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# IKEA IT AB

CSI - Continual Service Improvement  
CPR - Central Process Reporting

# Agenda

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1 IKEA IT – Facts and Figures

2 Information as Basis for Improvement

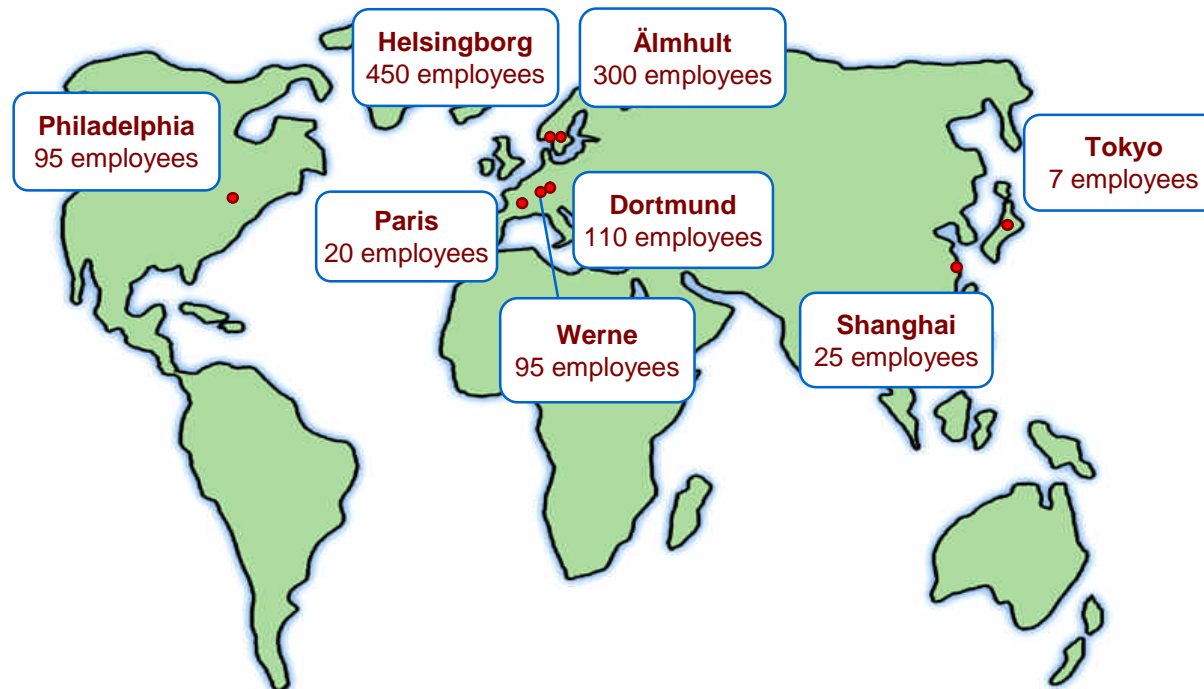
3 Building CSI around CPR

4 Value for IKEA

5 Questions?

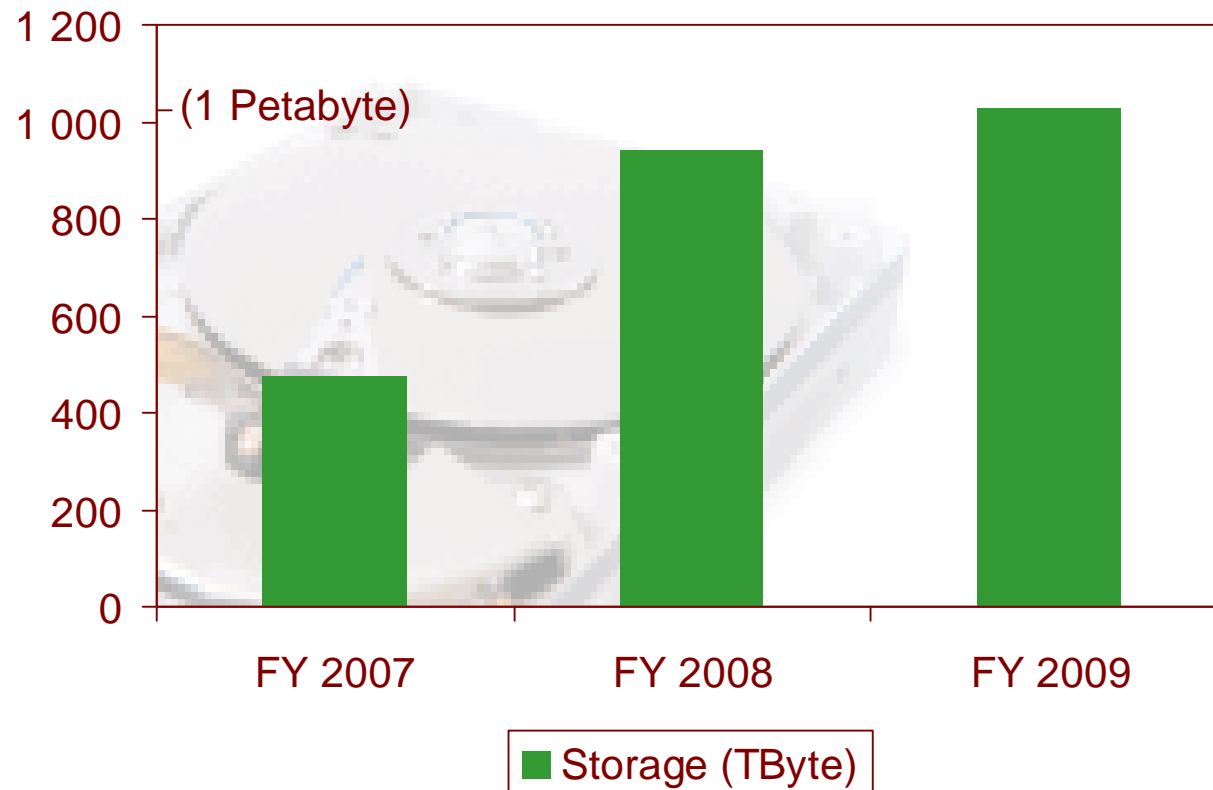
- 1.1 IKEA IT – working globally
- 1.2 IKEA is growing
- 1.3 Storage requirements
- 1.4 Service calls

