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

Oliver Wildenstein
Challenges for IT Service Departments
IT-Governance model (COBIT 5)

Business Needs

Governance

Evaluate

Direct

Management Feedback

Monitor

Management

Plan (APO)

Build (BAI)

Run (DSS)

Monitor (MEA)
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
- BAI08 Manage Knowledge
- BAI09 Manage Assets
- BAI10 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

Processes for Management of Enterprise IT
The easy Helpdesk process (documented)
Benefits of process mining for IT-processes

Verify Compliance
Benefits of process mining for IT processes

Verify Compliance

Detecting technical errors
Benefits of process mining for IT processes

Verify Compliance
Detecting technical errors
Maintenance of unused and unknown paths
Benefits of process mining for IT processes

Verify Compliance
Detecting technical errors
Maintenance of unused and unknown paths
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

MLP

IT Outsourcing Provider
IT Outsourcing Provider
IT Outsourcing Provider
IT Provider
IT Provider
IT Provider
......
SLA Reporting from the it-outsourcing partner
Helpdesk user satisfaction

63%
13%
6.7%
7.9%
9.0%
Requesting logfiles - Our approach

The logfiles from the ITSM tool provide detailed history
1st approach
Get the data manually from the ITSM-system
2nd approach
Get an initial report from the ITSM-system

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### 3rd approach

Get a report from the ITSM-system

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<th>Cloned From</th>
<th>Related Incident</th>
<th>MLP/Provider Call</th>
<th>impact</th>
<th>urgency</th>
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The real process created with process mining with all activities and all paths
And the promised process with 50% activities and 50% paths
Summary Benefits

Discussion with outsourcing provider based on facts not assumptions
Summary Benefits

Discussion with outsourcing provider based on facts not assumptions

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

Discussion with outsourcing provider based on facts not assumptions

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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and IT-processmanagement

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