

NOT THE ITSM LIBRARY

IT Service Management
FROM HELL!

Based on Not-ITIL®

**Version 3:
THE
'UPGRADE'
EDITION!**





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**VERSION 3:
THE 'UPGRADE'
EDITION!**

Brian Johnson
Paul Wilkinson

Editor, token woman and sanitizer: Annelise Savill



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About the ITSM Library

The publications in the ITSM Library cover best practice in IT Management and are published on behalf of itSMF Netherlands (itSMF-NL).

The IT Service Management Forum (itSMF) is the association for IT service organizations, and for customers of IT services. itSMF's goal is to promote innovation and support of IT management; suppliers and customers are equally represented within the itSMF. The Forum's main focus is exchange of peer knowledge and experience. Our authors are global experts.

The following publications are, or soon will be, available.

Introduction, Foundations and Practitioners books

- Foundations of IT Service Management based on ITIL® / IT Service Management – an introduction, based on ITIL® (Arabic, Chinese, Danish, German, English, French, Italian, Japanese, Korean, Dutch, Brazilian Portuguese, Russian, and Spanish)
- IT Services Procurement based on ISPL – an introduction
- Project Management based on PRINCE2™ 2005 Edition (Dutch, English, German)
- Release & Control for IT Service Management, based on ITIL®, A Practitioner Guide (English)

IT Service Management – best practices

- IT Service Management – best practices, part 1 (Dutch)
- IT Service Management – best practices, part 2 (Dutch)
- IT Service Management – best practices, part 3 (Dutch)

Topics & Management instruments

- Metrics for IT Service Management (English)
- Six Sigma for IT Management (English)
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- ISO/IEC 20000 – a pocket guide (English, German, Italian, Spanish, formerly BS 15000 – a pocket guide)
- IT Services Procurement based on ISPL – a pocket guide (English)
- IT Service CMM – a pocket guide (English)
- IT Service Management – a summary based on ITIL® (Dutch)
- IT Service Management from hell! (English)

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Dedication: The very first Not-ITIL (Version 3) rip-off

This book is respectfully dedicated to the late Peter Skinner (who obtained the funds for the very first **** project) and to John Stewart (the true 'father' 'Godfather' or whatever of ****), a man of true humility and deep pockets.

Copyright and trademark policemen please note: every reference to 'Itil' in this book refers to the town of Itil. So there. Any references to the methodology of the same name is referred thus: ****.

This is (sometimes) a work of fiction; if after reading it you recognize yourself then maybe you take yourself too seriously.

Publishers Warning: The humour in this book was subject to extensive Teutonic Testing prior to release (no, honestly, it was). The Publisher read passages to volunteers from Bavaria, Westphalia and a number of Rheinlanders; sadly some injuries did result with numerous abdominal sutures being required. The 'funny' bits responsible for the injuries were, of course, removed (so were the sutures, eventually) to ensure a level of laughs commensurate with the needs of the people of Germany. So hold your sides and prepare for some serious Germanic japes and Teutonic titters a-plenty ...

Acknowledgements

Special thanks to itSMF (IT Service Management Forum) who continue to supply us with most of our ideas and material.

'This issue has arisen because you asked more than one person to look at the problem'

- itSMF January 2006

'Yesterday's hero is today's suspect. If you could fix it at 3 am when it broke, chances are you could have prevented it from breaking in the first place'.

- Ken Wendle – itSMF USA

Finally we would like to thank God: the Greatest Upgrader of them all. Who could have foreseen that all those Amoebae at the dawn of time could have gone through so many upgrades to result, finally in the human race? We humbly follow the principles of making our upgrade horrendously complex, significantly late (by about 1 billion years) and also generating a result that is no good to anyone or anything (and attempts to crash or destroy itself at any opportunity).

Concept and Text: Brian Johnson, Paul Wilkinson and Annelise Savill

Illustrations: Paul Wilkinson

Dutchman (needed to make this project deliver on time): Ivo van Haren

Anonymous Editing: Inform-IT

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First edition, second impression, March 2007

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Despite claims made in the text (largely for what passes as humour) the Authors and the Publisher are donating all royalties and a lump sum to support Macmillan Cancer Support.