## 1.1 IKEA IT – working globally

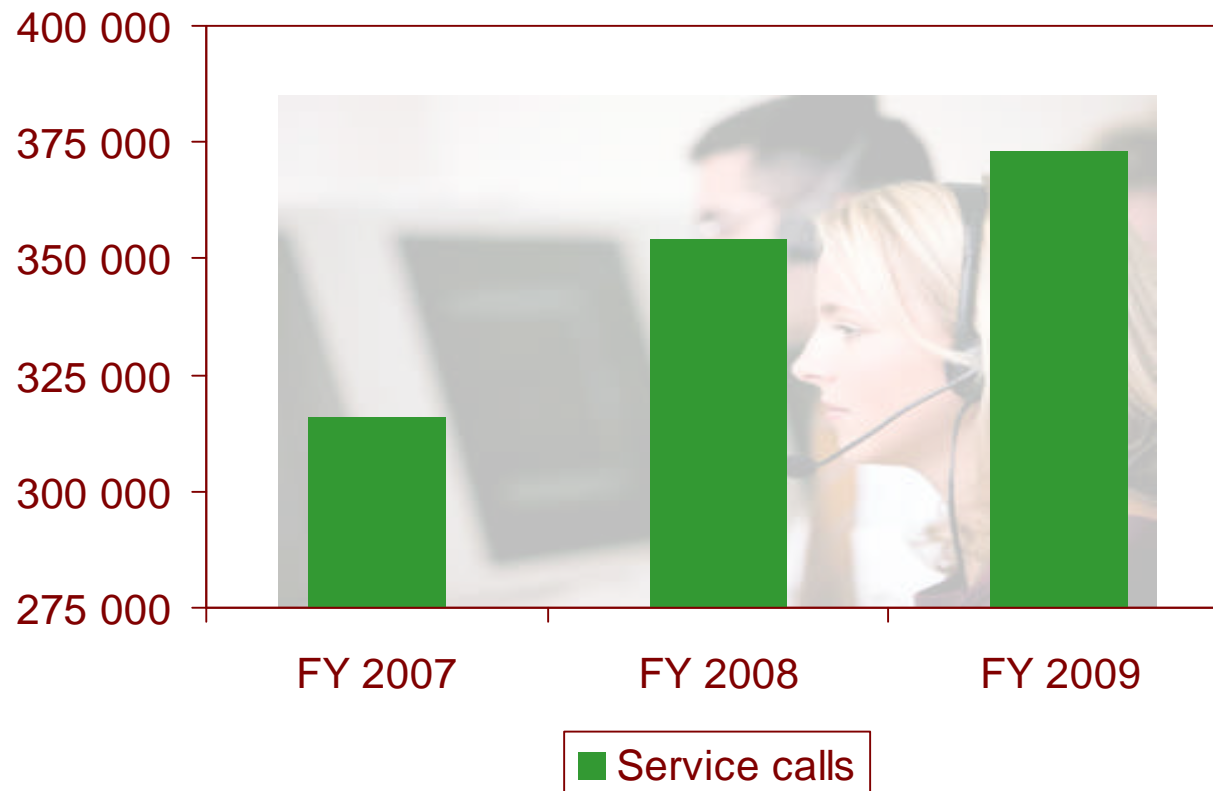


**1.2** IKEA is growing

### 1.3 Storage requirements (centralized)



## 1.4 Service calls

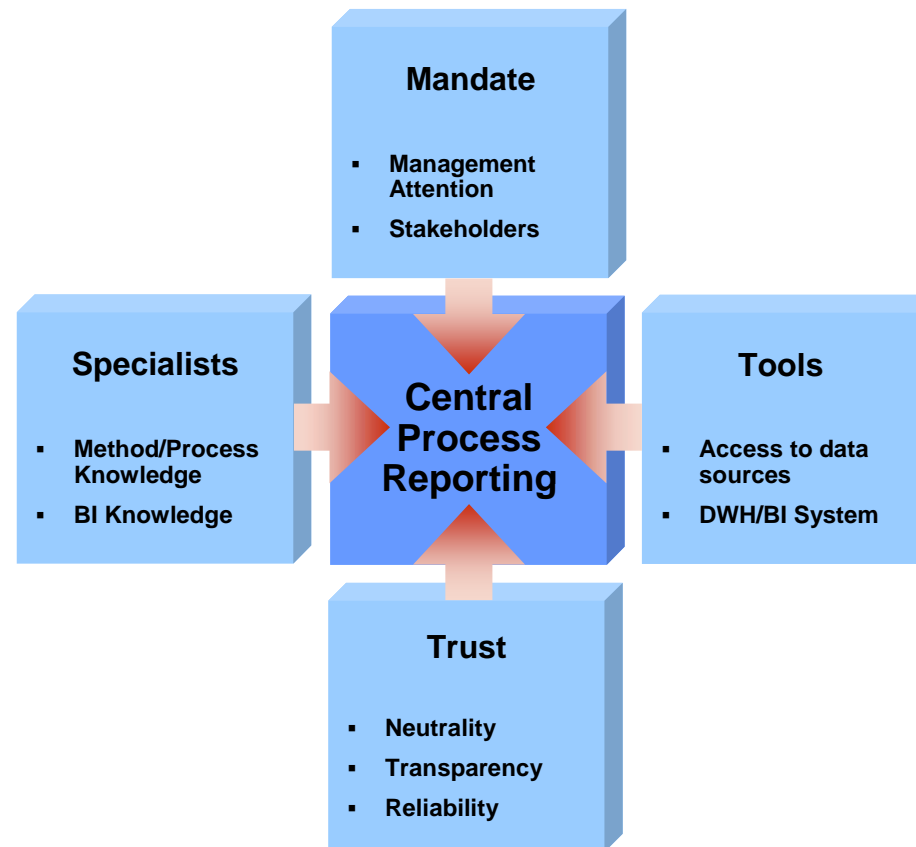


**Summary:**

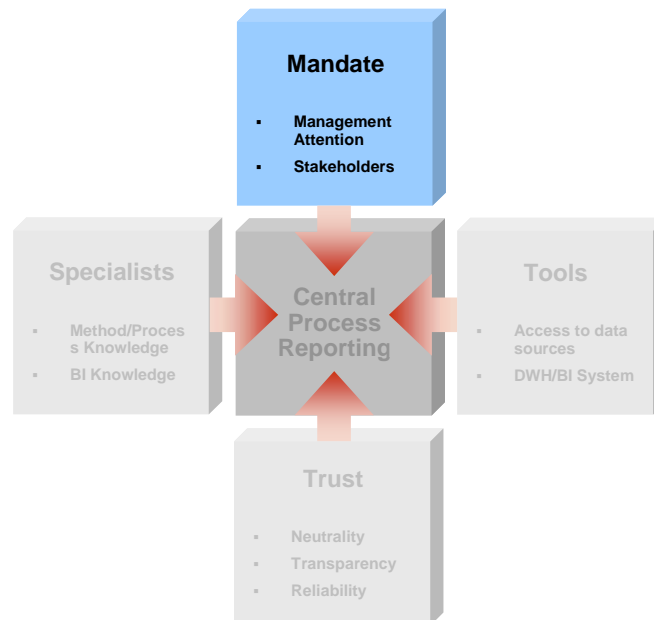
- 373 000 Service calls per year
- 164 000 Events per year
- 16 000 RfC per year
- 42 000 Work orders per year
- >150 Application services
- >1 Petabyte of storage

- 2.1 Establish a function to provide information – Central Process Reporting
- 2.2 Turn data into information
- 2.3 Use information wisely...

