



ITIL based Service Management  
implementation at the Central Clearing  
House and Depository  
Hungary

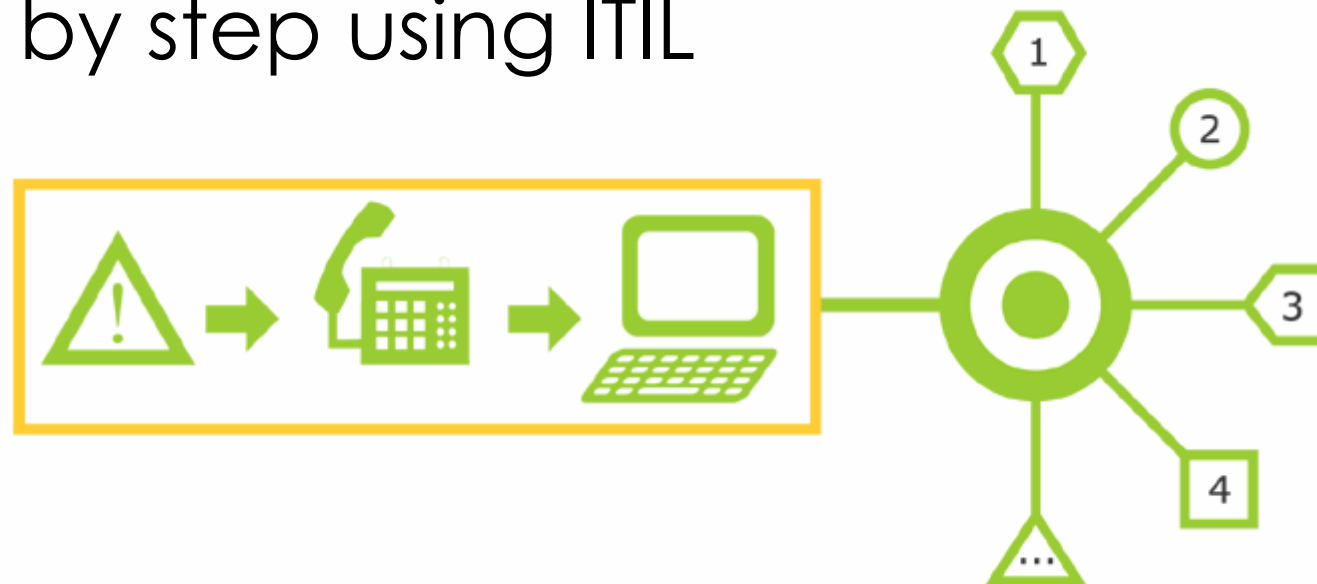


ALPHANET

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# Setting the scene

Step by step using ITIL



# Agenda

- KELLER in nutshell
- Challenges
- ITIL – Where to start?
- Organisational changes
- Processes - The key to improved quality and productivity
- Solution
- Follow ups
- The future

