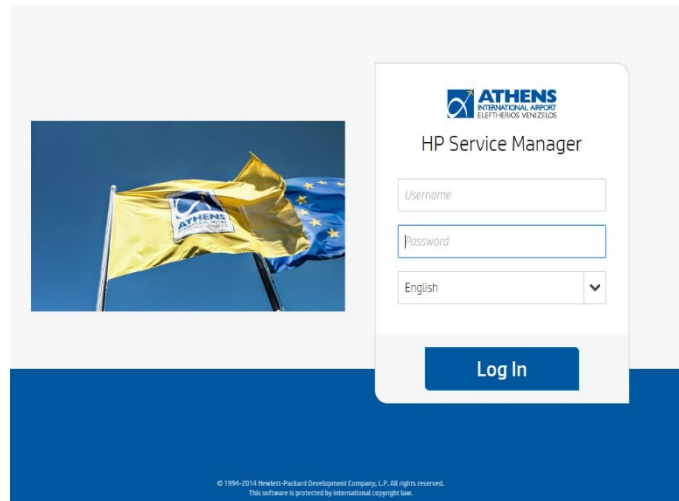


Athens International Airport

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*

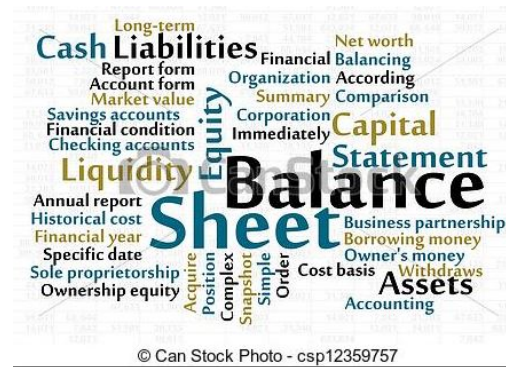
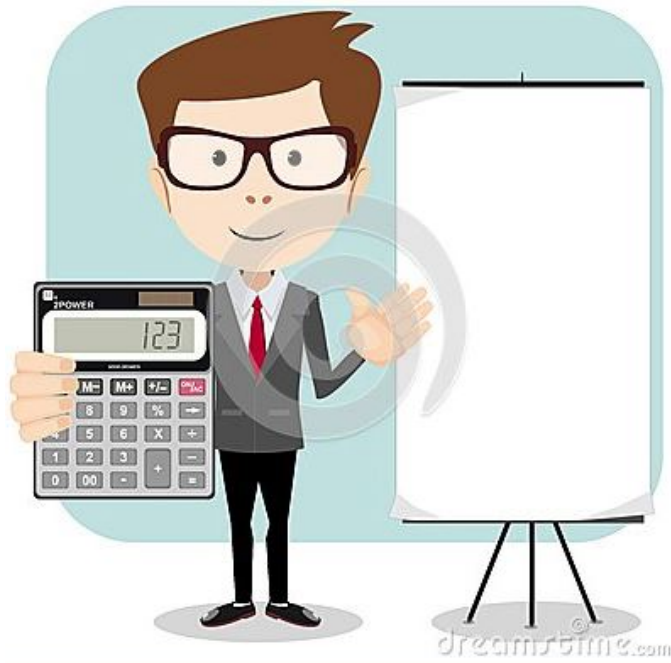


