

Athens International Airport

IT Service Management in Athens International Airport



...4 Years of Continuous Service Improvement...

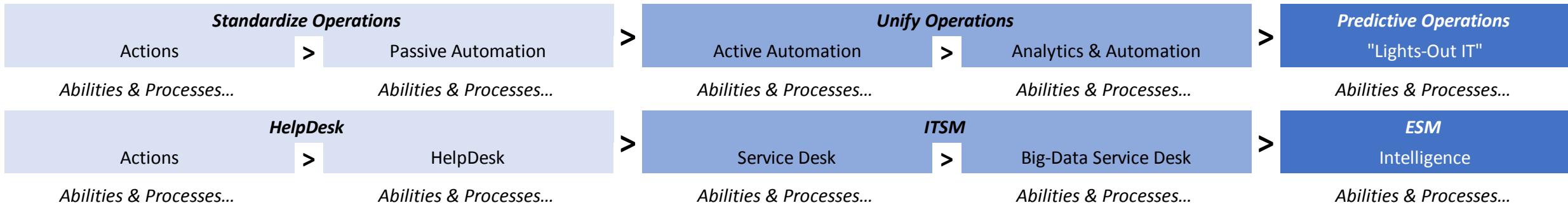
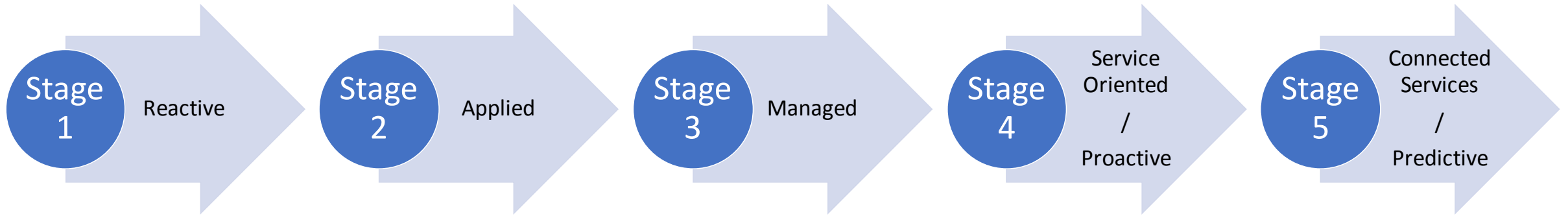
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ITSM known players...

✓ Some of the most known market players that already implemented an ITSMS program for their business transformation...



Roadmap from standard to predictive operations...



ITSM in Athens International Airport / Draft Roadmap

2014/Q3

- AIA's IT&T decides to move onwards with ITSM adoption

2016-2018

- Stages 1-4
- 2nd ISO20K Certification on Airport's Critical Services

2015

- JAN – Project Initiation
- OCT – Go Live
- DEC – 1st ISO20K Certification on Airport's Critical Services



TCO (€)
of AIA's ITSM Program

~750K

(so far)

2019

Stage 5 (?)



4-Years of Continual Service Improvement

✓ **As per the first 4 years (2015-2018) of the implementation of the ITSMS Program on AIA from the IT&T Business Unit, we will see its effect in the following aspects:**

- **IT&T Services Availability;**
- **Customer Satisfaction;**
- **Received Supportive Calls;**
- **Critical Outages (P1 incidents) on IT&T Services;**
- **Growth on standard IT&T Requests;**
- **IT&T Requests Management;**
- **Change management on IT&T Services;**
- **Configuration Management & growth of the production environment;**
- **Event Management;**
- **Services Costing**

4-Years of Continual Service Improvement

Services Availability



HP Service Manager

ITSM Trends & PIs (Totals per Q)

Create New Dashboard Save As Add Content Refresh Export | ITSM Trends & PIs (Tot) [dropdown] [home icon]

IT&T Annual Availability from Operational Scorecard - Year Trend

Table [dropdown]

AVERAGE(Service Target%)

Year [dropdown]

Year	2015	2016	2017	2018	Totals(Avg)
Totals(Avg)	99.93	99.99	99.99	100.00	99.99

4-years trends on the Corporate Scorecard results, indicate a stabilization on an outstanding performance.

