

My life as a service

MLAS

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MLAS – My life as a service

INTRODUCTION:

In this document, I have documented my own personal experience of tackling a disease that I had with the use of ITSM principles and methods. I applied them to my health to track, identify and cure myself of a disease that I was told by experts that I would have until the day I die.

THE SLOW DECLINE

Chaos, anxiety, uncertainty, limited to five hours of functionality a day before total exhaustion of resources. Spiraling out of control, slowly but surely a slow agonizing decline, with no pleasure in sight, and no “Champion” or savior to come and save the day. Endless interviews with “experts” that claim they have a solution to your problem, only to find more problems with even more **work-arounds**. **In the end, understanding that all offers of hope from experts were false, filling** these experts pockets with money and entering deals with only one positive outcome offered no real solution. Each work-around put into place triggers a new problem or incident. There is no help. There is no salvation.

YOU ARE ALONE!

Your options are to give in and put up the flag; surrender to the endless pain and living hell your life has become; or to think, think hard and use those precious five hours a day you have left to string together some method with a glimpse of hope that you can turn a corner. Slowly you can claw back your life, fragments of your youth and look forward to a day when all of this is a faint memory.

This may sound like an out of control service desk or some IT operation living hell, but it was not. It was my life and what I had to deal with on a day to day basis.

THE BEGINNING

From the day I was introduced to ITSM, I never in my wildest dreams imagined I would use the methods and techniques I learned over the years to recover my health. Not just recover, but reprogram my body's systems to be the fittest and healthiest I have ever been in my life. Using the methods and skills I developed over years, I slowly pieced together a framework using best practice to cure myself of a condition that the “Experts” said I was doomed to suffer for the rest of my living years.

The people who unknowingly gave me this chance to be where and who I am today are Marcus Binnet and Jeff Scotland and to them, I am forever grateful.

2003: I received a phone call from a friend asking, “Are you interested in training ITIL®?” I jumped at the chance, not knowing what it was that I was going to learn, just knowing that it was a new pathway and opportunity to grow. I took a flight to Sydney and sat the three day foundation course. Although I was unaware, the seed had been planted.

Having worked in a service desk for many years and after completing this course, It dawned on me that my physical life did not have to be a living hell. My problems could be analyzed controlled and Best Practice was the answer.

Years on, I would follow the intermediate path to become a certified expert and in various other frameworks, such as MOF, Prince2 and ISO20000. Though I was collecting data, information and knowledge during my travels, I had not yet worked out a way to properly use it. As I progressed through my career, my health declined more and more.

IS THIS WHERE IT ENDS?

By June 2010 at the age of 32 I was at the end of my tether and my health had declined to the point where I was barely able to function. I seemed to require sleep in excess of fourteen hours a day just to make it through from morning to night. I resigned, threw up the white flag and all but gave up. I moved to Queensland to live out what I was sure would be my last days, enjoying the sun, fishing and whatever parts of life I could.

I rolled the dice one more time with a local “expert” Dr David See, who worked out of a dusty, run down office, cluttered with paperwork files and folders. As I walked through the crowded corridor to his office, I questioned myself, “why am I wasting my time?”

I closed the door behind me, we sat down and I began to explain the countless experts that had consulted and the mountain of benchmarks (bloodwork and scans etc) that had been done by previous experts trying to gauge what was wrong with me. He smiled and told me in his Cantonese accent, “I think you have Hashimotos?” I said “really?... Great what is it?” He stated that it was a thyroid condition and quite easy to look after. “All you have to do is take a pill for the rest of your life!”

I hadn’t experienced the feeling of hope for many years. Dr See gave me sixty seconds of hope with one diagnosis even though it was unconfirmed. That hope soon faded as normal life continued and I returned to seemingly endless daily pain and suffering. I slowly realized that all the doctor was offering was just another work around. I silently screamed to myself “WHERE ARE ALL THE EXPERTS?” As a certified expert in my field, I expected that there should be similar experts using logical methodology to solve my medical problems.