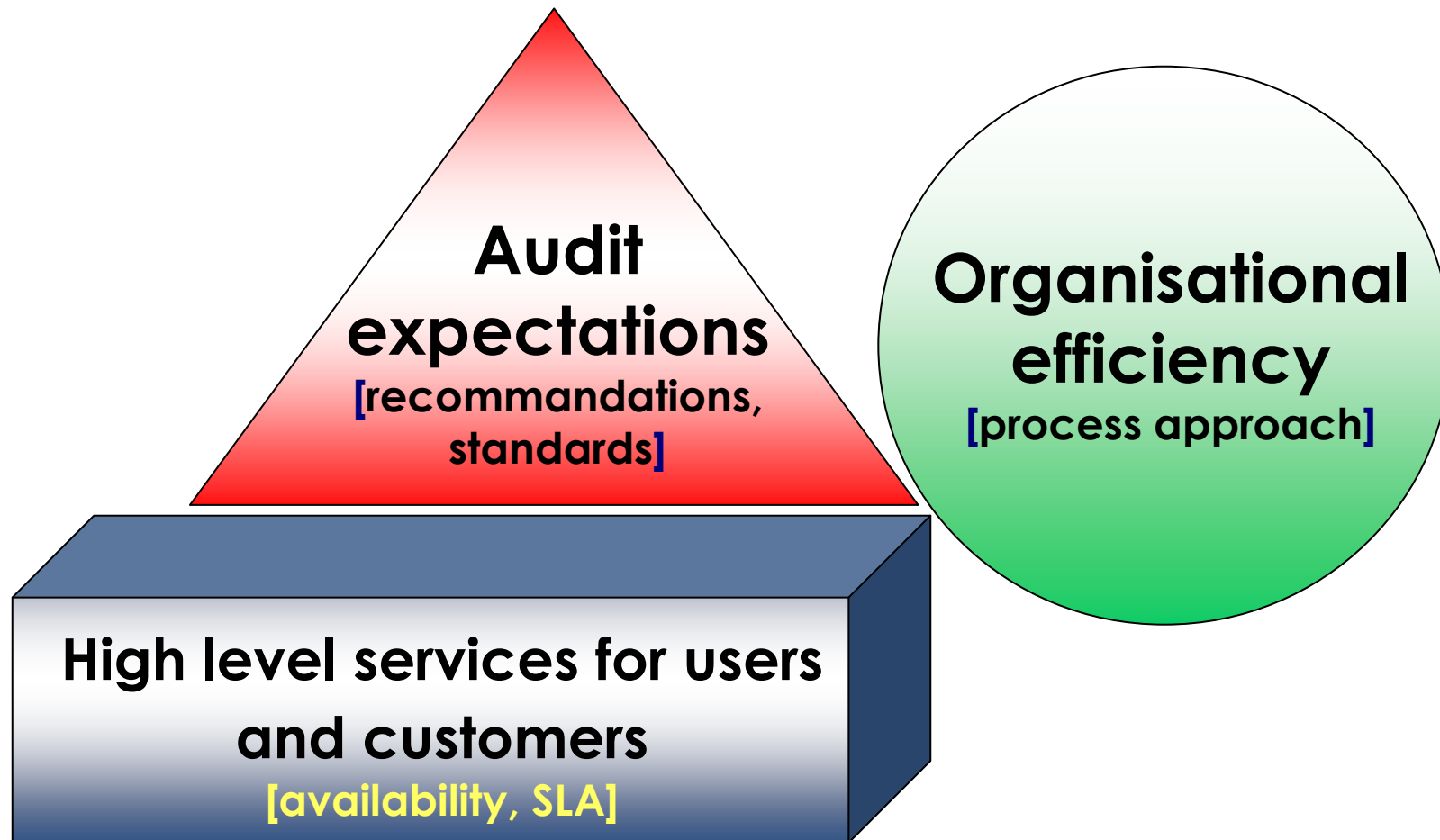


# KELER in nutshell

- Established in 1993,
- Ownership structure - Shareholders as % the capital
  - National Bank of Hungary (NBH)
  - Budapest Stock Exchange (BSE)
- Automated business processes– „IT factory”
- Custom made business applications
- All capital markets are country specific and
- For capital markets the IT is the most crucial area
- Operation reliability, security, transparency, provability, verifiability
- Market expectations (STP, T+0 etc.)



# KELER demands and expectations



The target is the quality, efficiency and flexibility !

