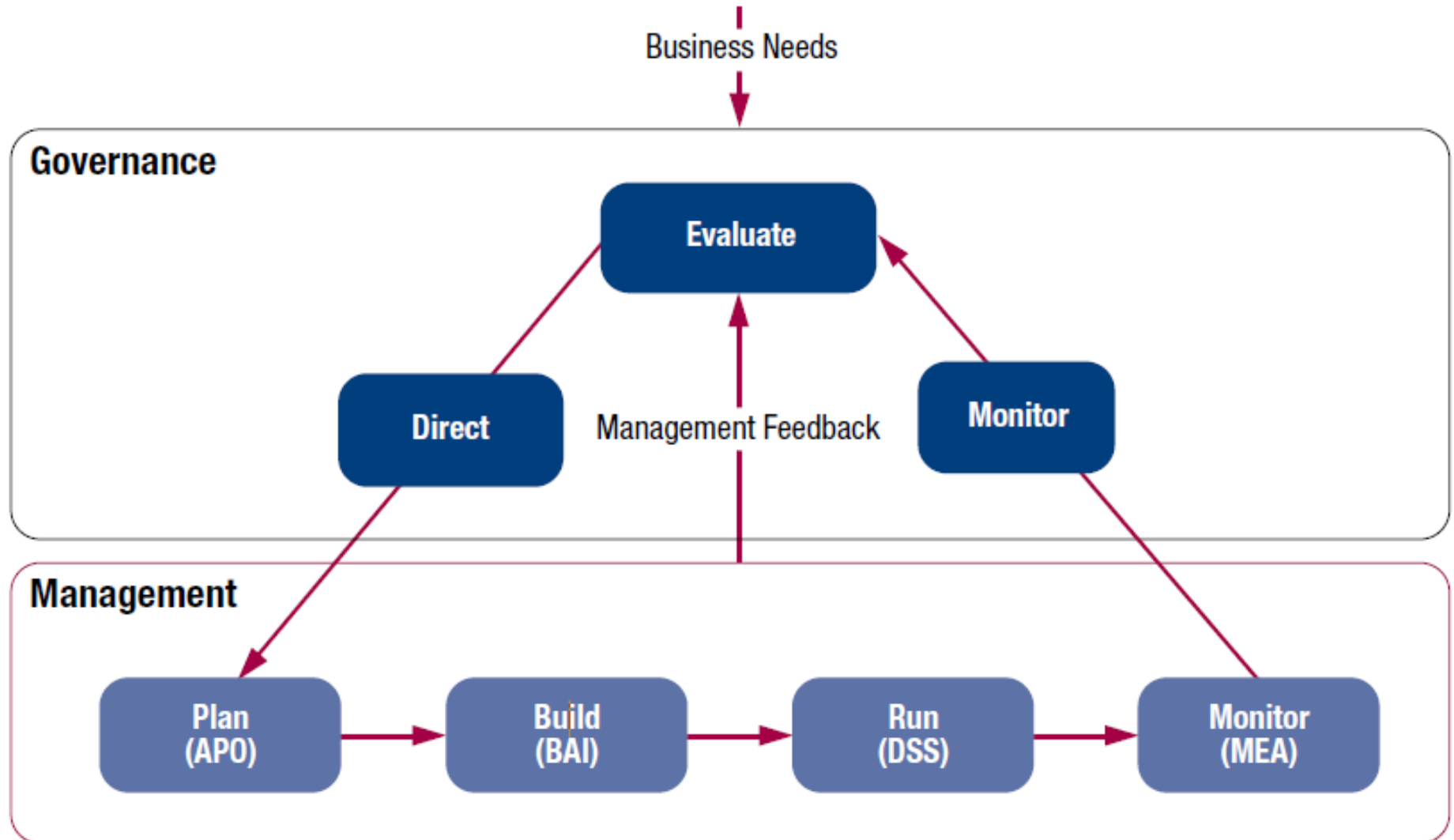


Finanzberatung, so individuell wie Sie.



