**12 Sustainable Ideas for IT Service Management in 2011**

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In these times of cost consciousness, there is a great way you can realise cost savings, and reduce your carbon footprint at the same time. How can this be achieved? By using your existing ITIL framework to build sustainability into your processes, activities and functions.

The following 12 sustainable ideas for 2011 are intended to ignite the thought processes in regards to how ITSM can support sustainability in addition to the commonly adopted approaches of virtualisation and cloud computing etc. Remember, one action per month will make a huge difference over the year.

12 are just a starting point and eco-ITSM can reveal many more for your organisation.

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| **Technology leaf.jpgJanuary**  Use Service Portfolio and Service Catalogue Management to determine whether all the services you currently provide are required. Decommission and de-duplicate where possible to reduce cost and environmental impact. | **February**  Are the services you offer really needed 24X7? Make sure your Service Level and Availability Management process incorporates sustainability factors to educate customers about the impact of high levels of availability. | **March**  Consider using energy surcharges for idle services as a means of encouraging service levels that are appropriate to business needs via Service Level and Financial Management. This will support sustainability and cost reduction. |
| **April**  The Desktop Support and Network Management function should drive duplex printing as a default on all printers. Consider print-on-demand whereby prints can only be accessed via a pass code on a printer. This reduces lost prints and reprinting. | **May**  Ensure you have a strong forecasting capability to support proactive Capacity Management. The ability to effectively forecast capacity will result in better planning, reduction of redundant capacity, and reduction in unnecessary power consumption | **June**  Supplier Management should ensure that the procurement criteria and processes favour green products and green suppliers. This will ultimately result in cost savings as well as carbon reduction. |
| **July**  5% - 20% of servers in the data centre are typically orphaned /comatose. Use Service Asset & Configuration Management to understand what applications are running on which servers so that you know what can be switched off/retired. | **August**  In Change Management, RFCs should be accepted or rejected using a rationale that includes the environmental impact of the change, as well as the traditional financial, business and technology impacts. | **September**  How many IT staff still get called into work out of hours? Effective Incident and Problem Management will reduce the number of recurring incidents and associated travel. Knowledge Management will support first line resolution without recourse to callout. |
| **October**  Incorporate sustainability improvements and initiatives into the Continual Service Improvement program – there is no need for a ‘special project” for sustainability.  Ensure that you measure all of your sustainability initiatives and demonstrate the ROI and VOI. | **November**  Include details in the Service Catalogue of the actual energy and power consumption of products and services on offer in addition to the functionality and cost. Include the total energy footprint of products from cradle to grave. This raises customer awareness and can influence behaviours. | **December**  Remember that sustainability is a concern across the whole of the service lifecycle. Ensure your Service Design processes deliver services that are environmentally sound and sustainability. Its not just hardware. What is the carbon footprint of your code? |



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