## 2.1 Establish a function to provide information – Central Process Reporting

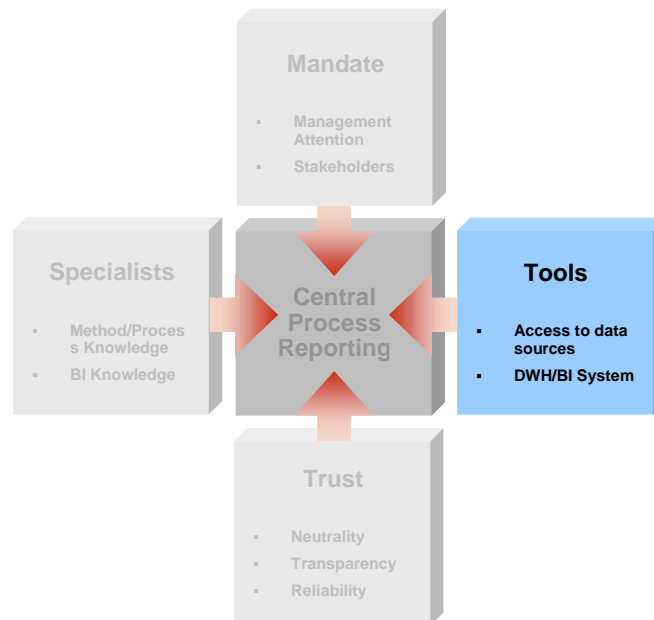


### 2.1 Establish a function to provide information – Central Process Reporting



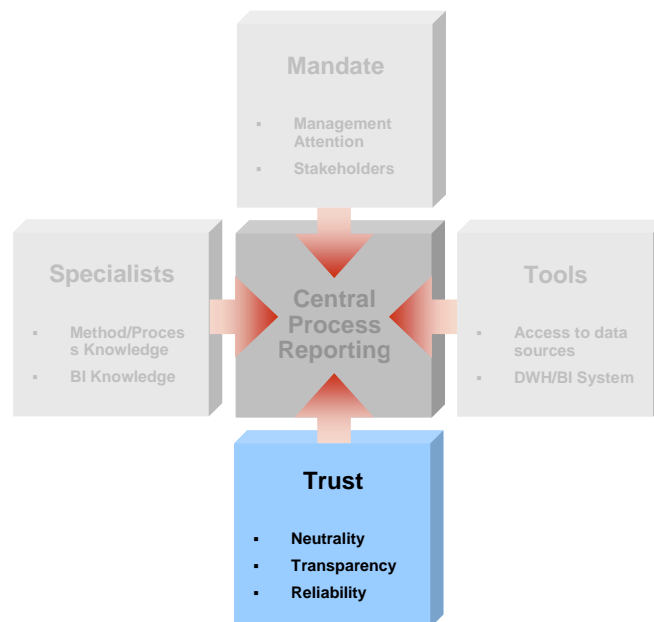
- Get a clear “go” before you start
- Communicate a clear statement throughout the organization
- Make the stakeholders aware of CPR
- Take over or stop other reporting activities
- Make CPR the single point of contact

### 2.1 Establish a function to provide information – Central Process Reporting



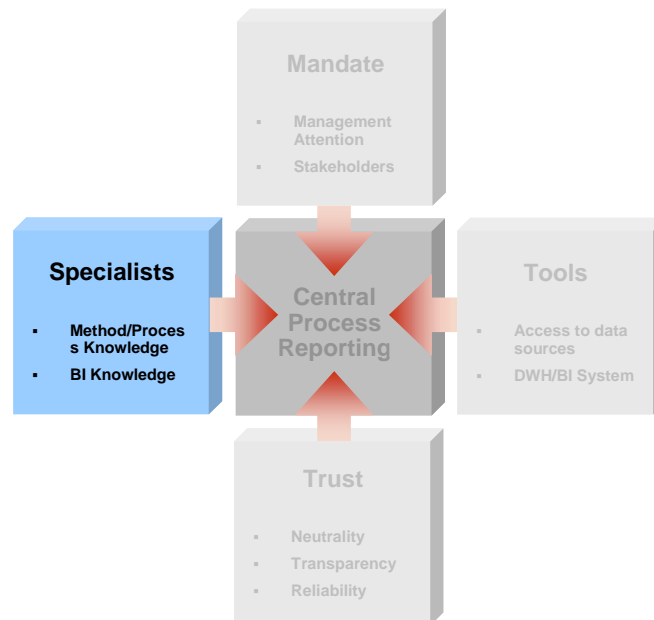
- Work with a BI System (BO, Cognos etc.)
- Connect all relevant data sources
- Build a comprehensive data universe