# Challenges for IT Service Departments

# IT-Governancemodel (COBIT 5)



## Evaluate, Direct and Monitor

**EDM01** Ensure  
Governance  
Framework Setting  
and Maintenance

**EDM02** Ensure  
Benefits Delivery

**EDM03** Ensure  
Risk Optimisation

**EDM04** Ensure  
Resource  
Optimisation

**EDM05** Ensure  
Stakeholder  
Transparency

**MLP  
task**

### Align, Plan and Organise

**AP001** Manage  
the IT Management  
Framework

**AP002** Manage  
Strategy

**AP003** Manage  
Enterprise  
Architecture

**AP004** Manage  
Innovation

**AP005** Manage  
Portfolio

**AP006** Manage  
Budget and Costs

**AP007** Manage  
Human Resources

**AP008** Manage  
Relationships

**AP009** Manage  
Service  
Agreements

**AP010** Manage  
Suppliers

**AP011** Manage  
Quality

**AP012** Manage  
Risk

**AP013** Manage  
Security

### Monitor, Evaluate and Assess

**MEA01** Monitor,  
Evaluate and Assess  
Performance and  
Conformance

### Build, Acquire and Implement

**BAI01** Manage  
Programmes and  
Projects

**BAI02** Manage  
Requirements  
Definition

**BAI03** Manage  
Solutions  
Identification  
and Build

**BAI04** Manage  
Availability  
and Capacity

**BAI05** Manage  
Organisational  