**WE ARE
MACMILLAN.
CANCER SUPPORT**

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In Memoriam



This page is in Memory of all those whose career died as a result of not managing expectations. In other words of announcing or publicizing a launch of a new iteration, a new version, or a new contract before it is finalized or ready or agreed.

If you learn one thing from this book it is this: take advantage of all those unwanted e-mails and order whatever it takes to stop that premature exaggeration.

Foreword

In my defence, all Canadians are optimists and believers that the 'glass is half full -- not half empty'. This is the reason why I took on the task of being Chief Architect of ITIL V3. However, at times, the glass seemed to drain very rapidly and this is where a sense of humour (however dark) comes in.

When I was asked to draft a Foreword to this book I was delighted. Not only because I now have a deep pool of real life case-studies to use, but also because I think a sense of humour is sometimes the most important skill you can have when all you can see in your proverbial glass is sediment.


I recommend this book to you – read it when things seem really bleak and you'll find your life isn't half as bad as you thought.

The Publishers have promised me that they will remove all non politically-insensitive material from this version; so 'Goodbye' Token Woman; Goodbye Help Desk Neanderthal, Goodbye Token Frenchman and all those other unpopular stereotypes.....and goodbye derogatory comments about OGC and itSMF. I'm sure this will disappoint many of our previous readers, but as Chief Architect of ITIL® V3 I have my reputation to think of. ITIL® is growing up and so must we.

Enjoy the book!

Sharon Taylor
Chief Architect of ITIL V3

(Ed: Sharon, sorry, but our Release Procedures went to cack and we forgot to take the stereotypes out. The released V3 product therefore contains a significant amount of bugs and other non-politically correct creatures. Also lots of derogatory remarks. We will rectify in future releases (or earlier if anyone fancies suing us)).



**Do as you would be done to;
only do IT first.....**

The Cast of characters



Token Woman

'Hello again'



Help Desk Neanderthal

'What are you asking ME for?'



The Project Manager

I'm still in this book and intend to keep it that way



IT Professional

Still paid.....and so still in this book



User

...there are always users...



St Aidan – ancestor of Archbishop Aidan

Aim: To be the patron saint of all IT professionals. To manage the priesthood of Farquinnell

Hobby: Visiting the flock. Often.

Introduction

In the new millennium the only way people make serious money is to re-introduce an existing product as a 'new version' which is uncannily similar to the previous version. Except it has a few more glitches. And doesn't interface with anything else any more.

We are not proud. If others can do it then so can we. But we're honest. If you've got the old version of *'IT Service Management from Hell'* then bin this book now and get a refund. This one isn't going to say anything different nor add any great new insights. It's just going to make the Author and Publisher more money out of you lot.

Like everyone else, we've generated this new upgrade using classic 'Best Practice'. We've appointed a Chief Architect (we love our titles, they just add the right level of humility to ripping off the general public) (we have to stop putting things in brackets, personally, we blame our parentheses) and we are proud to announce 'V3' of *'IT Service Management from Hell – based on Not ****'*.

Not what? You may well ask. But first ask if the Chief Architect has new business cards. We have. That was the first and obviously the most important step. It is very important to have 'Chief' somewhere in your *curriculum vitae*. Ask Geronimo.

'My name is Geronimo and I have a Reservation'



Same is true, of course, of the original and version two **** series and anything else not 'architected' or better still, 'chief-ed'. An architect, particularly a Chief, can rip-off anything and being a Chief, it will be much more important than the stuff it was ripped off from. (Ed: we put this line in after Sharon read the proofs...)

We draw your attention (humbly, of course) to the new worst practice in this volume and apologize both for ripping off past icons and for not being Chiefs in the past.

In keeping with events, the *IT Service Management from Hell* team has decided to seek bids for the IPR of Not-****. Innovative solutions for ripping-off customers, getting money for doing nothing and maintaining a pretence of even vaguely wanting to do anything about Not-**** is not as important as guaranteeing piles of money. We will be listed on e-BAY very soon.

1

**If you want to get anywhere
don't start from here...**

**'Farquinell': mantra
and cry of those lost in the
**** wilderness: refers to
sought after mystical magical
place 'Where in the
Farquinell are we?'**

What is 'IT Service Management from Hell based on Not-**** V1 and V2' about then (and why do we need an upgrade?)