*Christina
Engineer*



*Philip
Computer
Engineer*

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



*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

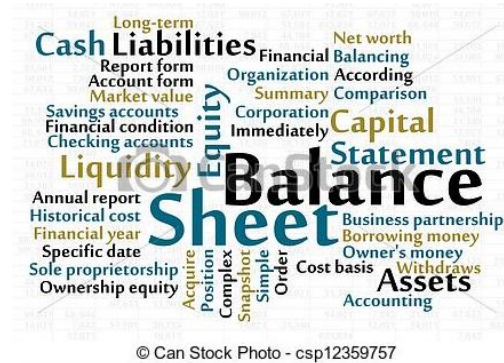
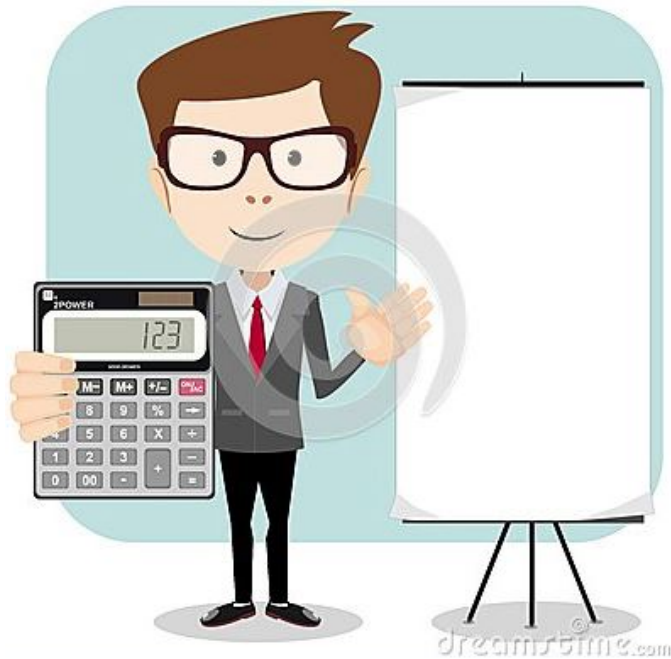
..who said that tech geeks are excluded ??...

A screenshot of a software window titled 'SAMING O/E Shipment Entry'. The window contains various input fields and a table. The fields include: Shipment Number (NEW), Customer No. (100), Shipper (Customer), Order Number (0601067), Template Code (0000), Shipment Date (06/03/2010), Ship To Location, Invoice Number, Complete Status (Incomplete), Location (Central warehouse - Seattle), Year/Period (2010 - 06), Exp. Ship Date (06/17/2010), and a 'Create Invoice' button. Below these fields is a table with columns: Lin, Type, Item No./Misc. Charge, Description, Price List, and Location. The table contains two rows: 1. Item AT-103.0, Fluorescent Des., WHS, 1; 2. Item AT-106.0, 13W Men Fluor., WHS, 1. Below the table are fields for Qty. on Hand (54), Qty. on Sales Order (130), Qty. on Purchase Order (496), and Qty. Available Stocking UOM (514 Ex). At the bottom, there are buttons for 'Item Type', 'Components', 'Ship All', 'Shipment Subtotal' (32.02), 'Print', 'History', 'Freight', and 'Close'.

*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...



SAMDOC - OS Shipment Entry

File Settings Help

Shipment Number: 1150 Invoice Number: [blank]
Customer No: [blank] Complete Status: Incomplete

Shipment Customer Tags Sales Tag

Order Number: ORD1007 From Multiple Orders: [checked] Calculate Tax: [checked] No. of Shipments: 0

Template Code: 00100 Location: Central warehouse - Seattle

Shipment Date: 06/03/2010 Year/Period: 2010 - 08 Exp. Ship Date: 06/17/2010

Ship-To Location: [blank] PD Number: [blank] Create Invoice: [checked]

Ln.	Type	Q.	Item No / Misc. Charge	Q.	EA/UCM	Description	Q.	Price List	Q.	Location
1	Item		A1-105.0			Purchase Order - WHG			1	
2	Item		A1-105.0			13rd Mini Floor - WHG			1	
3	Miscellaneous		SHIP			SHIP				

Location 1 Qty on hand: 514 Qty on Sales Order: 54 Qty on Purchase Order: 210 Qty Available Stocking UCM: 514 Ea

