

ITIL: Lessons Learned on the Quality Service Management Initiative



Presented by:

Carl W. Deputy,
Northrop Grumman
Corporation

Wednesday, 21 July 2010 (6:00 – 8:00 pm)

**Applied Physics Laboratory, Johns Hopkins University
11100 Johns Hopkins Rd Laurel MD 20723 (Main Entrance – Lobby 1)**

Presentation: How an IT organization manages its resources and capabilities to deliver valuable IT Services is best described as IT Service Management, and the most complete public framework is the international *de facto standard* called ITIL®. ITIL® describes a Service Lifecycle, beginning with a sound Service Strategy, followed by Service Design, Transition, and Operations, all kept up to date through a Continual Service Improvement phase.

But businesses adopting ITIL® are often unprepared for the cultural change required for enjoying the benefits of ITIL®. Without facing the organization's culture, identifying the roadblocks, and setting in place long term corrective actions, no business transformations are successful.

This brief overview of ITIL and organizational culture attempts to show the ITIL® lifecycle at a very high level, followed by a discussion on proven techniques for achieving cultural change.

Speaker: Carl Deputy is the Principal IT Service Management Consultant at TASC in Annapolis Junction, MD, and is the personal and full time ITSM and Organizational consultant for the Director of Enterprise IT Services for a large "Tech-heavy" government agency. He is certified at all levels of ITIL® (V2 and V3), ISO/IEC 20000, is a Collegiate level Master Instructor of Leadership Education, an ITIL® instructor, and has led large-scale organizational business transformations for the Department of the Navy, and the Defense Information Systems Agency.

Note: Dinner will be held in the Howard County Room #3 (Enter the Main Laboratory Entrance, Lobby 1, and take a right at the guard station into the main cafeteria. We're down at the end of the hallway in the very last dining room.) Topic discussion will follow dinner.

Delicious friendly networking buffet dinner: Summer Cookout indoors - Grilled BBQ chicken – drumsticks thighs and breasts grilled and brushed with a nice BBQ sauce; roasted red potato wedges; cole slaw and watermelon slices, with garden salad dressing, rolls and butter, dessert, coffee and iced tea.

Dinner Reservations: To register for dinner, contact Don York at donald.york@tasc.com

Dinner Cost: Guests: **\$20**; INCOSE members: **\$15** if payment is received by July 16th, 2010, **\$20** afterwards. To pay by credit card or PayPal, visit our website: <http://www.incose.org/chesapek>; or to pay by USPS, mail checks (payable to INCOSE-CC) to:

INCOSE-CC, PO Box 142, Linthicum, MD 21090-0142.

Dinner Cancellation Policy: If you make a dinner reservation and then find that you will be unable to attend, please notify Don York by Monday, July 19th, 2010. There will be no refunds after Monday, July 19th, 2010.

Presentation ONLY: FREE (no reservations necessary)

Corporate Sponsor: We wish to thank the Applied Physics Laboratory for supporting the systems engineering profession through use of their facilities.

Our Evening's Agenda

5:45 – 6:00 pm	Arrival and Socializing
6:00 – 6:45 pm	Dinner
6:45 – 6:50 pm	Member Introductions
6:50 – 6:55 pm	Chapter Business Items
7:00 – 8:00 pm	Presentation

Directions: **JHU APL**, 11100 Johns Hopkins Road, Laurel, Maryland 20723, Phone (443) 778-5000
See APL's Visitor Guide for more: <http://www.jhuapl.edu/newscenter/visitor/default.asp>

From Washington DC and Capital Beltway (I-495):

Take I-95 North toward Baltimore, 10 miles to Columbia exit (MD Route 32 West),
Go 2.5 miles to the Washington DC exit (US Route 29 South).
Go 1.5 miles south and take Johns Hopkins Road exit (bear right at the top of the hill).

Or from the Capital Beltway (I-495):

Take US Route 29 North (Colesville Road) 10 miles and follow signs for the turn onto Johns Hopkins Road.

From Baltimore and Baltimore Beltway (I-695):

Take I-95 South toward Washington DC.
Go 13 miles and take Columbia exit (MD Route 32 West).
Go 2.5 miles and take Washington DC exit (US Route 29 South).
Go 1.5 miles south and take Johns Hopkins Road exit (bear right at the top of the hill).

Once you're on Johns Hopkins Road:

APL is a half-mile west of US Route 29 on your right side. Go past the first entrance, continuing past the pond and take the next right turn onto a tree-lined lane. Park in the visitor's lot on your left side. Enter at the main entrance marked **Building 1** (flagpoles and traffic circle in front).

Dinner is held in the Howard County Room #3 located at the end of the cafeteria hallway to the right of the entryway just before the Guard's desk.