The second part is easier to answer than the first.

We don't need an upgrade – V1 and V2 are fine and, in our opinion, still pretty funny. What we do need is a) more money and b) the chance to incorporate all the new jokes we've been thinking about over the past three years. The content of V1 and V2 were pretty far-fetched, but in our wildest imaginations we couldn't have anticipated the events of the last three years. So, like a star, the upgrade was born.

So back to the 'what is Not-**** about then?'

To do this we have to look at the deep origins of **** ...

1.1. ITIL-- origins

Little known true fact: Amazingly enough there was actually a place called Itil.

The capital of the state of Khazaria, Itil, lay on the river of the same name. The Khazars were a Turkic people, made up of tribes from the lower Volga and the Caucasus. As the power of the Rus grew, Khazaria came under threat. In the 960s AD, a prince of Kiev, Svyatoslav, went on a campaign to win territory from his neighbors, and sacked Itil and other Khazar cities. Within fifty years the Khazar Khanate had been destroyed.

(The associated priesthood of 'Farquinell' was rumored to have taken its name from the cries of pilgrims, looking for the lost city of Itil. "Where in the Farquinell is it ...?" they would cry.)

Today, in the place of the early medieval Khazars' capital Itil, there is a town Astrahan, inhabited by about 500,000 people. It is the capital of Astrahanian District, a big port and (this is the important bit) an important railway junction. With the exception of a small display cabinet in a local museum containing excavations findings from the times of Kagnat, unfortunately there is no other trace of the town of Itil.

The river Itil, in the ancient times Rha, today is called the Volga. From its source in Waldaj to the Caspian Sea it is 3,530 km long, and it is still the longest river in Europe. Volga's basin is 1,360 km long, and its main side streams are Kama and Oka. Although it is a basin, it has no soap dish. Or buffalo. 'Volga' is, of course, what St Aidan, (the Patron Saint of IT Calamities) cries when he reads any of our 'Not' epics. St Aidan is an ancestor of the current Archbishop Aidan.

St Aidan the Lawmaker

St Aidan the Lawmaker did not exist until a case study was created in a management training class that was for some reason called 'Project New Zealand'. St. Aidan came into being and for some equally obscure reason was adopted as the patron saint of the priesthood of 'Farquinnell'. Then for some even more obscure reason, St Aidan was given a beard and a flock of talking sheep as followers.

As in the old adage, they flocked about an awful lot and some of the followers were often required to flock off after particularly boring gatherings.

St Aidan was eventually brought into full existence because his flock believed in him so completely, even though his flock, of course, was in itself also a concept in a case study. Thus faith has since been used to prove the existence of higher beings. Such as Sting, or Bono.

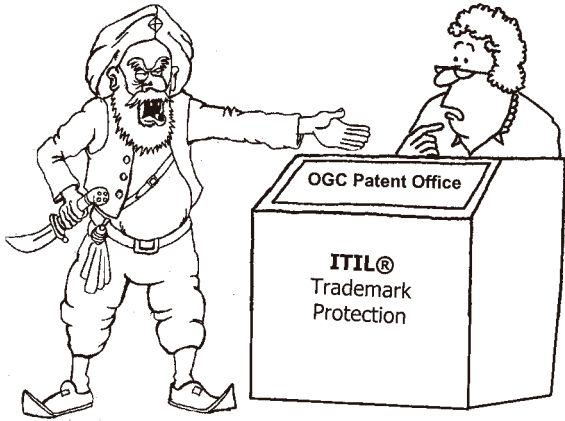
Once made corporeal, St Aidan went about filling the coffers of the priesthood, pausing only to rack up a record number of space miles in his quest to visit every bar in every country around the globe. St Aidan took a flock of sheep with him wherever he went, giving rise to speculation that certain sheep were on more than friendly terms, an accusation denounced from the pulpit on many an occasion.



We include these facts simply to provide most of our readers with a vaguely interesting topic of after-dinner conversation at their next itSMF chapter meeting. The Not-**** V3 editors are now organizing an annual event at Astrahan where the highlight will be a visit to the aforesaid small display cabinet.