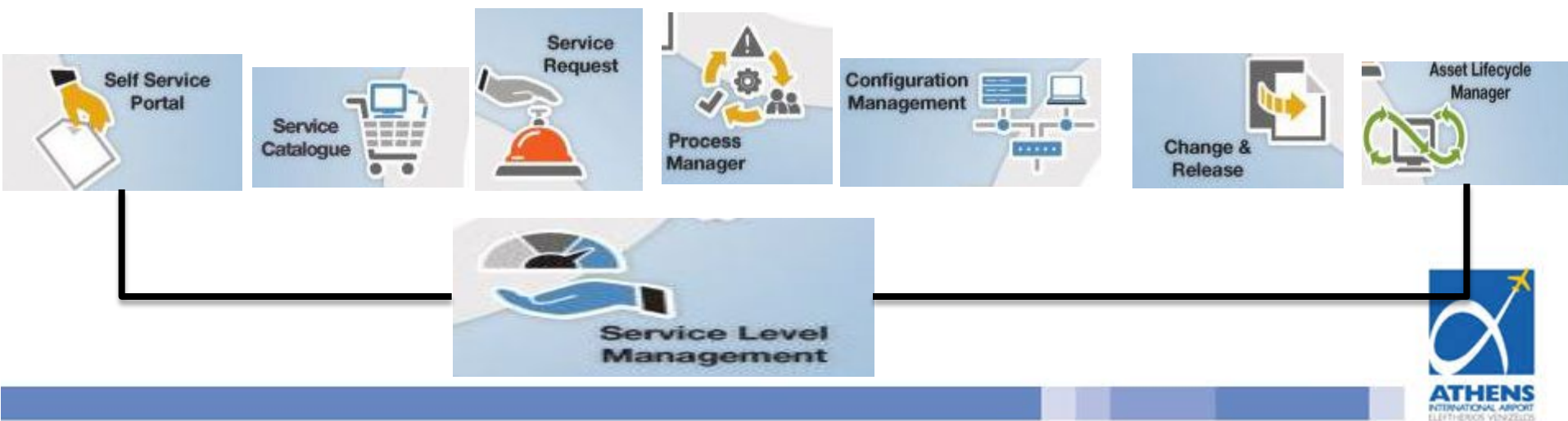
All Locations 1 120 405 1 Ea

Item/Tag Components Ship All Shipment Subtotal: 32.60

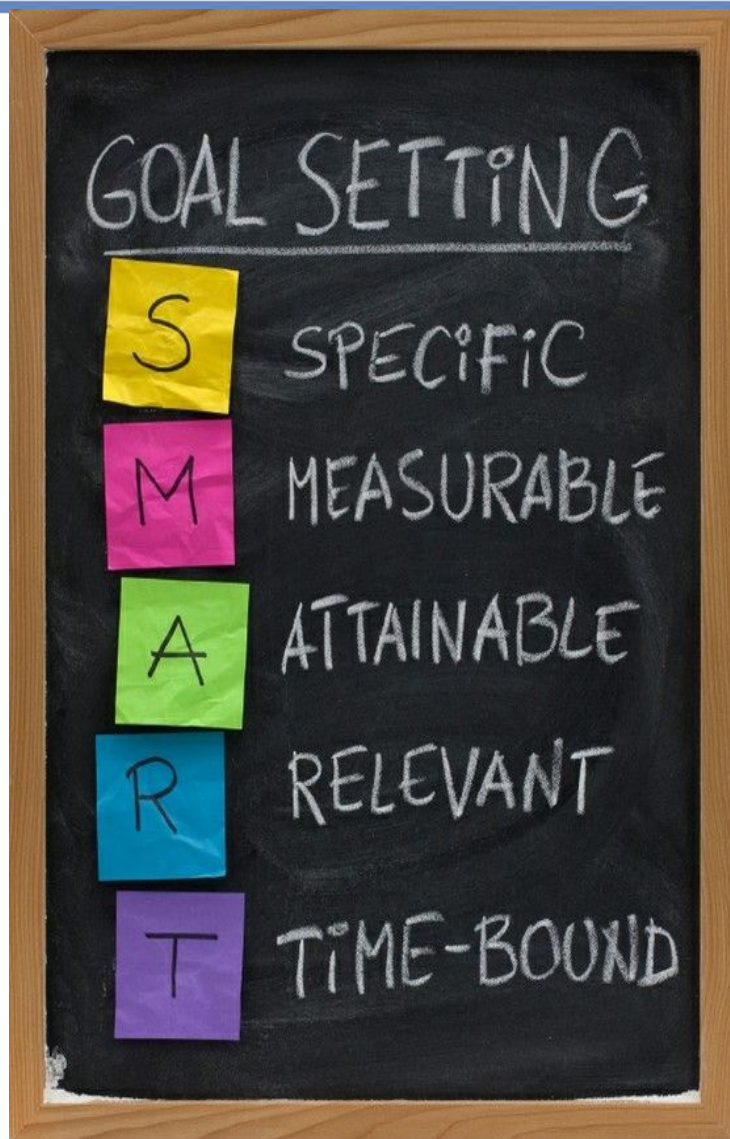
Page History Freight Done

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

73%

☒ EXCELLENT
☐ GOOD
☐ FAIR
☐ POOR

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