A blood test confirmed that I had Hashimotos Thyroiditis. With no root cause and only work-arounds available, I was destined to be a patient for life. Hashimotos is an autoimmune disease, one of eighty recognized by medical professionals. Of all these autoimmune diseases, there is only one for which the medical profession knows the root cause. The disease is Coeliac and the root cause is Gluten.

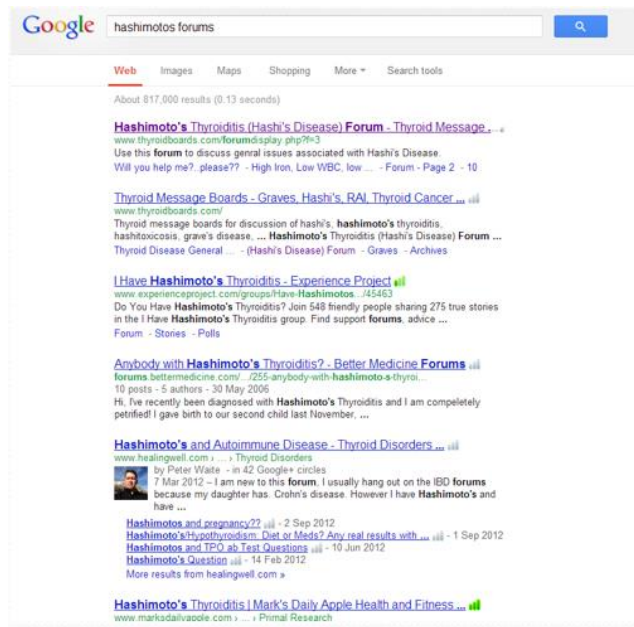
AWAKENING

On possibly the best day of my life, I woke up. With an epiphany I suddenly realized that all of the skills and methods I had learnt over the years could save me. Though I was not a medical professional, my years of preaching IT methodology to thousands of students could be adapted and adopted to find the root cause of my disease and perhaps even find a cure!

I would rely on the methodology I knew so well, modified to suit my situation and use it to find a root cause of my illness. It was only then that I could recover and regain my life.

WHERE DOES ONE START?

So I had a diagnosis, and a bucket of work arounds that did nothing but make me worse or give me more symptoms, so I had to search, but the results I found overwhelmed me. Searching for Hashimotos forums resulted in 817,000 results. I began the long and complicated road and started to read. It took me a year to collate enough data, information and knowledge before I could start to begin a benchmark. As I progressed and documented the fragmented information, I started to identify patterns of data, from different geographies, age groups and ethnicities. There were some synergies across all categories, whilst others were specific to the geography or gender. It was time to start to put an action plan together, to start to tackle this disease and bring myself back from the dead.



Condition: Hashimotos Thyroiditis
Results: 817,000
Accuracy of data: Hit and miss
Time to read results: Forever

Where do you start?

"The results were overwhelming"

FIRST PORT OF CALL

First port of call, was to benchmark my VBFs (Vital Body Functions), CSFs, and KPI.