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...we've come to claim 15 years of royalties or we sue.....
No, or we start chopping off the egos



The big lesson here is, of course, that the very first Itil disappeared without a trace because the town hadn't had an upgrade in a very long time. No matter how good your product (or town) is, your customers soon get bored and will go elsewhere. The only way to keep your product going is to make your customers life hell by giving them an upgrade. Then they'll be far too busy sorting out the mess you've left them with to look for alternatives, or look for neighboring tribes to pick a fight with.

Another lesson is that no matter how big you are now, you're not too big to disappear.

On another point, we note that the Dutch have joined up with the Khazars to have the copyright to the title Itil re-instated to its original owners. It will soon be displayed in the small display cabinet in the local museum.

1.2 The Creation of today's ****

The big mistake that the original town of Itil made was to forget to put a little ® beside the town name. This meant that nearly 1,000 years later, the British Government in the guise of the CCTA was able to use the age old colonial tactic of deploying its not insignificant elite IT crack forces to take the name.

So the British Government adopted the name. But not the pronunciation. Today you'll find the Americans pronounce it 'eye'-til and the Brits 'it'-til. The official site says there is not right or wrong in the pronunciation. But, of course, we know better. It is, in fact, the Volga dialect which means that it is pronounced like none of the above, but we're not going to tell you until we've got it copyrighted.

The very first **** was quite a small project whose aim was simply:

'And for God's sake make sure your ®ses are covered'



the creation of a non money-spinning, altruistic venture based on documenting things that people are either already doing or should be doing. And itSMF.

But to do this they had to create 'a project'. And no one knew how to do projects then. And so Frankenstein's monster was born and it was called PRINCE. But unfortunately PRINCE is a rather well established tobacco brand in the Netherlands and Scandinavia and so this name didn't last long (remember the lesson about the original town of Itil ...?) So the crafty CCTA crack troops added a number to it and trademarked it (and so PRINCE2® was born ...). The interesting thing here is that it wasn't called PRINCE1. Clearly this method had an upgrade even before the first edition was released. We are particularly impressed with this approach. Essentially ... this is the product formally known as PRINCE.

This was all far too easy. And so, the British Government (CCTA), to justify their salaries and demonstrate their reputation of turning any project into a hopeless IT project disaster created the itSMF. In theory the itSMF is to provide a forum of like-minded souls to discuss and get the best practice principles established. The problem here is the 'like minded souls' bit. As anyone in a room of IT Service Managers will know, they can discuss minutiae until the cows come home (or the alcohol runs out) – or in fact until the cows have been repackaged as hamburgers. And then the British Government crowned the whole project off by inviting the ultimate fiendish disputants to join the table - the Dutch.

And so the stage was set for the greatest British export product since we started up our little project in Australia and staffed it with our finest personnel. Hell, even Microsoft bases much of its empire in it (****, not Oz). To cap it all, we acknowledge that while everyone else on the planet would have made enough out of this to buy a small country, or at least a decent sized atoll,

the British government have missed most of the commercial opportunities – in fact, their own rules forbid them even to get even a meal out of it.

This follows a fine British precedent and tradition of inventing really great sports – and then being completely hopeless at them.

1.3 **** and Upgrades

The decision to upgrade **** was made such a long time ago that references go back to biblical times. (Lets face it, God clearly appointed Job his 'project resource': if anyone can't see that the whale is a euphemism for PRINCE2 they need their head examining).

EXTRACT FROM THE BOOK OF ST AIDAN VERSES 1-39

LET US GO FORTH AND ASK OF THE WORLD WHAT THEY WANT IN VERSION THREE OF THAT WHICH IS KNOWN AS THE BOOKS OF '****' (THAT WHICH CANNOT BE SPOKEN ALOUD WITHOUT ADDING " OR ", NEVER MIND BEING IMPLEMENTED) AND THEN TELL THEM WHAT THEY CAN HAVE. LET US THEN BREAK BREAD WITH THE USUAL SUSPECTS AND MASSAGE UNTO THEM THEIR GIGANTIC EGO'S AND PROVIDE FOR THOSE THEIR DAILY OPPORTUNITIES TO JUMP ON THE GRAVY TRAIN THAT VERILY THEY BELIEVED HAD DEPARTED BEFORE THEY DECIDED TO GET ON BOARD AND PRETEND THEY HAD JUST MISLAID THEIR TICKETS AND WERE A BIT DELAYED BECAUSE THEY HAD TO LOOK FOR THEM, THEN THEY HAD FORGOTTEN TO CANCEL THE MILK AND BY THE TIME ALL THIS WAS SOLVED SEVEN YEARS HAD PASSED AND THEY SUDDENLY REALIZED, OH DEAR, WE BETTER GET THAT TRAIN BECAUSE OTHERWISE OTHER PEOPLE WERE MAKING LOOT HAND OVER FIST AND WELL, THEY MIGHT AS WELL HAVE SOME, AND IF THEY WERE QUICK THEY COULD MAKE A FEW QUID BEFORE THEY WERE FOUND OUT.

