



# IT SERVICE EXCELLENCE AWARDS

## The secrets of success

Howard Kendall  
Chairman SDI



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## Agenda for our 45 minutes

- Introduce players
- Tell you how it works, including polls and questions
- What do we want to achieve?
- What else can you use to help you?
- Who can you contact afterwards?
- Close and follow-up

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## Goals

- How to win
- The 3 categories
- How they work
- Judging criteria
- What judges look for
- Top tips



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## What do we reward?

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## What do we reward?

- Individual – IT Service Professional



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## What do we reward?

- Individual – IT Service Professional
- IT Service Excellence Small Team




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**SDI** Service Excellence

### What do we reward?

- Individual – IT Service Professional
- IT Service Excellence Small Team
- **IT Service Excellence Large Team**



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**SDI** Service Excellence

### What are the prizes?

- **£1000 Large team**



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**SDI** Service Excellence

### What are the prizes?

- £1000 Large team
- **£1000 Small team**



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**SDI** Service Excellence

### What are the prizes?

- £1000 Large team
- £1000 Small team
- **£500 Individual**



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**SDI** Service Excellence

### What are the prizes?

- £1000 Large team
- £1000 Small team
- £500 Individual
- **A trophy**



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### What are the prizes?

- £1000 Large team
- £1000 Small team
- £500 Individual
- A trophy

**plus all that prestige!**



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**SDI** 2010

## How do the awards work?



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**SDI** 2010

## Timings – the 2010 hot dates!

- Submission Target  
15<sup>th</sup> March



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**SDI** 2010

## Timings – the 2010 hot dates!

- Submission Target  
15<sup>th</sup> March
- Finalists notified  
April 20-24



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**SDI** 2010

## Timings – the 2010 hot dates!

- Submission Target  
15<sup>th</sup> March
- Finalists notified  
April 9th
- Site Visits  
April 20-22



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**SDI** 2010

## Timings – the 2010 hot dates!

- Submission Target  
15<sup>th</sup> March
- Finalists notified  
April 9th
- Site Visits  
April 20-22
- Interview Panel  
May 11-13



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**SDI** 2010

## Timings – the 2010 hot dates!

- Submission Target  
15<sup>th</sup> March
- Finalists notified April  
9th
- Site Visits  
April 20-22
- Interview Panel  
May 11-13
- the **BIG** day  
June 8<sup>th</sup>



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**SDI** Small text

## Involvement your team



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## OK – So how to win!

- What the judges look for



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## OK – So how to win!

- What the judges look for
- Top tips



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## OK – So how to win!

- What the judges look for
- Top tips
- Judging criteria



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## Judging Criteria

- Leadership



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## Judging Criteria

- Leadership
- Policy and Strategy



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## Judging Criteria

- Leadership
- Policy and Strategy
- **People Management**



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## Judging Criteria

- Leadership
- Policy and Strategy
- People Management
- **Resources**



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## Judging Criteria

- Leadership
- Policy and Strategy
- People Management
- Resources
- **Process**



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## Judging Criteria

- Leadership
- Policy and Strategy
- People Management
- Resources
- **Process**
- **People Satisfaction**



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## Judging Criteria

- Leadership
- Policy and Strategy
- People Management
- Resources
- **Process**
- **People Satisfaction**
- **Customer Satisfaction**



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## Judging Criteria

- Leadership
- Policy and Strategy
- People Management
- Resources
- **Process**
- **People Satisfaction**
- **Customer Satisfaction**
- **Performance**



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Site Visit?  
Interview?



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The Conference



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Vote for your favourite



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The Awards Dinner



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People Management analysis....



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While we're talking measures ...



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Fair

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Or a Super Hero?



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June 8<sup>th</sup>  
Does the RED carpet await you?



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And stand by to jump for joy?



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Questions



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