OTRS SPOTLIGHT: IT SERVICE MANAGEMENT 2023

PART 3: MAKE BUSINESS PROCESSES WORK FOR YOU

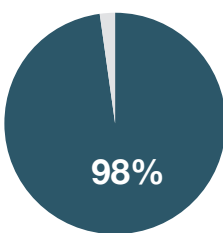### Why is business process management important?

Most important benefits:

- 40% It improves the quality of work.
- 37% It improves performance.
- 26% It save time.
- 25% It reduces costs.
- 25% It allows us to continually improve our processes.
- 21% It increases customer satisfaction.
- 20% It increases employee satisfaction.
- 13% It makes change management easier.
- 10% It improves security.
- 7% It improves our ability to be agile.

That's true just about everywhere…

USA
1. improve performance
2. improve quality
3. save time

Mexico
1. improve performance
2. improve quality
3. save time

Brazil
1. improve quality
2. improve performance
3. save time & reduce costs

Germany
1. improve quality
2. reduce costs
3. improve performance

Hungary
1. new continuous improvement
2. increase employee satisfaction
3. increase customer satisfaction

Singapore
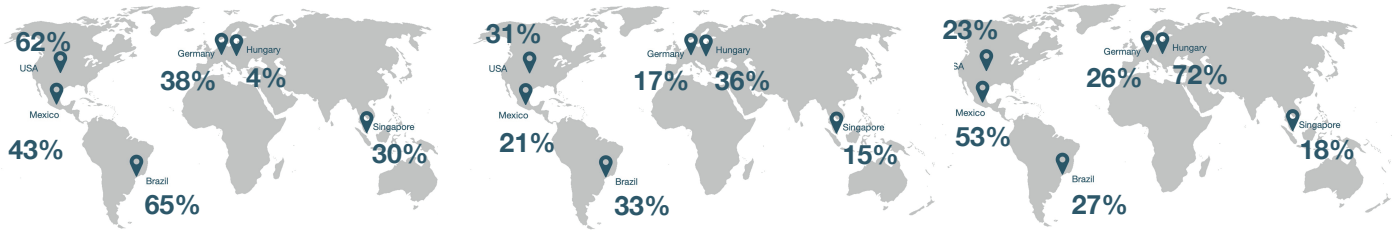1. improve quality
2. improve performance
3. reduce cost

One way to start seeing these benefits… use ITIL®.

ITIL® stands for **Information Technology Infrastructure Library**.

It's a series of practices that help IT teams define service-related processes so that they can add value for their customers.
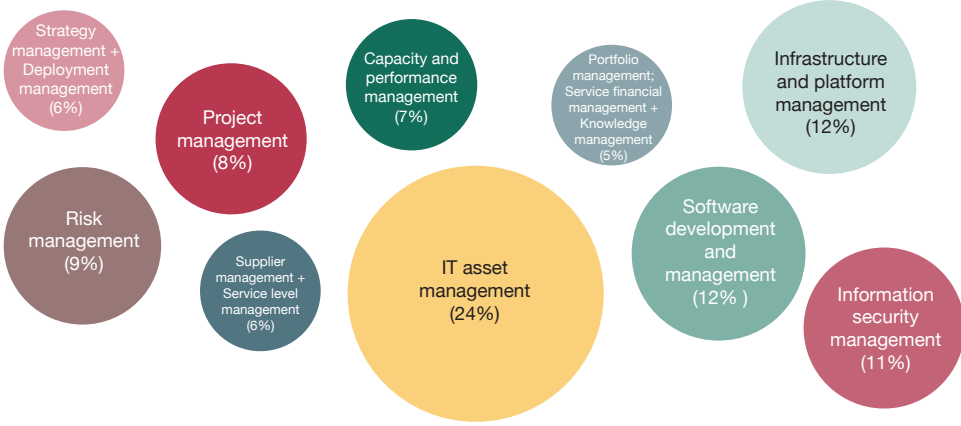
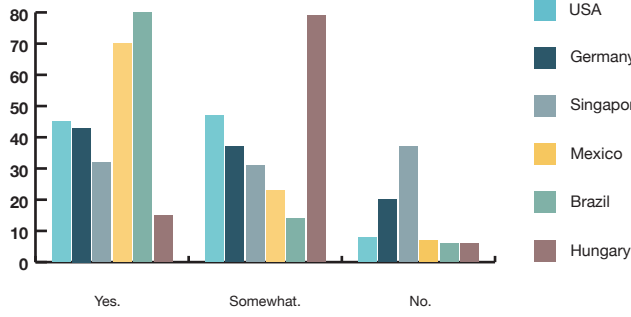**98%** of those using ITIL® saw **positive operational impacts**.

62% USA / 38% Germany / 4% Hungary / 43% Mexico / 30% Singapore / 65% Brazil
… already **use ITIL®**.

31% / 17% / 36% / 21% / 15% / 33%
… plan to **adopt more ITIL® practices** in the next 12 months.

23% / 26% / 72% / 53% / 18% / 27%
… plan to **introduce ITIL® practices** for the first time in the next 12 months.

Big bang practices!

Top 10 practices with greatest impact on operational success:

- Strategy management + Deployment management (6%)
- Project management (8%)
- Capacity and performance management (7%)
- Portfolio management: Service financial management + Knowledge management (5%)
- Infrastructure and platform management (12%)
- Risk management (9%)
- Supplier management + Service level management (6%)
- IT asset management (24%)
- Software development and management (12%)
- Information security management (11%)

Excited to get started?! Let's go…

First, review where you're at today.