Change  
Enablement

**BAI06** Manage  
Changes

**BAI07** Manage  
Change  
Acceptance and  
Transitioning

**MEA02** Monitor,  
Evaluate and Assess  
the System of Internal  
Control

**BAI08** Manage  
Knowledge

**BAI09** Manage  
Assets

**BAI010** Manage  
Configuration

### Deliver, Service and Support

**DSS01** Manage  
Operations

**DSS02** Manage  
Service Requests  
and Incidents

**DSS03** Manage  
Problems

**DSS04** Manage  
Continuity

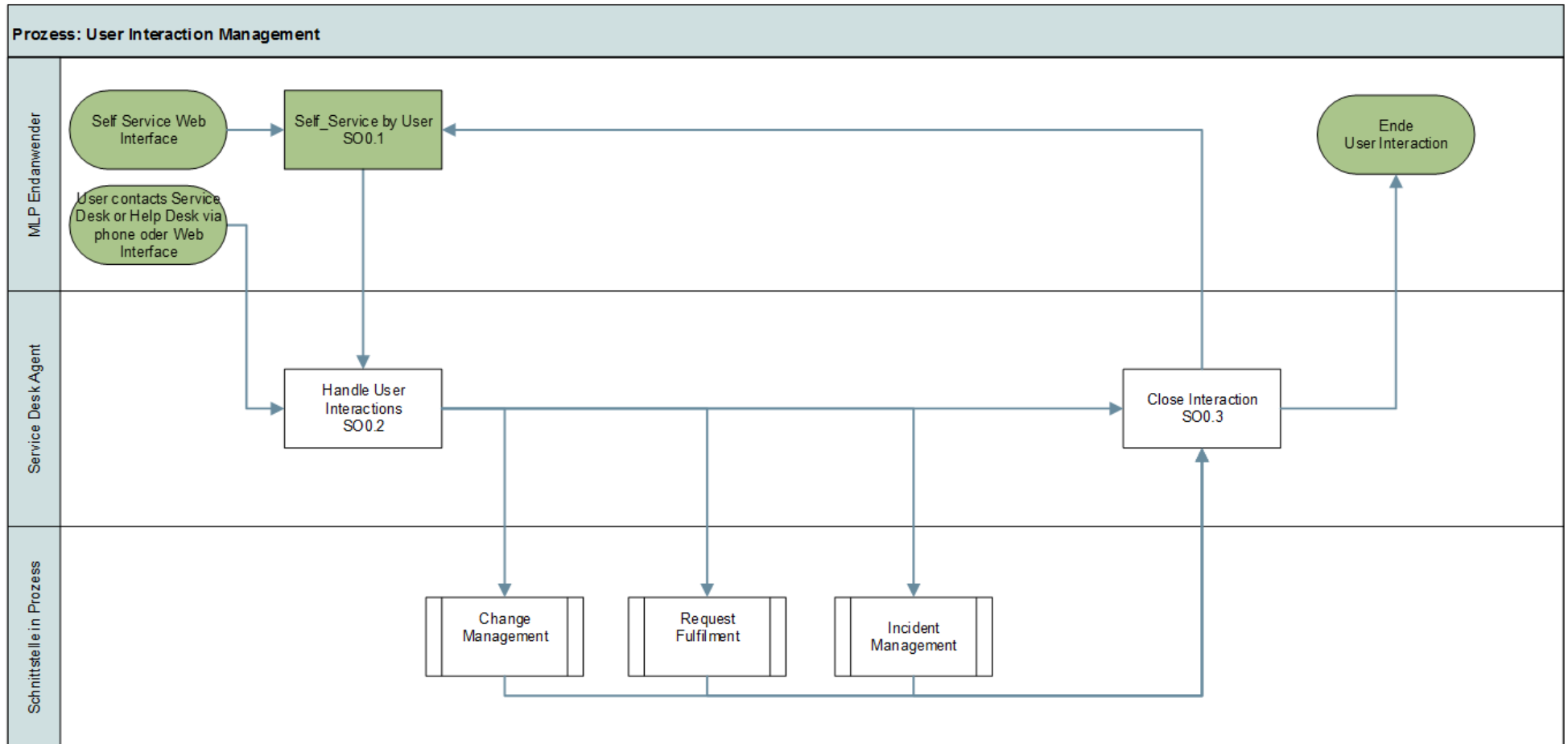
**DSS05** Manage  
Security  
Services

**DSS06** Manage  
Business  
Process Controls

**MEA03** Monitor,  
Evaluate and Assess  
Compliance With  
External Requirements

## Processes for Management of Enterprise IT

# The easy Helpdesk process (documented)



# Benefits of process mining for IT-processes

Verify Compliance

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Detecting technical errors

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Maintenance of unused and unknown paths



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Regulate and control IT-outsourcing provider



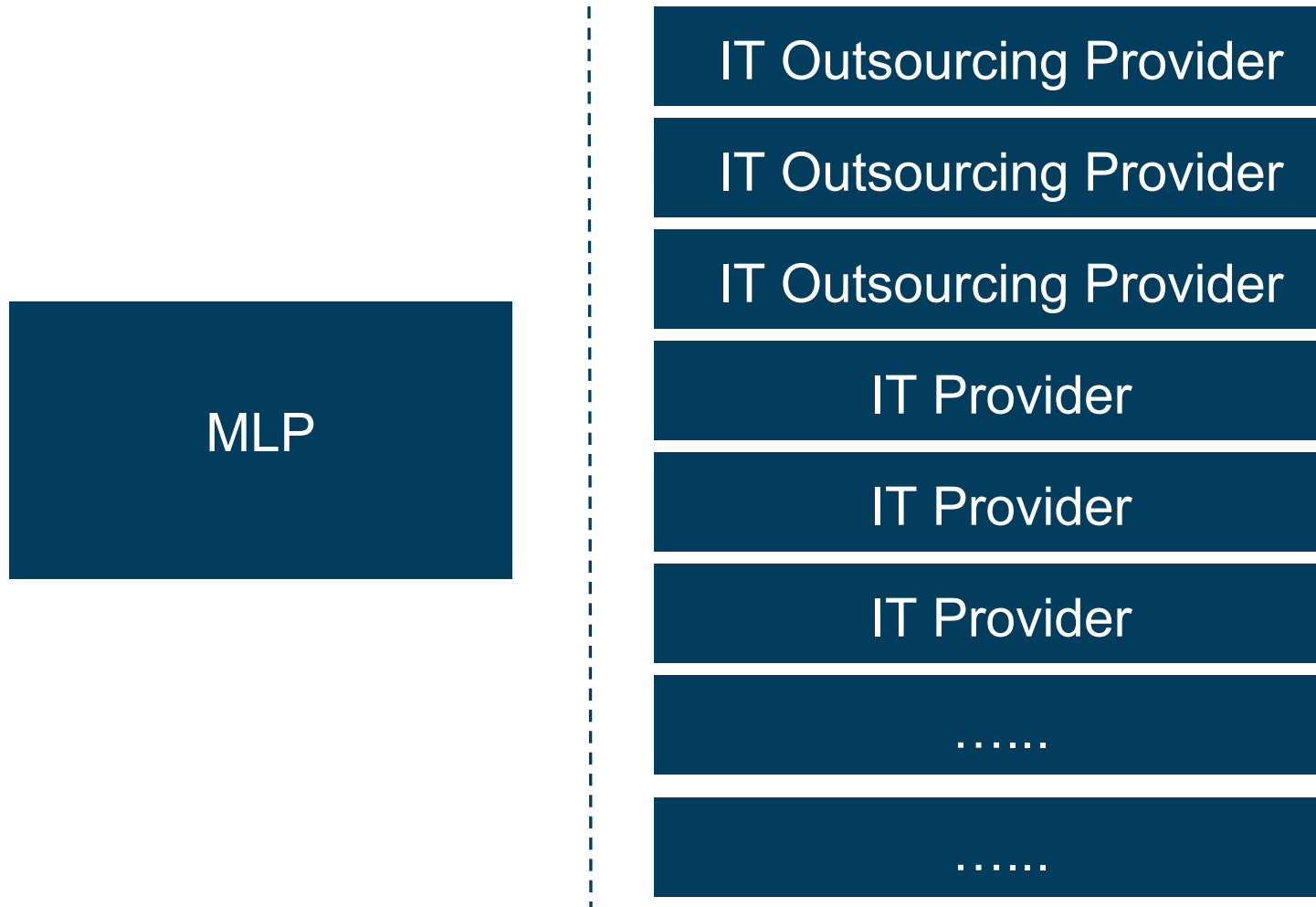
**Control your IT-outsourcing provider**