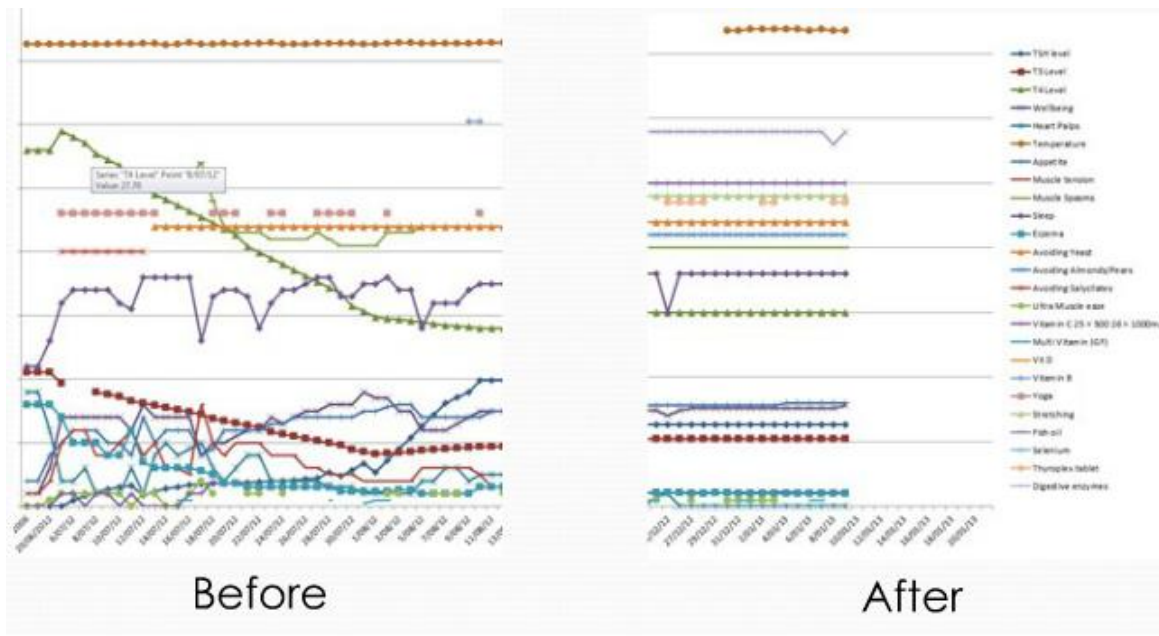
The VBFs/CSFs?KPIs were:

(*not a complete list)

- **Weight (reduction)**
- **Heart condition (palpitations)**
- **Anxiety (reduction)**
- **TSH level**
- **T₃ Level**
- **T₄ Level**
- **Wellbeing**
- **Heart Palps**
- **Temperature**
- **Appetite**
- **Muscle tension**
- **Muscle Spasms**
- **Sleep**
- **Eczema**

By tracking each one I was able to establish a baseline. The way in which these were chosen were based on a pain value analysis, and then prioritized by the impact on my day to day living and their effects. By creating a list I was able to identify the highest priority symptoms and ailments which took the biggest toll on daily life.

These were mapped on to a spreadsheet, which enabled me to create a baseline, from which I was then able to make “changes” to my lifestyle and diet. As I made changes I used a period of time to enable that change to be accepted by the body using a SAC. The SAC (Service Acceptance Criteria) was a method I used it to indicate if the change that I had made was producing either positive or negative effects to my health. BY having a criteria in pace I could effectively tick off things I could and could not do/eat/consume which had a negative effect and those I could with no effect.



Before and after: A quality framework and time make a big difference

KEEPING THE MOMENTUM GOING

I was now able to function for more than 8 hours a day with a clear head, not restricted by anxiety or requiring a daytime sleep, energy levels were getting better and I could start to develop new ways to find a root cause. Using other methods such as CSI model, 7 step improvement process, DIKW and Deming cycle, I was able to slowly but surely decrease the level and impact of each symptom and ailment. This enabled me to stabilize my condition but I was still not cured.

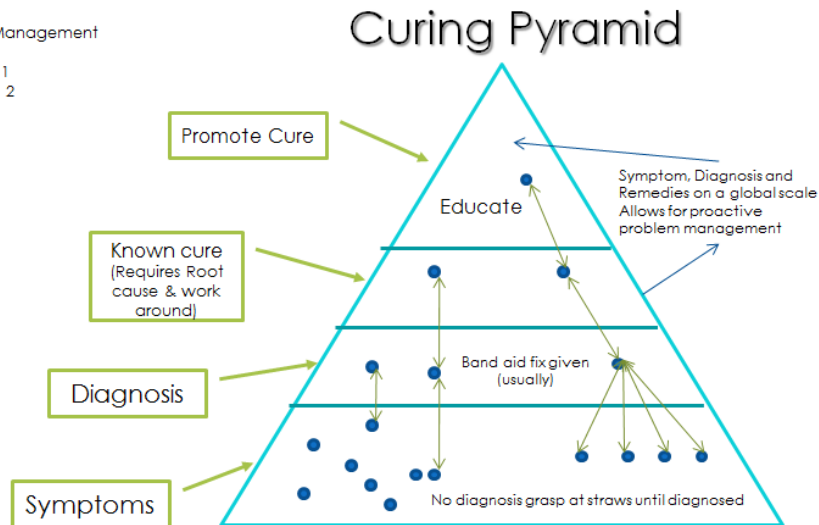
The only way I was able to cure myself was to understand the root cause, and by finally making the changes required based on the outcomes of the ongoing analysis. There were a number of tools used during this process, and just the slightest change could have massive effects on the overall progress that was being made.