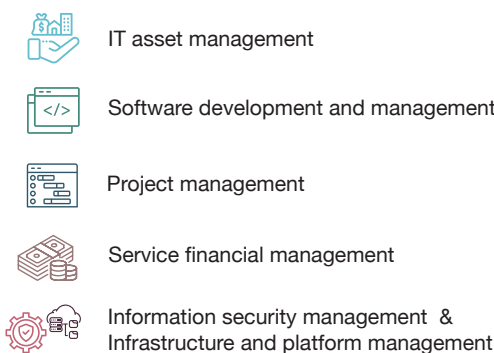Are business processes in your company clearly defined and well documented?

Legend: USA, Germany, Singapore, Mexico, Brazil, Hungary
(Categories: Yes. / Somewhat. / No.)

Then, decide where you want to go.

Top 10 most commonly used ITIL® practices:

1. 55% IT asset management
2. 40% Information security management
3. 39% Software development and management
4. 38% Risk management
5. 38% Infrastructure and platform management
6. 31% Strategy management
7. 30% Project management
8. 30% Capacity and performance management
9. 29% Service financial management
10. 28% Supplier management

Top 5 easiest and hardest ITIL® practices to implement:

Easiest	Most challenging
IT asset management	IT asset management
Software development and management	Information security management
Project management	Software development and management
Service financial management	Risk management
Information security management & Infrastructure and platform management	Strategy management

They've already started automating their business processes…

And, hey! This isn't just for IT teams. Other teams can use ITIL® concepts to bring business process automation (BPA) and added customer value to their organizations.

- 10%
- 12%
- 16%
- 42%
- 15%
- 23%
- 18%
- 24%
- 25%
- 31%
- 25%

… and actively engaging their people in continuous process improvement.

- 44% offer **trainings** on processes to employees and stakeholders to increase their understanding of processes and enable them to contribute to improving them.
- 40% regularly conduct **surveys** among employees and stakeholders to gather their feedback about processes.
- 38% have a dedicated **employee representative** who acts as a link between employees and organizations to provide feedback and suggestions on processes.

But is it really worth all that effort?

Expected vs. actual primary benefits of BPA:

Legend: What we thought would happen. / What actually happened.

(Categories: Reduction of data mistakes / Increased customer satisfaction / Cost savings / Faster company growth / Time savings / Increased employee happiness / The ability to adapt to changes faster / Improved security handling)
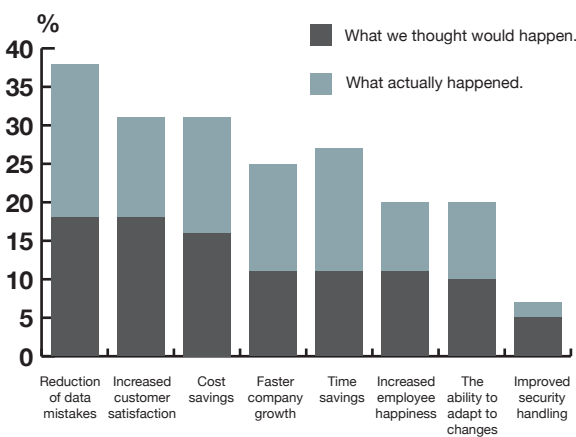
Fair enough, but can we also measure this, you ask? Sure thing! For every process, there's a KPI that suits your requirements.

- 96% **measure the success** of their ITSM processes.
- 31% have defined and measure **individual KPIs for each ITSM process** in place.

CSAT and service availability are the most popular KPIs. But wait, there are more!

The most frequently used KPIs:

KPI	%
Customer Satisfaction (CSAT)	47%
Average Resolution Time	29%
Self-Service Completion Rate	22%
First Contact Resolution Rate	22%
Cost per Ticket/Contact	20%
Number of New Knowledge-Base Articles	19%
Service Availability	35%
Percentage SLAs Met	20%
Processed Tickets per Agent	16%
Other	5%
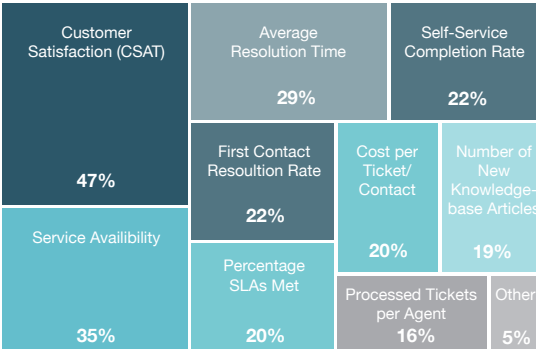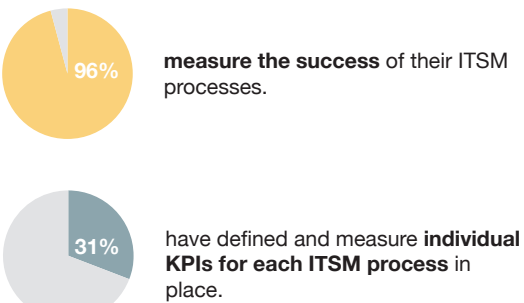
So, what are you waiting for?
Get started with business process management and automation today and start reducing mistakes, saving time and growing faster than you ever imagined.

OTRS