### 2.1 Establish a function to provide information – Central Process Reporting



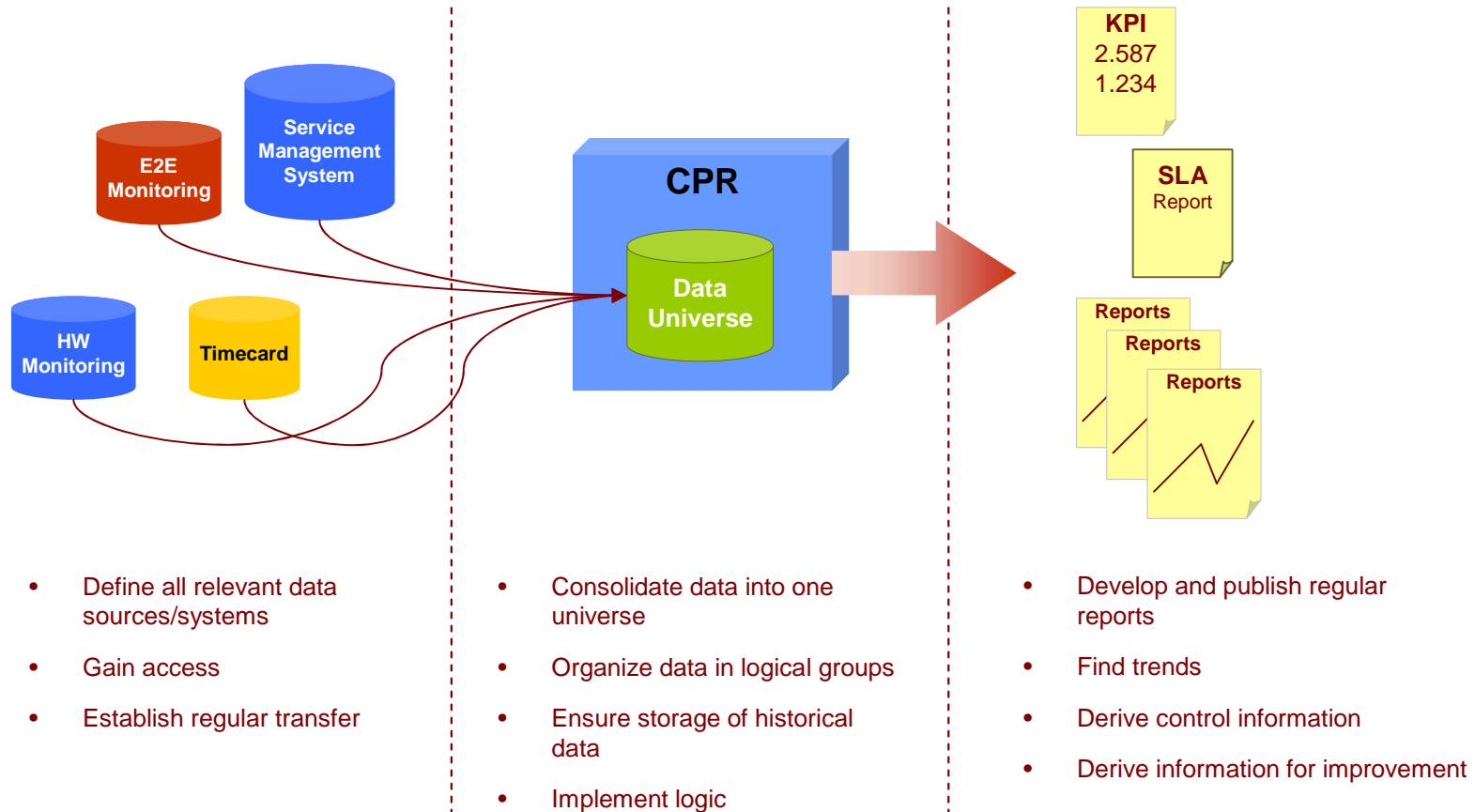
- Be neutral and open
- Make transparent what/how you report
- Deliver reliable information
- Build a trust relationship, do mind setting
- Make CPR the single point of truth

