Gander Service Management
Helping organisations and people deliver greater value

Service Catalogue

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Introduction

Gander Service Management helps organisations get more value from their IT teams and for IT teams to understand what value for the organisation is. .

Founded in 2010, Gander Service Management has helped organisations in multiple sectors to identify and drive improvements in people and process. We see our value in helping to support organisations.
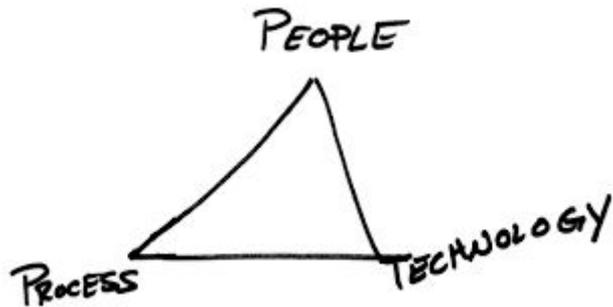
IT departments are capable of delivering and supporting technology, but we assist by providing support to the other sides of the triangle: People & Process.

We only offer services which we believe we can deliver successfully and will deliver value to your organisation. As such we offer three types of services:

- Consulting
- Coaching and mentoring
- Training

About James Gander

James is an experienced consultant and leader helping organisations to identify and drive improvements in the way they deliver value to their customers. While his background may be in IT Service Management, many of the practices and approaches can be applied to the wider organisation as well, as Enterprise Service Management. This approach is also applicable when considering the creation of Shared Service Centres or outsourcing IT or Business Process work.

With almost 30 years in IT in a variety of roles from helpdesk to IT Operations Manager and 20 years experience managing, mentoring and leading local and international teams in Outsource, Utilities, Manufacturing, Media & Broadcast, Health and Tertiary Education environments James uses experience and ideas based on Service Management, DevOps principles, Lean and Agile thinking to deliver solutions that fit the customer's needs.

James is an accomplished people manager, varying from small local teams to large multinational teams and is experienced in strategic thinking to drive improvements and change.

Since leaving his role as IT Operations Manager in 2010, James has focussed his attention on the People and Process aspect of service delivery, using the most appropriate approaches best suited to the requirements. The People component has also resulted in coaching and mentoring managers and team leaders in a variety of operational and service delivery roles.

Recently, James co-founded the Good Guidance collaborative group who came together to help organisations with Operational Excellence & Lean Thinking, Knowledge Management, Organisational Change Management, IT solutions, Service Management & DevOps ways of thinking.

James was a recognised contributor to ITIL4 Foundation, COBIT Online and the VeriSM framework and is also currently on the board of the IT Service Management Forum of New Zealand (itSMFnz) as Secretary and is a member of the TBM Council and the Shared Services and Outsourcing Network (SSON).

Certifications

- ITIL V2 Manager's Certificate
- ITIL V3 Expert
- ITIL4 Managing Professional
- DevOps Foundation
- Certified Agile Service Manager

James is a Certified Delivery Partner of GamingWorks and certified to deliver The Phoenix Project & MarsLander Business Simulation Workshops.

Coaching & Mentoring

Coaching is aimed at helping an individual achieve specific personal or professional goals by providing guidance. Mentoring is aimed at helping an individual develop skills and knowledge for personal and professional growth. We tend to find that most engagements use an element of both.

Each coaching or mentoring engagement includes:

- A kick-off half-day introductory meeting
- 2 catchup calls per month, each of one hour, via Zoom or face to face depending on location
- Unlimited support via Slack, email or phone call (within reason)

Consulting

IT Operations

Interim IT Operations Management is offered to those organisations who need a position filling to cover leave, long term illness or while a new permanent member of the team is being sought. These positions are usually 1 - 3 months in duration, but can vary depending on needs.

IT Operations team (including Service Desks) reviews take place when senior managers believe that there is room for improvement or when others within the organisation are commenting that the teams are not performing to their fullest potential. This review can also provide a set of actions to start the improvement programme.

Service Management

Whether IT Service Management or Enterprise Service Management in Shared Service Centres we can review existing processes, undertake value stream mapping and identify waste. We will also work with the teams and customers to understand where pain points currently exist as well as what currently works well. This will enable us to provide you with visibility of potential actions and priorities.

We can also assist with:

- Process design and review,
- Service Catalogue design and implementation
- Designing how to transition from project into operations
- Anything else which is a challenge for you

Service Management Tool selection

The process of evaluating, selecting and implementing the right tool can be time consuming and at times confusing.

We help by gathering requirements, leading the selection process (but not selecting) and managing the implementation with the selected partner.

We are tool and vendor agnostic, although we do have experience of working with several partners, enabling us to introduce you to solutions best placed for you. Experience has also allowed us to understand many of the pitfalls associated with the process.

This can be as large or small a process as required.

Training

We offer two types of training to our customers: Online training and workshops / simulations.