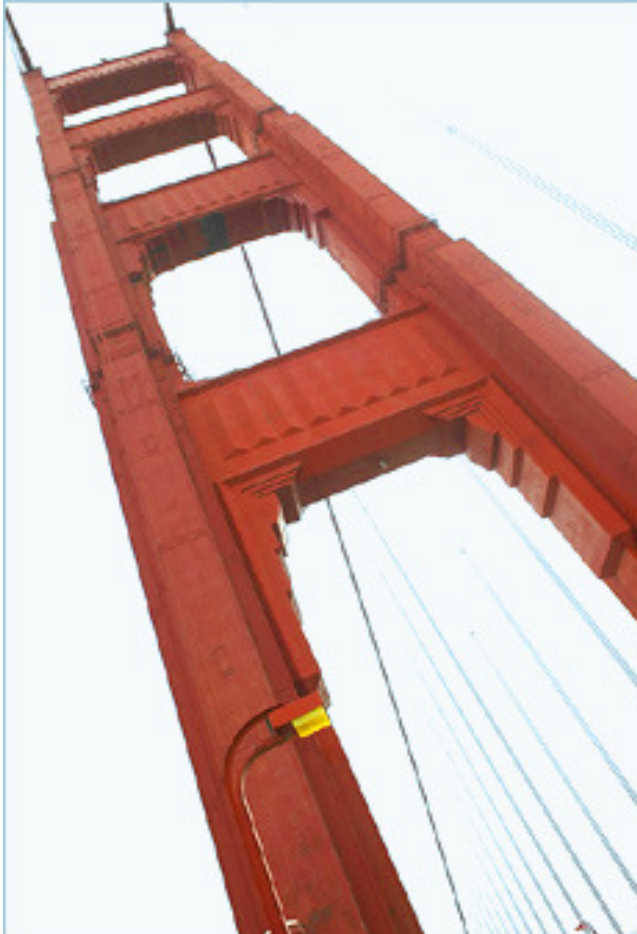
Is KELER's service management measurable?

