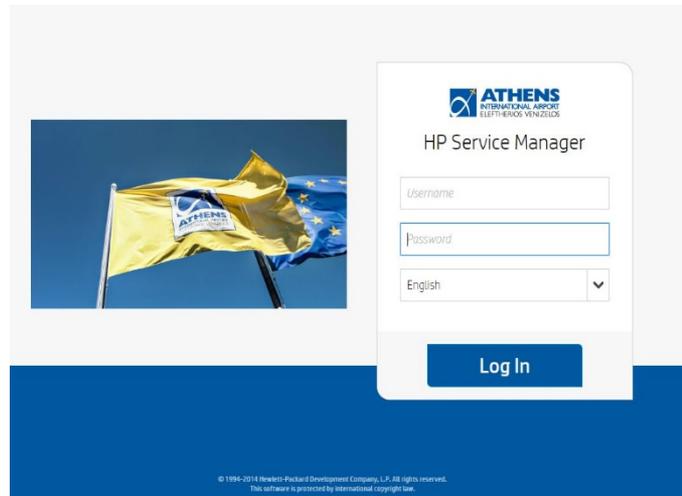


Athens International Airport

ITSM as a Performance Monitoring Tool



Presented by:
George Demetriades
Director Information Technology
& Telecommunications Business Unit
Date 11 February 2016

What does it provide us ?

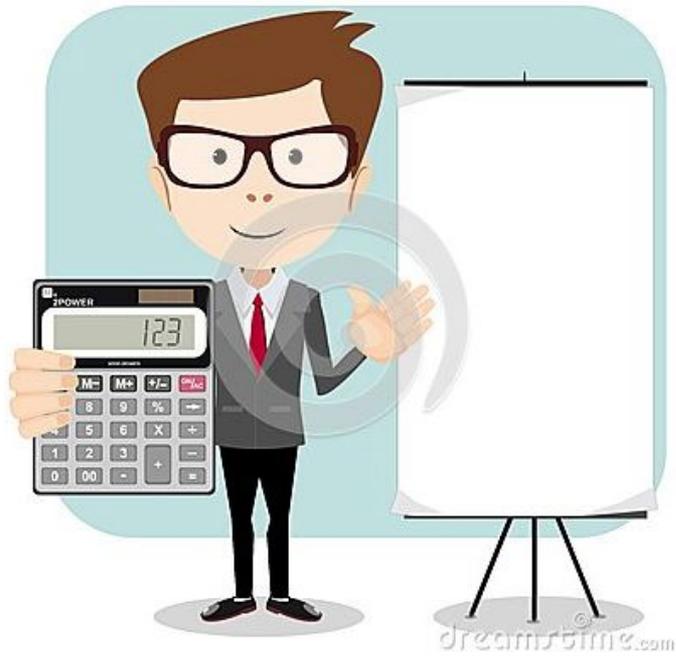


Service Delivery

+

Service support

Let us meet some friends.....



*Nicholas
Accountant*

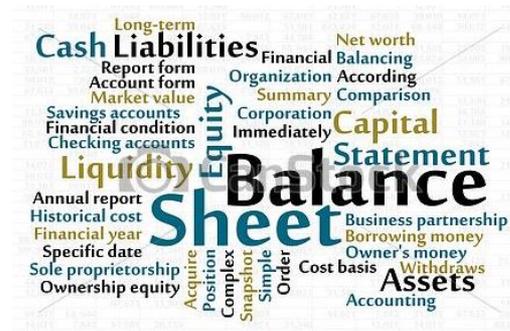
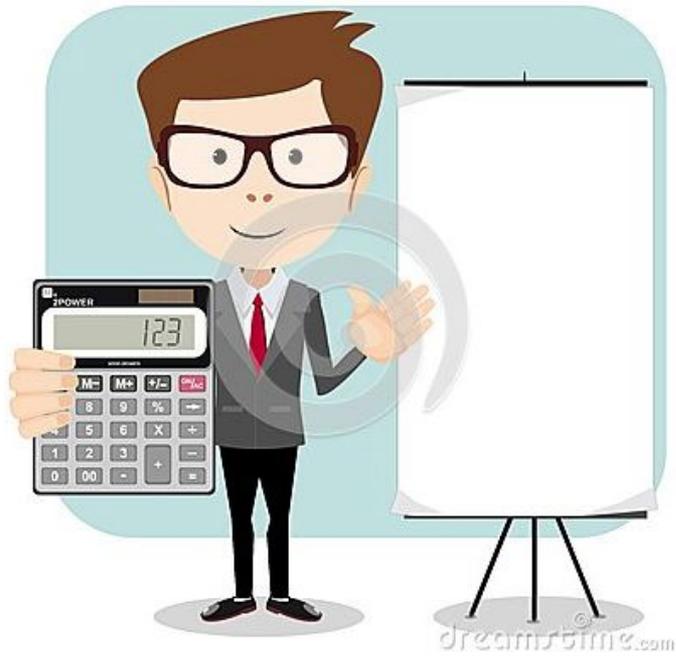


*Christina
Engineer*



*Philip
Computer
Engineer*

..each one having his own “issues”...
....Nicholas.....



© Can Stock Photo - csp12359757

*Nicholas needs to deliver
the Balance Sheet figures
by the end of the
month...*

....correctly

..while in another front ...