### 2.1 Establish a function to provide information – Central Process Reporting

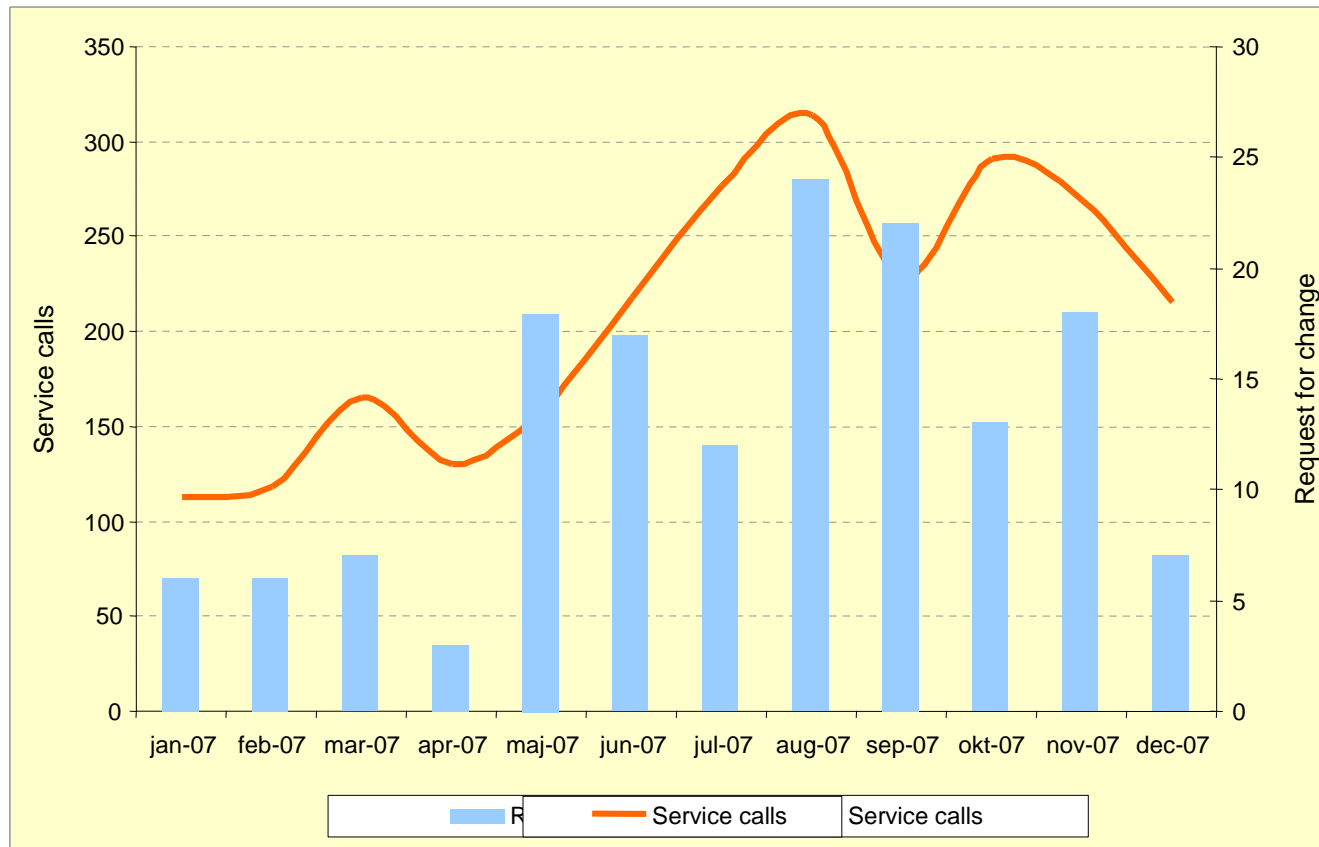


- Staff CPR with Method- and Process Specialists
- Use BI knowledge
- Use analytical skills
- Listen actively to your stakeholders

## 2.2 Turn data into information



## 2.2 Turn data into information



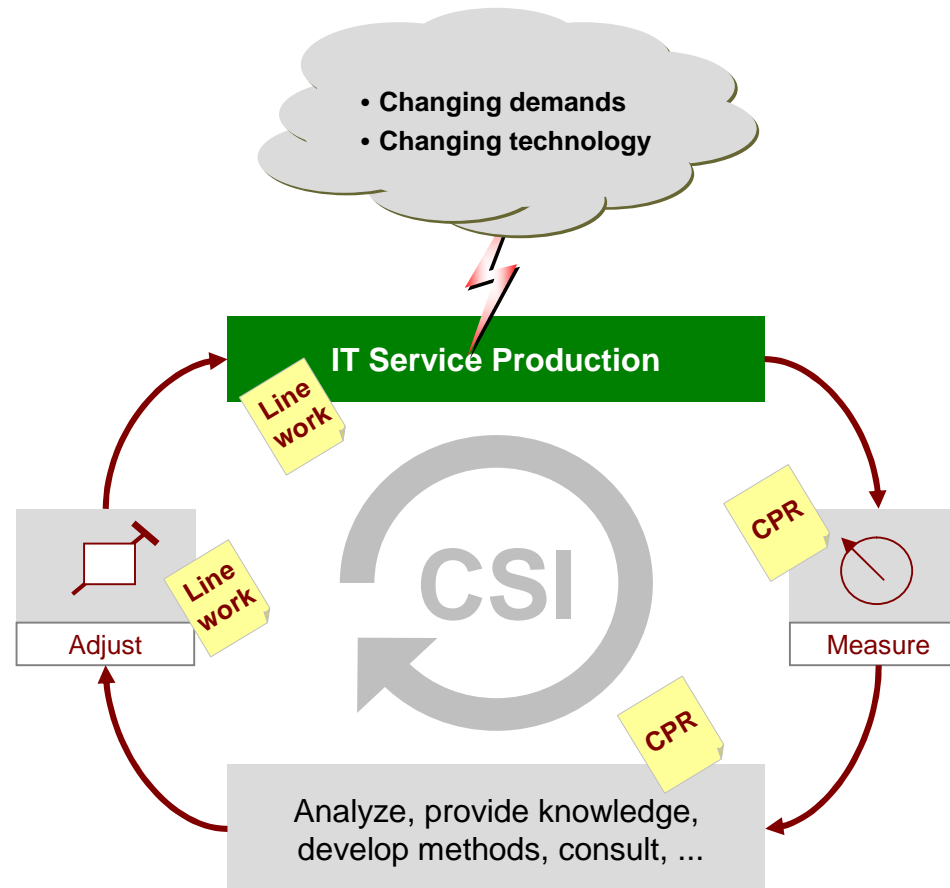
**2.3** Use information wisely...