4-Years of Continual Service Improvement



ITSM Trends & Pls (Totals per Q)

Create New Dashboard Save As Add Content Refresh Export ITSM

Critical Incidents - Year Trend

Table

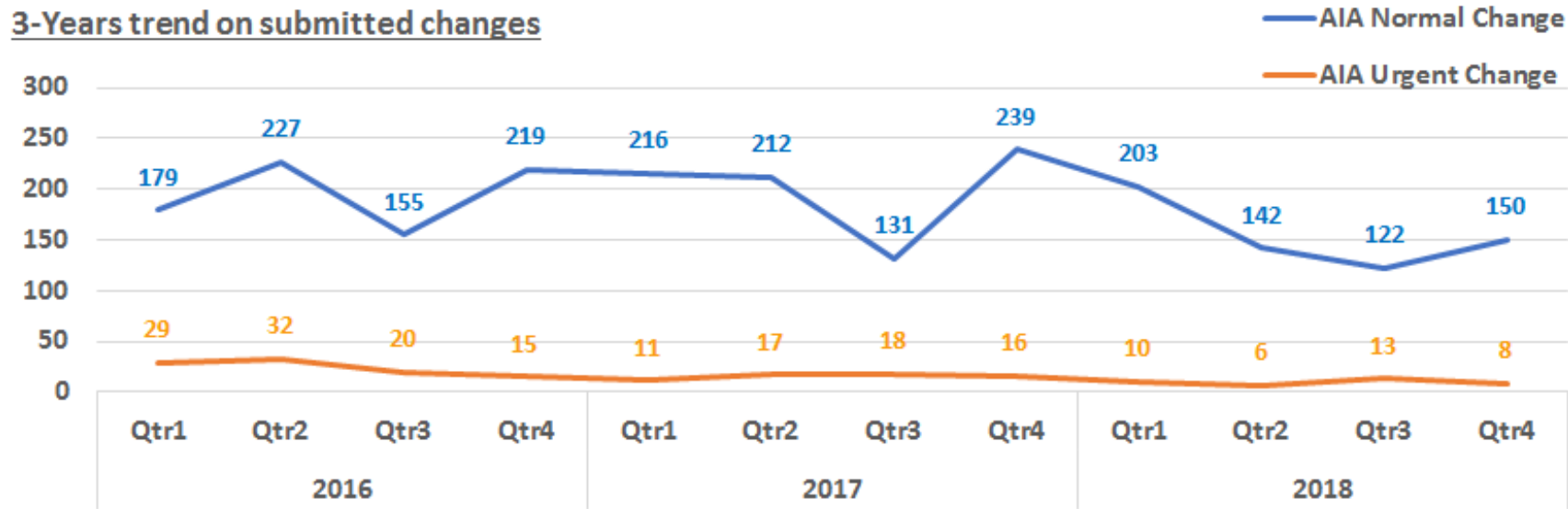
COUNT(*)	Year(Open Time)			
	2016	2017	2018	Totals
Totals	38	37	13	88

	2016	2017	2018	Totals
Manual events in HPSM	2.865	1.116	678	4.659
Automated events from Sitescope		9.125	4.563	13.688
	Increased rate of received events			193,79%

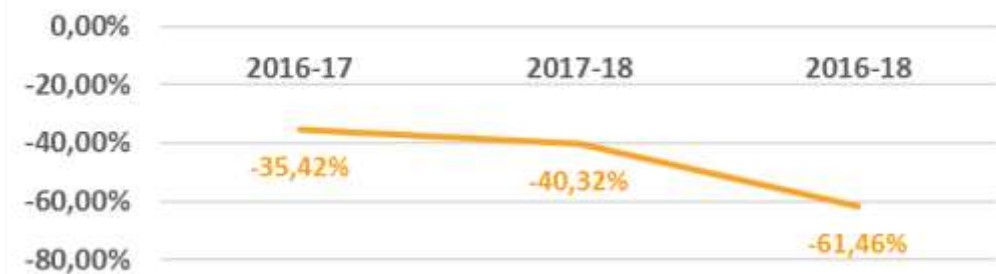
3-years trends on the handled events indicate an "explosion" of almost 194% with events & alerts automatically registered from Sitescope. This solution lead IT&T to the improvement of corporate availability, reduction of Critical Outages and a stabilization of the critical production environment.