AND LO! THERE DIDST APPEAR A STAT (SORRY, A STAR) IN THE SKY THAT SPELT "MONEY".

AND YET DIDST THE PROPHETS OF THE NEW TESTAMENT OF '****' AT FIRST SHAKE THEIR HEADS AND SCRATCH THEIR GREY BEARDS AND TEAR ASUNDER THEIR UNDERWEAR FOR THEY DID DISCOVER THAT THE OLD TESTAMENT SPAKE TRUTH AND ONLY VERITABLE COCK-


UPS BY THOSE THAT SHOULD HAVE KNOWN BETTER DIDST ALLOW CORRUPTION TO BE VISITED ON THE LATER BITS. (THE BOOK OF IMPLEMENTING '****', THE BOOK OF I DON'T SEE ICT (NOW A MAJOR FILM--- WHO CAN FORGET THE LINE 'I SEE DUMB PEOPLE'), THE BOOK OF APPLICATION MAYHEM, THE BOOK OF THE IT PERSPECTIVE ON THE BUSINESS OF IT WHENCE CONVOLUTED BY THOSE WHO WERE NEVER THERE IN THE FIRST PLACE ... AND YET, HAVE WISDOM ENOUGH TO CAST THEIR PEARLS. OR SOMETHING.)

THENCE DID THESE NEW AND NOT FALSE PROPHETS (NOT FALSE; WE WISH TO UNDERSCORE THEIR INTEGRITY) WITH HEAVY HEART AND SLIGHTLY LESS ENTHUSIASM THAN BEFORE WHEN THE ASSEMBLED DIDST THINK THEIR WALLETS WOULD RUNNETH OVER, SAY UNTO THE WAITING MASSES "YEA VERILY THOUGH THE FIRST BOOKS WERE NOT CREATED BY THE EGO'S ASSEMBLED HERE, NEVERTHELESS AND UNFORTUNATELY WE CANNOT FIND SUFFICIENT FAULT TO GET OUR NAMES ON THE CORE BOOKS. BUT FEAR NOT, THE CONGREGATION HEREIN HAS DISCOVERED THAT BY CREATING COMPLEMENTARY GUIDANCE WE CAN ATTACH THE '****' TRADEMARK AND THEREBY CLAIM THAT ALL WISDOM IS OURS BECAUSE WE KNOW EVERYTHING AND UNLESS **** IS MENTIONED NO ONE WILL BE FOOLED. AND VERILY THIS SHALT MAKE OGC PILES OF DOUGH EVEN THOUGH SINCE WAY BACK WHEN THEY HAVE SPENT NOT A BEAN ON DEVELOPMENT."

LO! THE SONS OF ITSMF WILL, HOWEVER, RISE AND OFFER MONEY TO THOSE THAT ARE DESIROUS OF BOARDING THIS GRAVY TRAIN BEFORE THE WORLD DOTH WAKE AND IDENTIFY A RIP-OFF. THEY SHALT SELL AGAIN TO THE UNWISE AND THE GULLIBLE YET AGAIN THE SAME **** THEY SOLD BEFORE, (THAT IS **** OF COURSE, NOT '****', THOUGH ON OCCASION IT HAS BECOME DIFFICULT TO TELL THEM APART). THEY SHALT ALSO LAY CLAIM TO ANY MENTION OF THE LETTERS '****' BECAUSE IT HAST NOW BECOME TOO IMPORTANT TO ALLOW MERE MORTALS TO MENTION AND NOT, OF COURSE, BECAUSE MONEY IS AT STAKE. THE PROPHETS OF THE 'NEW TESTAMENT' WILL GO FORTH AND TELL THE WORLD OF THEIR GENIUS AND HOW THEY DIDST BEGET EVERYTHING IN THE FIRST PLACE. AMEN.