Using my experience, I developed a “curing pyramid” (inspired by Joseph Spiriteri), which allowed me to identify the reactive and proactive problem management methods, as well as mapping the incidents that occur when lifestyle changes were made. These changes were used in the previous spreadsheet developed to baseline the start and various snapshots taken on a daily basis. Essentially what I was eventually able to do was reverse engineer the disease by mapping the changes, incident and problems. I was able to pin point the root cause of each individual symptom and ailment. One by one I was able to normalize the ailments from a list of ten debilitating ailments to zero!

Best Practice Problem Management Adapted to curing conditions using Crowdheal

Two types of problem Management

1. Reactive – Phase 1
2. Proactive – Phase 2



Root Cause is the underlying or original cause of an Symptom or diagnosis

A **Workaround** is a temporary way of overcoming the difficulties

“Essentially what I was eventually able to do was reverse engineer the disease by mapping the changes, incident and problems”

THE CURE

During the entire process I endured regular blood screens. These blood screens were critical for me to determine if the changes I was making were in fact making a difference. As I progressed I was able to identify both qualitative and quantitative measurements, but using the blood screens and the VBF/CSFs/KPIs. As noted above one of the indicators I used was wellness, this is very subjective and had the potential to change on a daily basis, which was impacted by sleep, types of foods consumed, stress levels and many varied factors.

Dec 2014: Feeling good about my health and with as much energy as I had when I was fifteen, I went for a final blood test for the year and the results were nothing short of miraculous! The key indicators T₄/T₃/TSH – are consistent with normal thyroid function but unfortunately do not indicate a complete cure. Hashimotos Thyroiditis is determined by having antibodies known as TPO AB in your blood. This particular blood test came back as showing zero antibodies.

I was cured and better still, I had quantifiable data to prove it!

WHERE TO FROM HERE?

I had effectively reversed engineered a disease. A feat which was apparently not possible according to the medical experts. Rather than just document this into a simple Word or PowerPoint presentation which most people who don't understand ITSM or best practice wouldn't understand, I developed a tool, which captured the essence of my personal studies over the past three years.

The basis of the concept is simple. Build a system that can be used for any disease. One that is able to be understood by the common person and that is easy to use and free. Individuals can then start to map their own diseases/conditions/ailments and entered data is collected and collated using our proprietary engine. The code is based on my research, studies and methodologies which I have combined to produce global wisdom on health and diseases. This free, 'not for profit' tool is called Crowdheal.

With individuals offering their insight and experiences, the data will provide detailed information about what medicinal substances are used, where they are used globally and by what race, ethnicity or age group. The data can help to provide trends on diseases which can be mapped geographically. By mapping the data it can potentially provide valuable data clusters which may give evidence attributing to the cause.



Global collaboration and problem solving is the future. There are only a handful of tools available and as we progress, the global community will grow to understand how to communally solve problems. We will find, as we have in other sectors, that open source and crowd funding /sourcing knowledge will surpass private research into diseases and conditions.

The key ingredient in this future is global best practice. Processes failing to incorporate this ingredient will miss the mark or fail completely. This whitepaper is an example of the importance of ITSM and how it can be adapted and adopted to ensure success in any worthwhile endeavor.