# KELER demands and expectations

External demand → Internal demand → Strategy

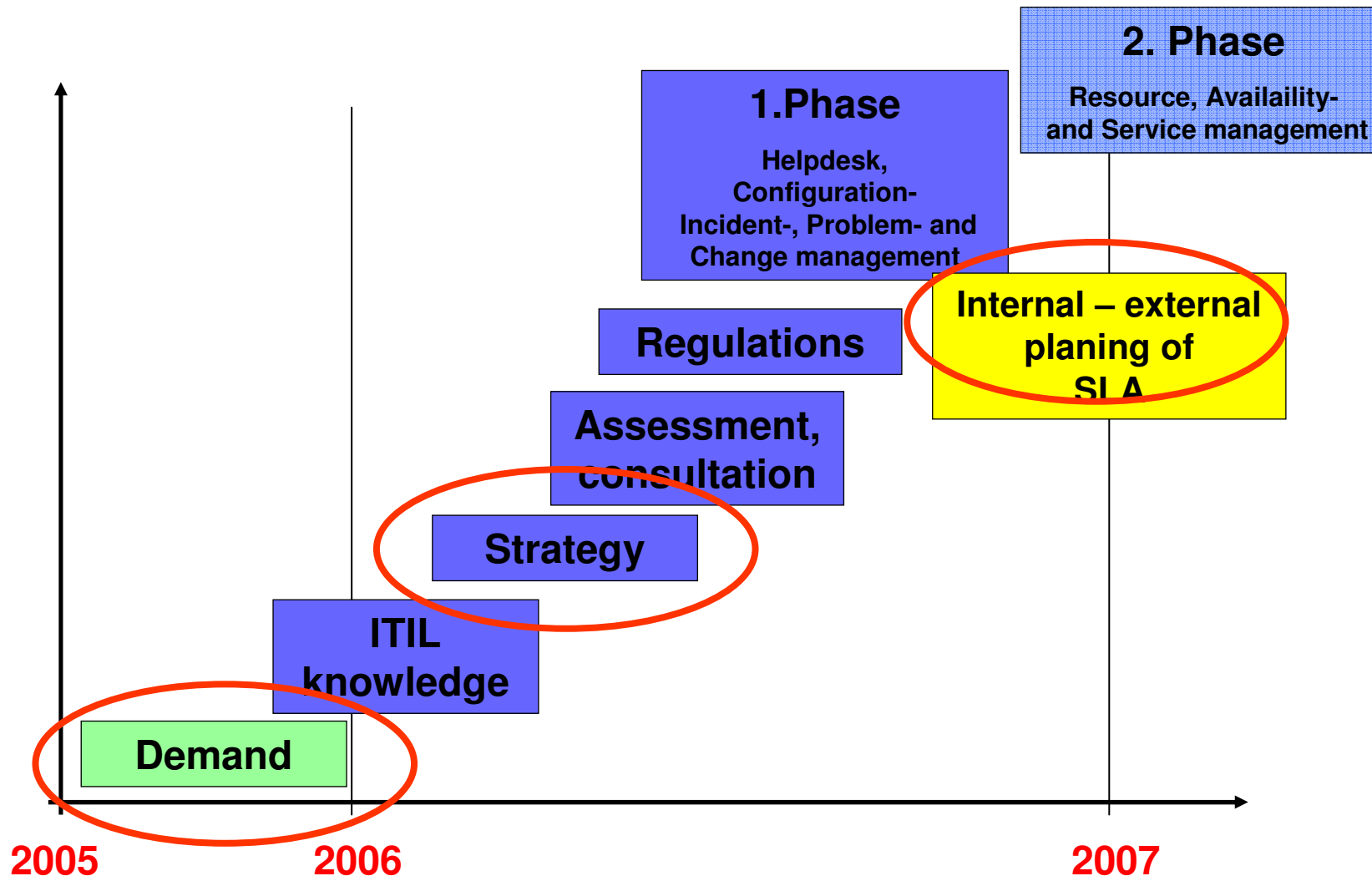


# Challenges



- Business case:
  - Relations between IT-infrastructure (CI's) and business services are not known
  - Accidental root cause detection
  - Compliances - audits
  
- Preventive care:
  - Organised, process driven operation
  - Predict and omit problems
  - Discover problems before customers
  - Know the business impact
  - Keep customers informed
  - Control costs

# From demand to solution - past, recent, future



# Where to start? & ITIL implementation

- ITIL introduction to the stakeholders
- Organisational changes needed
- Company standard compliances
- Defined ITIL processes (incident, change.....)

# Organisational changes

## Line management

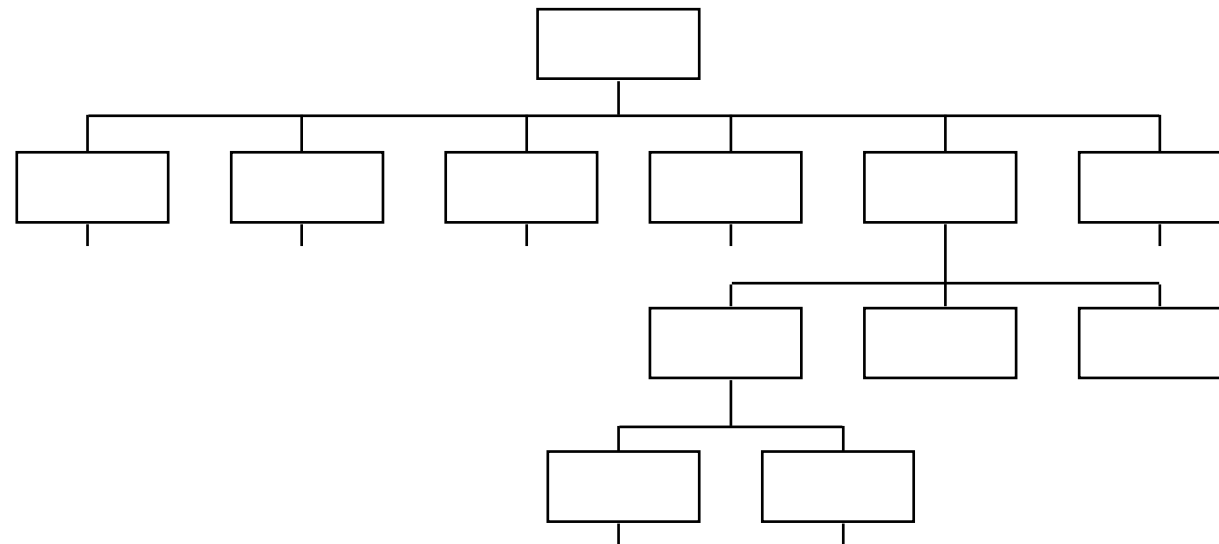
Responsible for:

- Business objectives
- People
- Budgets
- Daily operations
- Internal processes

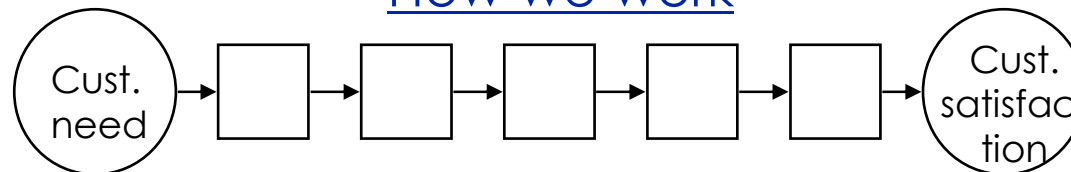
## Process owners

- Map the process
- Monitor the process
- Improve the process

## How we are organised?



## How we work



# Processes ...the key of efficiency

- Process documentation to ensure the transparency
- ITIL based process oriented operation
- Implementing control system
- Education, knowledge management



Business agreement

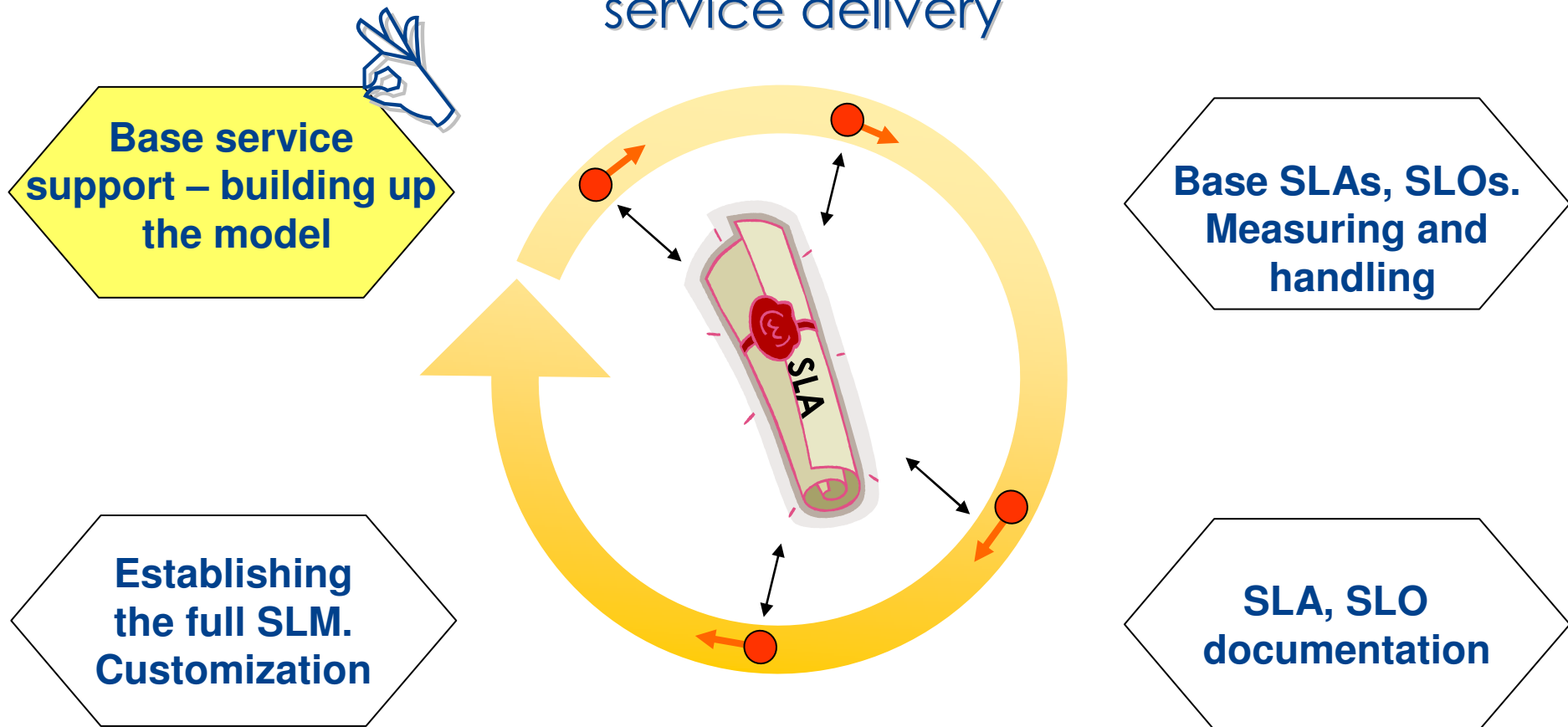
# KELER SLM expectations



- The service definition should correspond with business value
- Measurement points and key metrics must reflect the quality of IT operation
- Priority based Helpdesk.
- The compliance of service level must guarantee the the cost efficiency and availability of business
- Support for control of suppliers and business partners

# Planing of internal and external SLA

KELER IT operation,  
service delivery



External customers / Internal users

Do we measure it? – Do we understand it?

**Business  
processes**



SLA



**IT  
services**



SLA



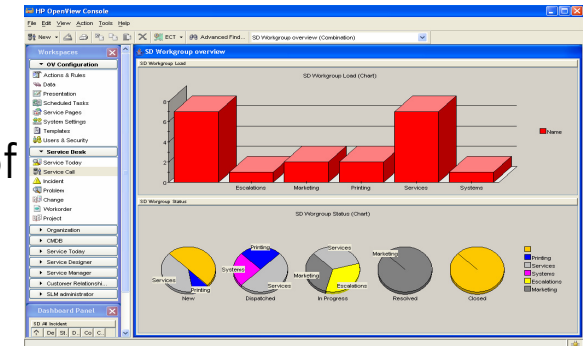
**Support**



# The Solution

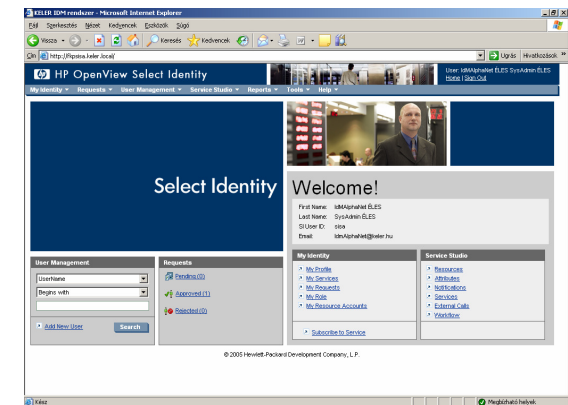
## HP Openview Service Desk 5.0

- Supporting the ITIL processes with application of Service Support and Service Delivery approach of SD
- Automate the Helpdesk activities (call handling, archiving, notification etc.)
- Building up single point of contact for service calls



## HP Openview Select Identity 4.01

- Registration and management of authorities
- Centralized authority management for Unix, Linux, Windows systems and Databases
- Development for extending the functionality of bi-directional connectors of SI





# Follow ups

## Customer point of view

- Never ending story
- Continuous customization
- Complex tasks have to be splitted to subtasks
- The Customer's conception is not always authoritative
- We can measure only in that case if we know what and we have tools to do it.
- The quick successes can help the implementation
- ....

## Supplier point of view

- Definite metrics for measurement
- The measurement needs unambiguous metrics
- Implementation of regulations, process models and organizational relationships are the first tasks
- Deep plan and specific conception are needed
- It's easier to support an ITIL-like organization
- .....

# The future

- Implementing the Resource Management
- Implementing the Availability and Service Management
- Customizing the metrics
- Reporting



# Summary

- Exhaustive demand measurement and long term strategy are needed
- The full conformity of demands is needed to the objective measurement (Customer $\leftrightarrow$ Business  $\leftrightarrow$  IT)
- The implementation of Service Management needs prepared organization

....questions?