# IT-provider scenario in the past

MLP

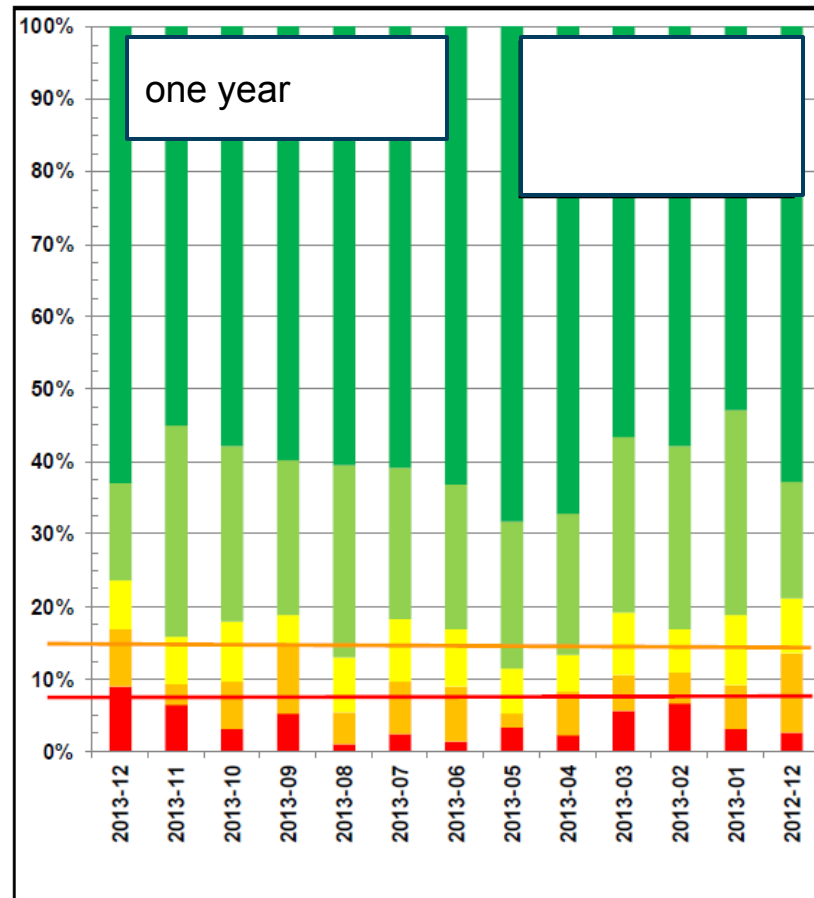
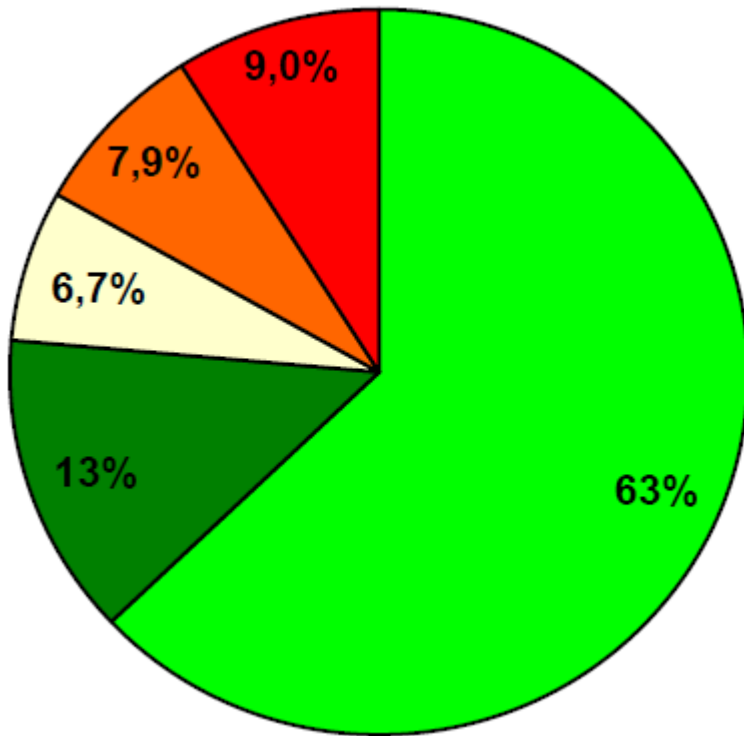
IT Outsourcing Provider