2

**Get on with it What about
Upgrading Best Practice?**



**Computers make very fast,
very accurate mistakes**

So after you have decided that you really need an upgrade the next stage is to deploy PRINCE2 and create as many committees as possible. If these committees are international and justify a jet-setting life style so much the better. Seekers after truth and any idea of how to begin are referred to any of the following country case studies. The case studies are, of course, meaningless unless you are the sort who copies the exam answer from the student alongside, but nonetheless, they are recommended because we get paid.

Case Study: Not ** V3 Upgrade**

We followed this policy with Not **** V3 Upgrade: Our editors and Sharon could show the UN a thing or two, because we managed to distil (there's that glass of international lubricant again) some sense out of the contradictory feedback and input from people from 15 different countries. And then we got consensus.

The million dollar question is how do you get consensus from such a wide and disparate group of people? This is where readers are advised to copy the following Best Practice approach: the St Aidan Approach to Diplomacy (SAAD).

This is based on a few fundamental principles, and a deep and sensitive understanding of what makes people tick (especially the Dutch):

Principle 1

Accept that the Dutch are going to have thought about, discussed, written, QA'd and finally published the material before everyone else has even got the first Project Board meeting in the diaries (*Ed: Note the Dutch avoid PRINCE2 where they possibly can*).

Principle 2

Ask the French for their input at about 12.30. This is lunch time and so they'll have better things to do than consider boring IT concepts.

Principle 3

DON'T ask the French, Belgians or the French Canadians anything at the same time or in the same room. If you make this mistake a) be sure to have a first aid box, and b) shove your project plan back two years.

Principle 4

Don't invite anyone from the Antipodes to a conference call in the afternoon, European time. They'll be half asleep even if they've managed to get the alarm clocks set, or persuaded their probation officers to allow the call in the first place ...

Principle 5

Make the Americans the last on the list and tell them it was all their idea in the first place. Also, pretend to be Irish.

Principle 6

Apply for copyright from the Egyptians because they have finally run out of patience that their pyramids® are forever getting ripped-off in **** books as the basis for yet another useless diagram.

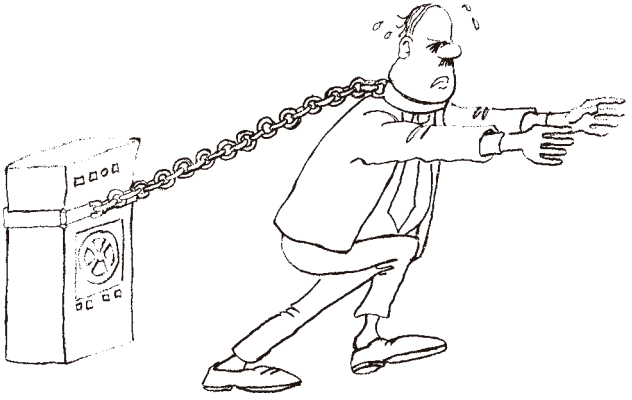
Principle 7

Publish everywhere but China - which has more certified (whatever that is) individuals than all the other nations added together. Also fewer mandarins than the British civil service or your local greengrocer, and the only nation where pirate books and Microsoft applications can be ordered from a numbered menu suspended above the receptionist desk in Beijing airport.

Principle 8

Ensure that the New Zealanders have been consulted on at least 112 occasions, ideally in 112 different countries, prior to doing anything at all, even thinking about anything. And that means anything.

The final element of SAAD is a beard. This makes even potentially long meetings very short as there is only so long you can bear looking at one. It is to the detriment of ***V3 that Sharon drew the line at this one and we seriously question her dedication here.



Tom is trying to get his new computer working. He's having trouble so he calls over Harry to give him a hand. Harry switches on the computer then asks Tom if he wants it password protected. "Oh yes, I read about that in the manual. I think the password I'll have is 'DaffyDuckBugsBunny TomandJerry'." "That's a very long password," says Harry "Yes," replies Tom. "But the manual says it has to be at least four characters."