4-Years of Continual Service Improvement

3-Years trend on submitted changes



% Reduction of Urgent Changes



	AVG Normal Changes per Q	AVG Urgent Changes per Q
2016	195	24
2017	199,5	15,5
2018	154,25	9,25

Change Management



3-years trends on the changes submission, indicates a reduction of the submitted urgent changes and an almost standard number of submitted normal changes thus, a normalization of the change management process and preventive maintenance.

4-Years of Continual Service Improvement

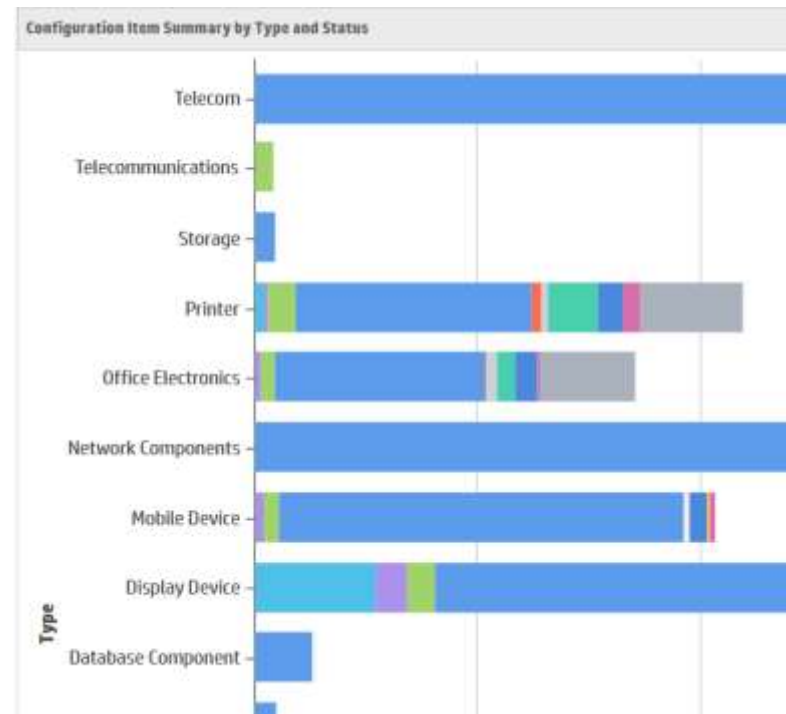
Production CIs in the CMDB

2016	2017	2018
17016	18104	20186

3-Years Growth Rate 17,89%

6,39% 11,50%

configuration management



3-years trends on the Configuration Management Database (CMDB), indicate a total growth of 17,89% since 2016.