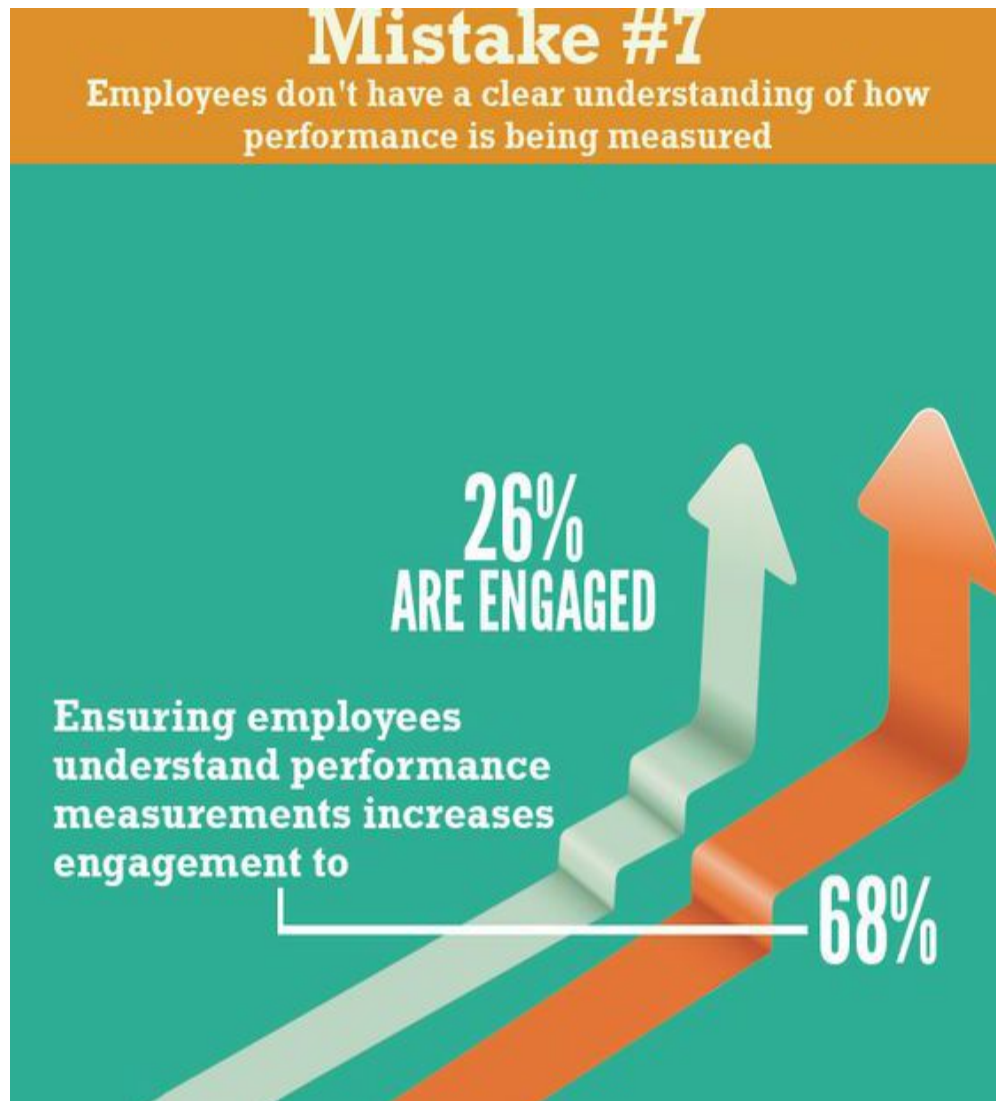
25%
ARE ENGAGED

Making both individual and team expectations clear increases engagement to

71%



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



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



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