**Start your  
Continual Service Improvement**

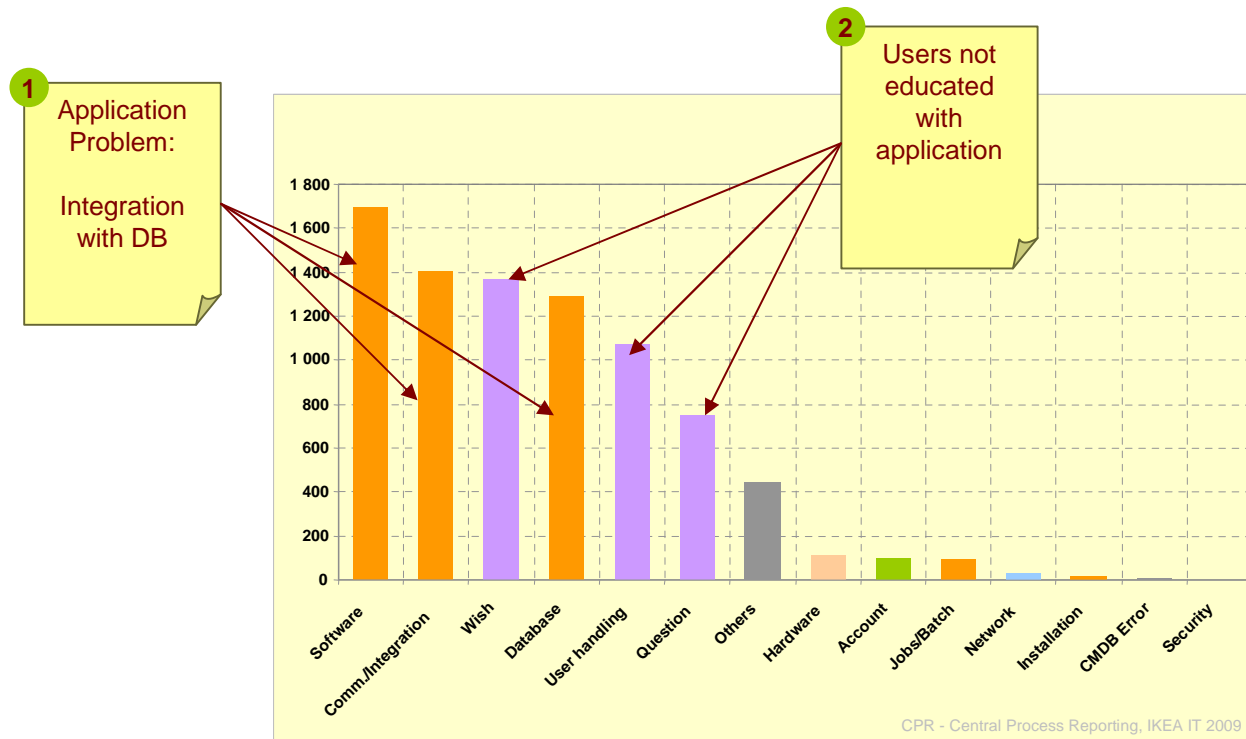
**3.1** ...use information wisely

**3.2** Help on all levels

## 3.1 ...use information wisely

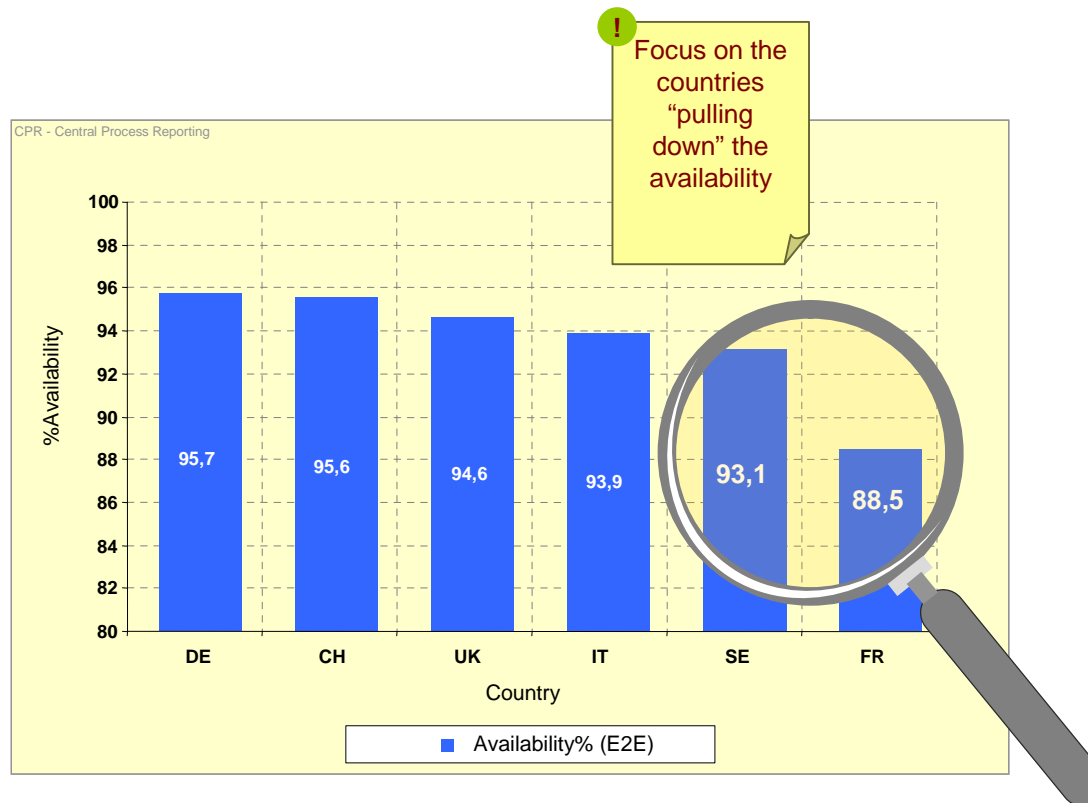


## 3.2 Help on all level – Operationally: improving reliability of a service



Incident categories for a business critical application service

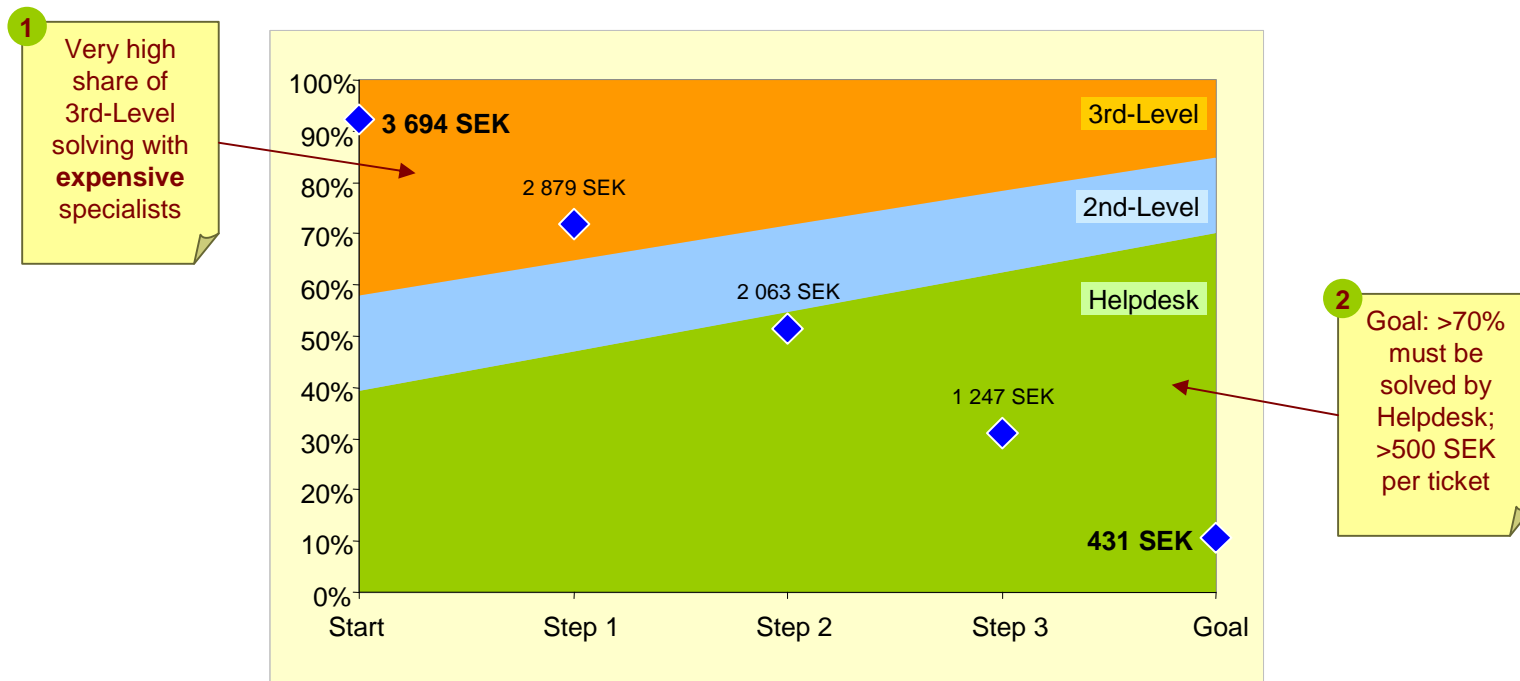
### 3.2 Help on all level – Tactically: improving availability of a service



E2E availability monitoring for an application service

### 3 Building CSI around CPR

#### 3.2 Help on all level – Strategically: lowering cost of incident handling globally



Improving 1st-Level resolution rate "Shift Left"

**4.1** Values**4.2** Data > Information > Improvement > Wisdom

**4.1** Summary**Add value by:**

- Creating transparency
- Supporting decision-making
- Finding deficits and starting improvements
- Connecting strategic goals and visions to operational scale activities

## 4.2 Understanding the chain of added value

Data → Information → Improvement → Wisdom

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