4-Years of Continual Service Improvement

received supportive calls

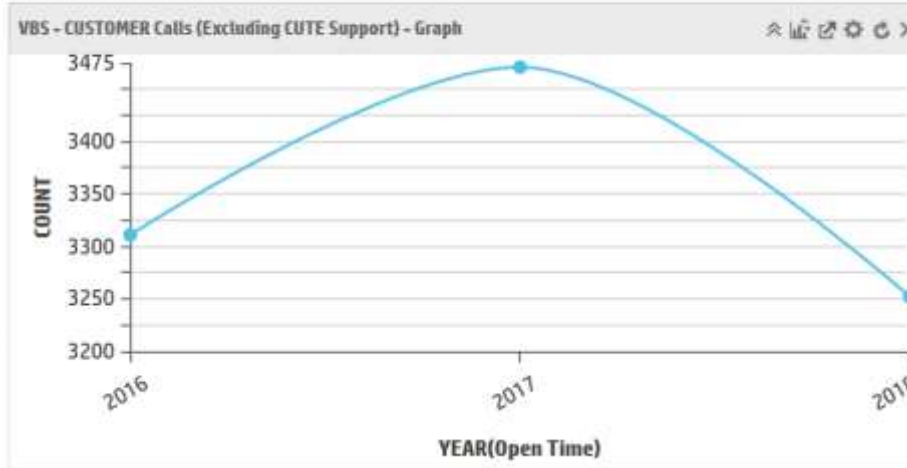
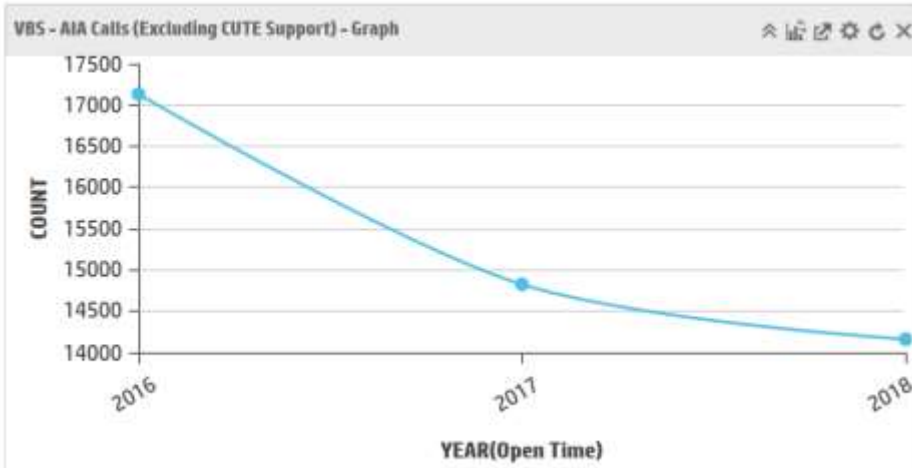


VBS - AIA Calls (Excluding CUTE Support)

Year	2016	2017	2018	Totals
Totals	17,134	14,828	14,164	46,126

VBS - CUSTOMER Calls (Excluding CUTE Support)

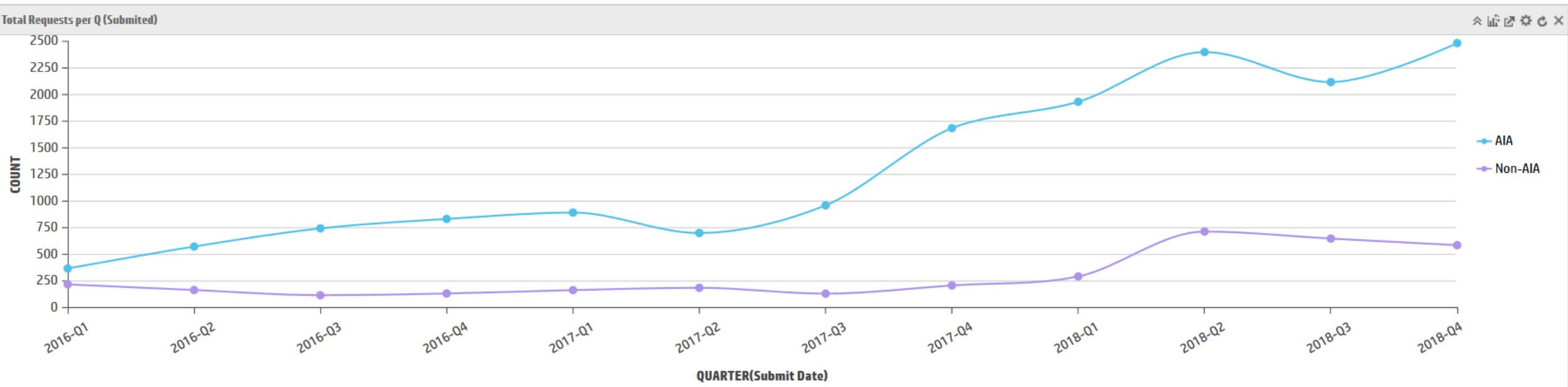
Year	2016	2017	2018	Totals
Totals	3,311	3,471	3,252	10,034



3-years trends analysis on received calls, indicates a reduction of supportive calls from both Internal (AIA Depts.) and External Customers, during a period from 2014 to 2018 in which the overall traffic has increased at 92.5%.