# IT-provider scenario in the future



# SLA Reporting from the it-outsourcing partner

## Helpdesk user satisfaction





# Requesting logfiles - Our approach

**The logfiles from the ITSM tool provide detailed history**

100



## 2nd approach

### Get an initial report from the ITSM-system

Interaction ID ▼	Date/Time ▼	Activity Type ▼
SD0217415	6.5.2013 2:31:32 PM	Open
SD0217415	6.5.2013 2:41:12 PM	Update
SD0217415	6.5.2013 2:41:12 PM	Reassignment
SD0217415	12.23.2013 5:59:13 AM	Update
SD0217415	12.27.2013 4:01:03 PM	Closed



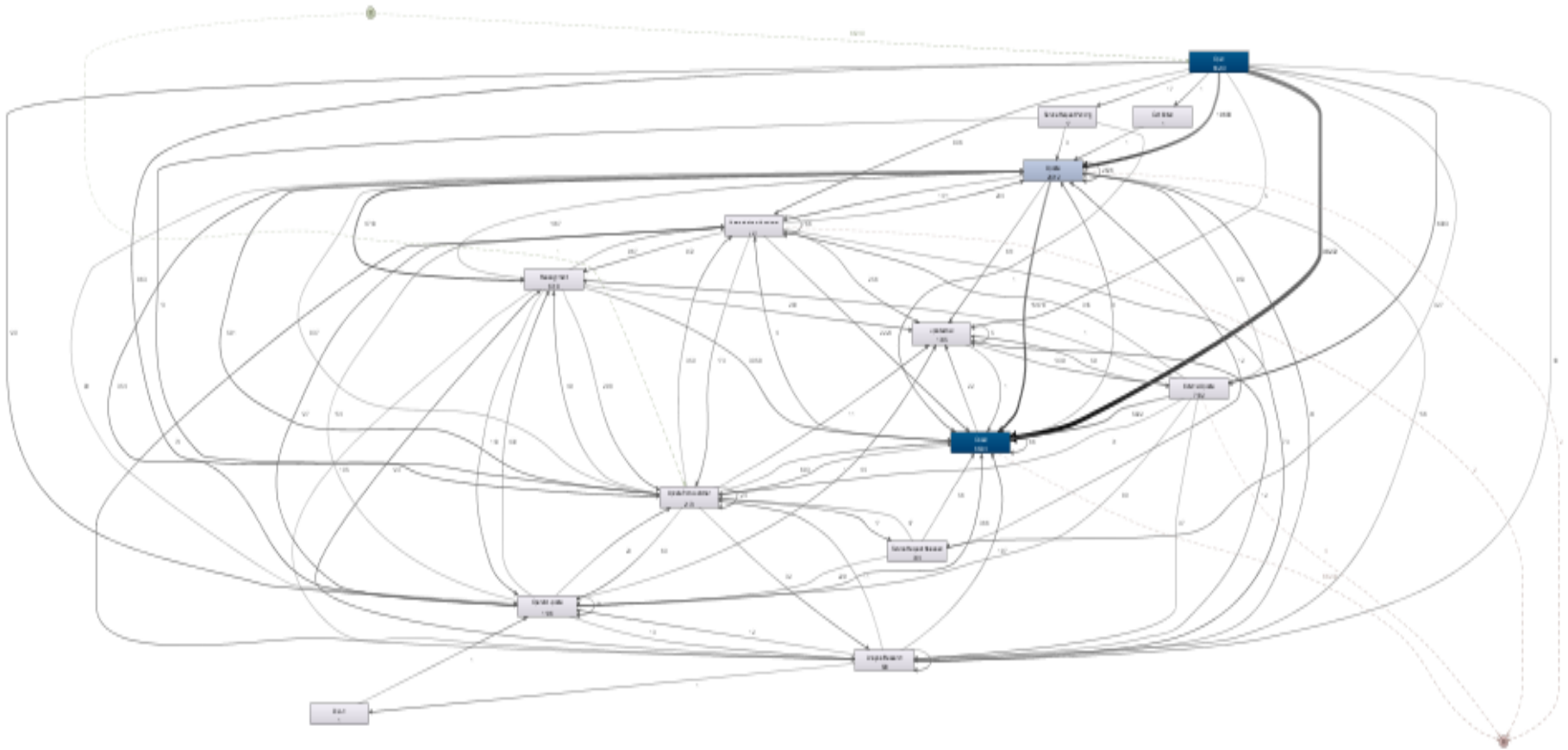
# 3rd approach

## Get a report from the ITSM-system

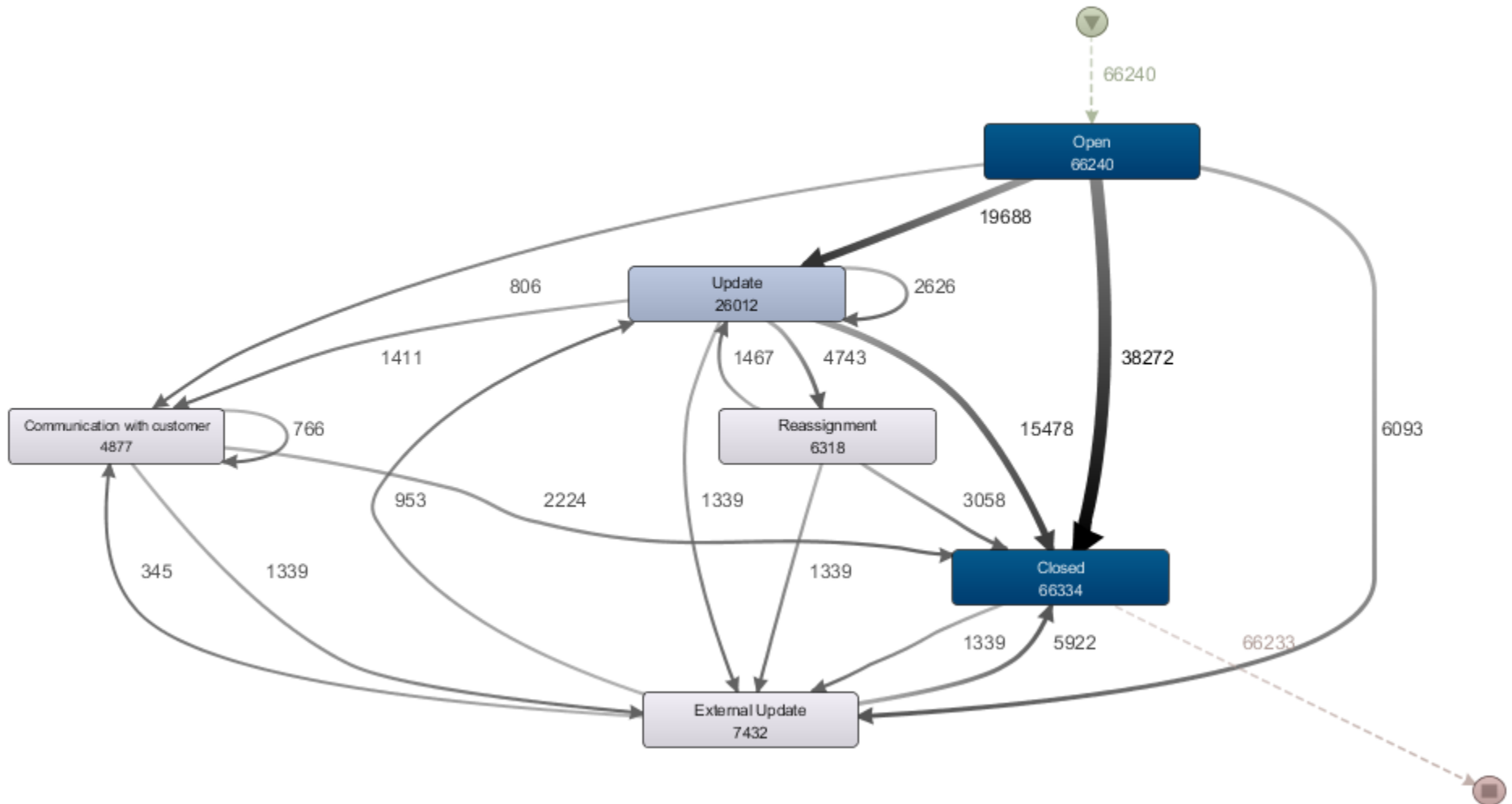
Interaction ID	Cloned To	Cloned From	Related Incident	MLP/ Provider Call	impact	urgency	priority
SD0168475	SD0189622	SD0188411	IM0031125	Provider	one department	high	high