Online Training

The budget aware online training is available for:

- Service Management (ITIL & VeriSM)
- Business Analysis
- DevOps
- SIAM (Service Integration And Management)
- Business Relationship Management
- Agile Scrum & Agile PM
- Cloud Computing

Prices can be found online at www.gander.co.nz/training

Simulations & Workshops

Service Management simulation

The "next generation" Service Management simulation, MarsLander allows attendees to experience how agile and lean techniques, along with ITIL4 and DevOps ways of thinking and working can be used to transform how traditional service management and IT operations teams think and work. The simulation is designed and licenced by GamingWorks.

This is a full day simulation for 10 -11 people. It can also be offered online for 7 - 10 people.

This simulation can also be split into facilitated exercises, either online to onsite, covering:

- Focus on Value.
  - In this exercise we focus on two areas: the Service Value System within ITIL4 and the need to collaborate and promote visibility. As a team, we have too much work; issues, events and internal initiatives which will allow us to remove blockers and work smarter, delivering more projects for the business, and external demands such as projects, and sales driven requests. How do we prioritise this work? How do we justify prioritising internal initiatives over business projects? Do we understand what value to the organisation is? We will explore how this can be understood and addressed.
- Audience
  - The audience for this exercise is IT Managers, decision makers and key stakeholders.

- Service Value Chain & Streams
  - In this exercise we focus on two areas, the Service Value Chain within ITIL4 and Service Value Streams and the need to collaborate and promote visibility. The team will understand how value driven decisions are made (previous exercise) and how collaboration between the different teams to work on one piece of work (value

stream) can enable improved value creation. We also experience how to progress iteratively with feedback and the value of continual improvement.

- Audience
  - The audience for this exercise is support teams and service management teams.

- Continual Improvement
  - In this exercise we focus on two areas, the Service Value Chain within ITIL4 and Service Value Streams and the need to collaborate and promote visibility. The team will look at Service Improvement actions belonging to the Service Manager role and understand what blockers they will remove. We will also explore how all work is required to be handled through Change Management which uses up capacity. The team will be made aware about the low customer satisfaction rating and we will then discuss the value that improvements can bring to an organisation, and discuss when internal improvements should take priority over other work.
- Audience
  - The audience for this exercise is any interested parties, including business stakeholders.
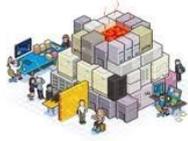
Service Management Overview

This 2 - 3 hour long session helps teams to understand:

- What is IT Service Management and why do we do it?
- What is ITIL and why do we use it?
- ITILv3 / 2011 Lifecycle including
  - Service Strategy,
  - Service Design,
  - Service Transition,
  - Service Operations and
  - Continual Service Improvement.
- ITIL4 Guiding Principles
- How does this relate to day to day work?
  - What tasks should each team/role undertake?
    - Architects
    - BAs
    - Projects
    - Service Desk
    - Support teams (Infrastructure, Application, etc.)
  - Good operational support team ITSM practices.

DevOps / Agile / Lean simulation

We offer a simulation, The Phoenix Project, based on the book, which allows attendees from IT and the wider organisation to experience and apply DevOps principles / Agile / Lean and ways of thinking and working in a safe but fun environment.

The simulation is designed and licenced by GamingWorks.

This is a full day simulation for 11 - 12 people.

We also offer the Phoenix Project for Business simulation aimed at non-IT or IT senior management where the attendees learn what DevOps / Agile / Lean ways of working mean to them. This can be delivered on site or online.

This is a half day simulation for 5 - 8 people.

DevOps Workshop

We offer a half day DevOps Awareness workshop which is designed to give those at all levels, an awareness of the principles of DevOps. In an interactive workshop, we cover:

- the history of DevOps,
- how DevOps interacts with Service Management,
- the three ways of DevOps,
- the principles of CALMS,
- visualising your work and
- Exercises covering:
    - What myths or misconceptions might need to be addressed in IT and the wider organisation about DevOps
    - Understanding the flow for a process (the 1st way)
    - Considering the 3 ways, how could you improve the flow?
    - What is the Why of your organisation & IT. Why are you looking at DevOps / Agile?
    - Describe your culture, between IT teams and between IT and the wider business
    - What should the culture look like?
    - How can sharing be improved?
    - Name 2 things you would like to do to start a DevOps journey tomorrow, requiring no money and no approval.

Additional Services

As part of the [Good Guidance](#) collaborative group, we also work with colleagues with complementary skills when required.

Good Guidance is a trans-Tasman collective addressing more complex needs across Australia and New Zealand.

As independent experts in our own fields,we work together on shared projects, solving overlapping problems. With Good Guidance, you won't need to engage a large and expensive consulting company, or deal with multiple independent consultants.

We help with:

1. Strategy development
2. Planning & prioritisation of improvements
3. Achievement of operational excellence
4. Technology solutions
5. Continual improvement

With Knowledge Management at the core and Organisational Change Management as a foundation for success, we work hard to keep things simple, so you can reset and refocus.

More details on the group and members can be found at [goodguidance.co](#)