*Christina needs to
renovate the White House
bedroom and sitting
room.....*

....timely

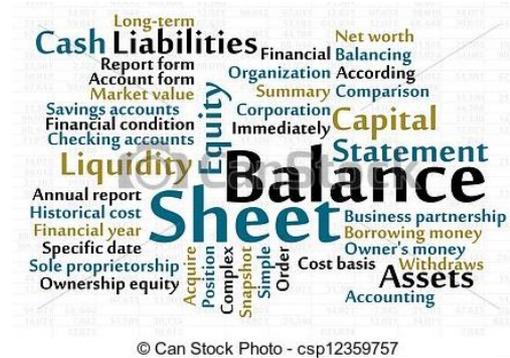
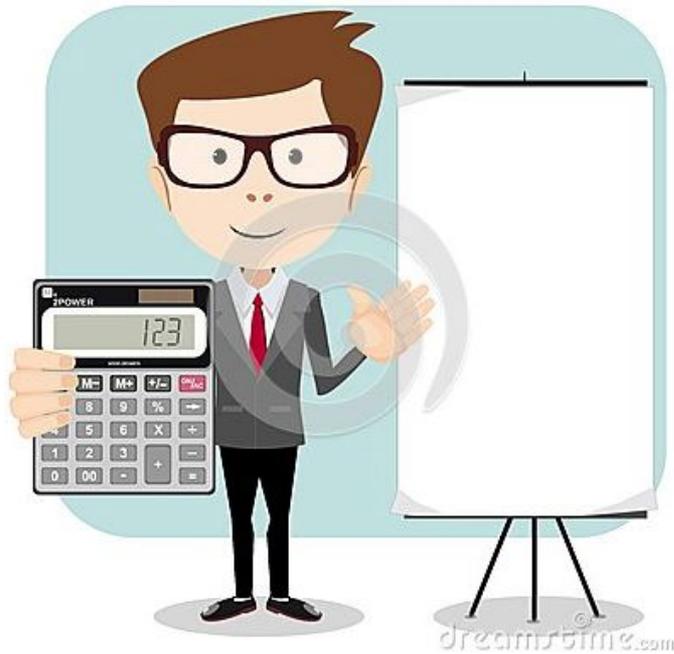
..who said that tech geeks are excluded ??...



*Philip must implement
the new ERP*

*....as per the company's
project plan*

..if however one looks behind the scenes...



Nicholas needs to deliver the Balance Sheet figures by the end of the month...

....correctly



..common components become visible...

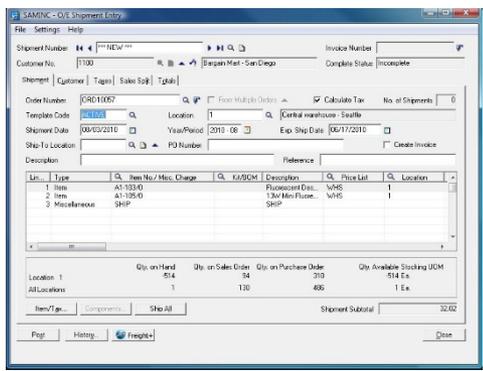


Christina needs to renovate the White House bedroom and sitting room.....

....timely



..in different forms and sizes...



Philip must implement the new ERP

....as per the company's project plan



..Each one has a goal .. And a goal must be.....



..Does this look familiar ? It is again all the components from previous pages..



...Make our life easier .. Avoid the mistakes ...

Mistake #1

Employees' personal objectives don't align with business objectives

17%
EMPLOYEES
ARE ENGAGED



Aligning
objectives
increases
engagement to

67%



...follow simple steps such as providing continuous feedback

Mistake #2

Feedback is only given during appraisal meetings



28%
are engaged

Providing
ongoing
feedback
increases
engagement to



EXCELLENT
GOOD
FAIR
POOR



73%

Incident &
Problem



Event
Management



...and include effort recognition as given by 3rd parties

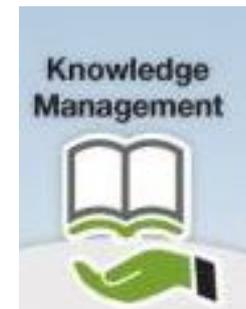
Mistake #3

Not including customer recognition as part of employee feedback

19%
ARE ENGAGED

Including customer recognition
increases engagement to

66%



...lead by example ...

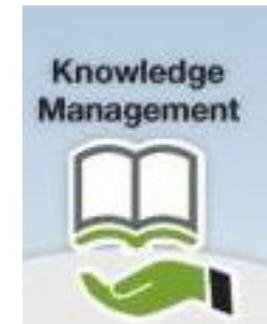
Mistake #4

Managers not taking personal responsibility

Getting managers personally invested increases engagement to



...train and then demand ...



...provide clear objectives and manage expectations

Mistake #6

Employees don't have insight into team expectations

25%
ARE ENGAGED

Making both individual and team expectations clear increases engagement to

71%



...and most importantly ...make people understand how they are measured for performance...

Mistake #7

Employees don't have a clear understanding of how performance is being measured

26%
ARE ENGAGED

Ensuring employees understand performance measurements increases engagement to

68%



itsm IS NOT an IT exclusive prerogative



...IT IS A SOUND BUSINESS PRACTICE & CAN BE PARAMOUNT IN MANAGING PERFORMANCE

..thank you for your patience



 George Demetriades

 George_d24

 George.Demetriades@aia.gr