SD0168475	SD0189622	SD0188411	IM0031125	Provider	one department	high	high
SD0168475	SD0189622	SD0188411	IM0031125	Provider	one department	high	high
SD0168475	SD0189622	SD0188411	IM0031125	Provider	one department	high	high
SD0168475	SD0189622	SD0188411	IM0031125	Provider	one department	high	high
SD0168475	SD0189622	SD0188411	IM0031125	Provider	one department	high	high
SD0168475	SD0189622	SD0188411	IM0031125	Provider	one department	high	high
SD0168475	SD0189622	SD0188411	IM0031125	Provider	one department	high	high

VIP	Activity Number	Date/Time	Activity Type	category
--	001A320858	10.17.2012 3:45:31 PM	Open	incident
--	001A320874	10.17.2012 4:17:37 PM	Update	incident
--	001A320875	10.17.2012 4:17:37 PM	Reassignment	incident
--	001A330447	11.7.2012 9:21:12 AM	Update from customer	incident
--	001A350205	12.28.2012 12:46:11 PM	Analysis/Research	incident
--	001A360694	1.25.2013 10:23:14 AM	Communication with customer	incident
--	001A360731	1.25.2013 11:03:48 AM	Update from customer	incident
--	001A361419	1.28.2013 1:54:49 PM	Closed	incident

# The real process created with processmining with all activities and all paths



# And the promised process with 50% activities and 50% paths





# Summary Benefits

Discussion with outsourcing provider based on  
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Objective measurement of KPIs and weekly jourfix meetings to discuss possible improvements

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Objective measurement of KPIs and weekly jourfix meetings to discuss possible improvements

**Leads to a better definition of the operational KPIs**

# Thank you!



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