4-Years of Continual Service Improvement

Growth on standard IT&T Requests



4-years trends on the standard ITT Requests submission, indicate a growth on their submission thus, a normalization on the Request Management Process and a more accurate image of the daily actual workload.

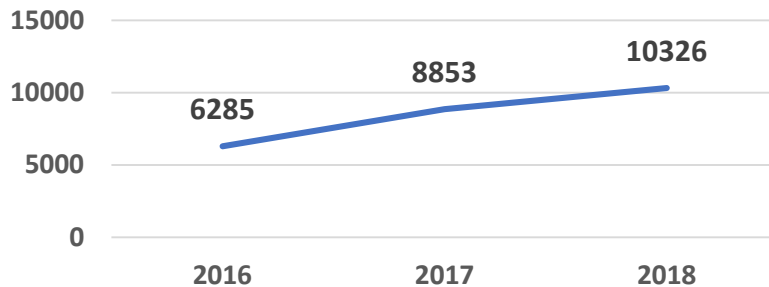
4-Years of Continual Service Improvement

IT&T Requests Management

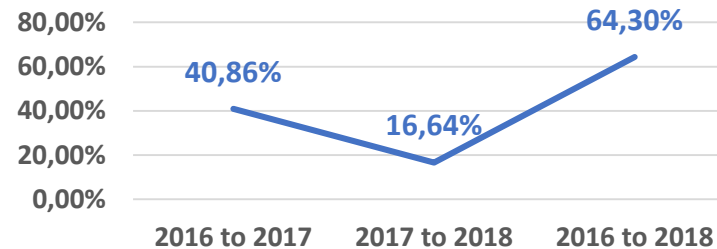


	2016	2017	2018
Total Requests Issued*	6285	8853	10326
Time to Market index	09 Days 21 Hours	04 Days 18 Hours	02 Days 20 Hours

Total Requests Issued



3-years growth on Standard IT&T Requests



3-years trends on the implementation of standard IT&T requests indicate a total increased rate of 64,03% on the requests submission, together with a simultaneous significant decrease on their Time to Market index.

*Non-Passenger Requests

4-Years of Continual Service Improvement

✓ Overall, Customer Satisfaction was boosted within the last 4 years due to:

- Improved availability in outstanding levels
- Minimization of critical downtimes
- Improvement of time to market index on their requests



4-Years of Continual Service Improvement

Reduction on the AVG cost of a single IT&T Service

Service costing



2016

2017

2018

-4,41%

-6,35%

Cumulative savings

~98%

of the original investment

3-years results of our service costing model indicate a total decrease of **10,8%** on the average cost of a single service's provision, despite the increased business needs of the airport community.

What shall WE do next?



ITSM in Athens International Airport / 2019 onwards

- ✓ **While continuing its journey in IT Service Management, AIA must consider of the following aspects/questions:**
 - **Shall we keep investing in ITSM? What about stage 5?**
 - **Consider the latest ITSMS Risk Analysis and take appropriate actions;**
 - **Suppliers management; Keep being a “well-paying” provider or aligning all suppliers with the adopted ITSM framework?**
 - **New financial modelling utilization;**
 - **Areas of Service Management that need further automation;**
 - **What about big data, analytics and AI?**
 - **Shall we improve the interaction with the Passenger (robotics, AR and GLSs)?**
 - **Synergies; Internal and External. The role of Vendors;**
 - **Awareness, Awareness, Awareness.**

Athens International Airport

Thank You!