

ITSM, ITIL4 and Digital Transformation

IMPORTANT

Barclay Rae

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Writer and analyst

- ITIL4 Lead Author Team
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- Director EssentialSM



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Agenda

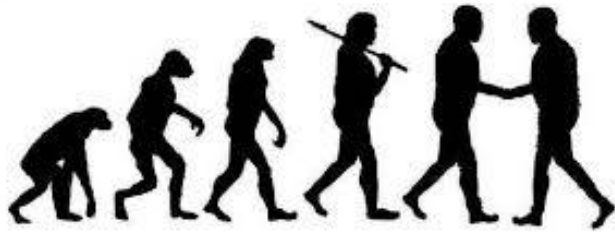
Background

The importance of Service Management

We have the relevant Experience..!

ITIL4

Summary



What's changing?

The role of IT needs to evolve, from:

- Systems to Service provider
- Engineer to Retailer
- Geek to Broker

Background

- **The focus on what we do and how we do it, is rightly taking centre stage in our work:**
 - **communications skills**
 - **new business models**
 - **new roles and functions**
 - **automation**
 - **new ways of thinking**
- *Most of the work I've done (and still do) in consulting is around management, people, and change, not workflow and RACI.*

Background

Frameworks and standards are part of the toolbox...



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... not a swiss army knife as a panacea for all.





The importance of Service Management

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Collaboration **Business focus** **Assurance** **Innovation** **Governance**

The importance of Service Management

Collaboration



HOW WE ENGAGE AND
WORK WITH
COLLEAGUES, USERS,
CUSTOMERS AND
PARTNERS

Business focus



THE WAY THAT WE
WORK TO MEET
BUSINESS NEEDS,
DEMONSTRATE VALUE,
DEVELOP OUR VALUE
STREAMS AND
MANAGE COMPLEXITY,
AND DELIVER
PRODUCTS AND
SERVICES

Assurance



THE APPROACH THAT
WE TAKE TO
MANAGING RISK,
ACCOUNTABILITY,
TIME-TO-MARKET, AND
EFFICIENCY

Innovation



HOW WE DEVELOP
NEW AND UPDATED
PRODUCTS AND
SERVICES TO DELIVER
BUSINESS OUTCOMES –
FROM DESIGN AND
BUILD TO RUN AND
SUPPORT

Governance



HOW WE ACCOUNT
FOR AND SAFEGUARD
THE KNOWLEDGE
RESOURCES OF OUR
CUSTOMERS –
PARTICULARLY WITH
CLOUD AND
DISTRIBUTED MODELS.

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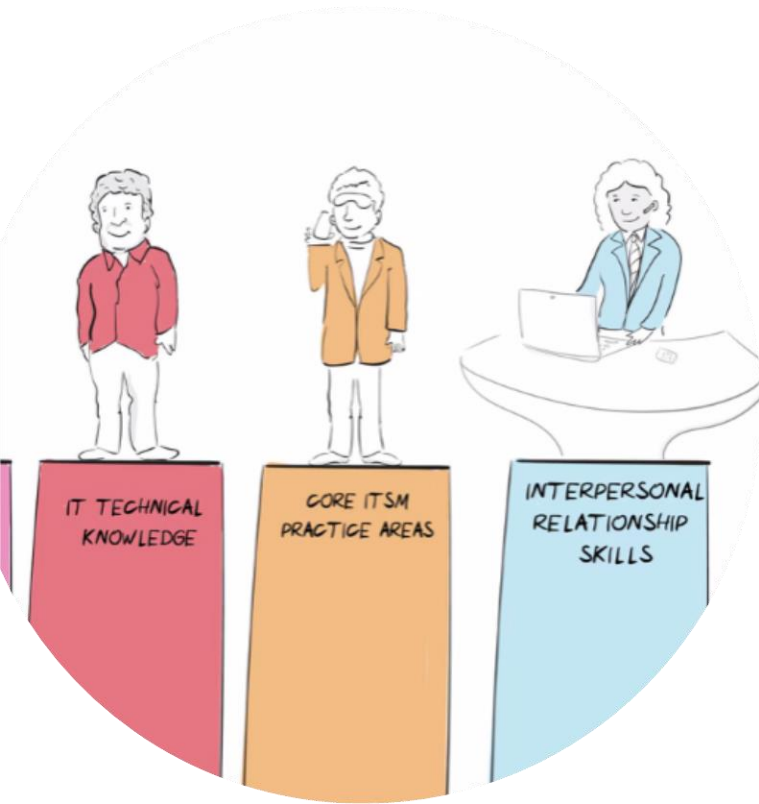
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We have relevant experience..!

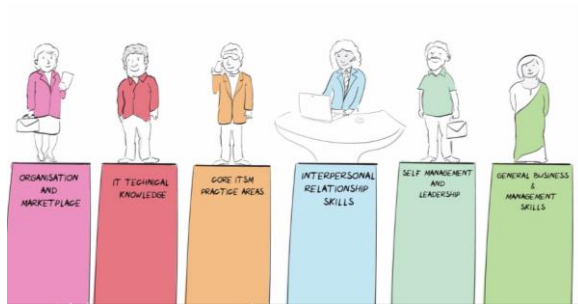
Go to a variety of events...

ITSM, DevOps, Agile, Digital Transformation, Cloud, IT Management, Security...

What do the presenters talk about on their 'journey'...?



We have relevant experience...



Organisational change

People Management and development

Key business knowledge/skills

Relationship management

Negotiation skills

Influencing, drive and leadership

Marketing and communications

Commercial management

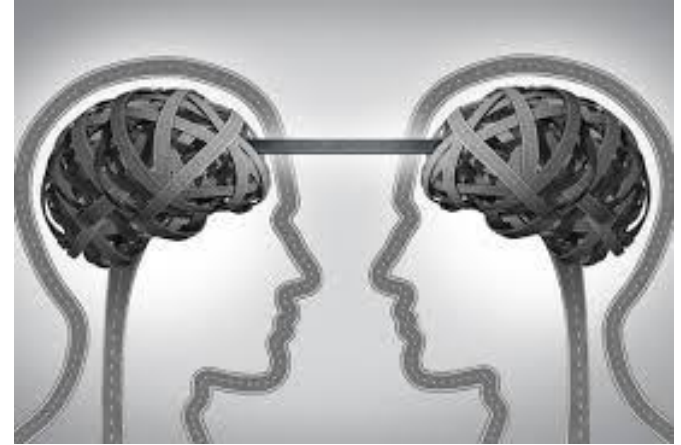
Supporting people...

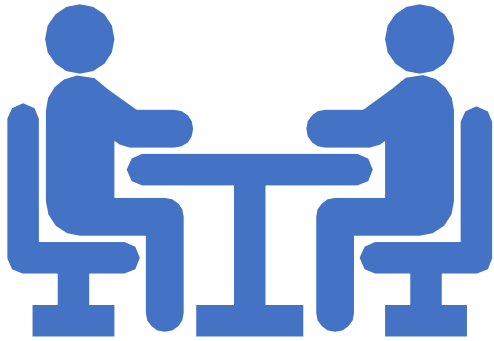
We support **people** not just technology

Success depends on our ability to interact productively,
positively and professionally with people

This involves collaboration:

- Between people
- Across teams and IT departments
- Beyond IT departments
- With partners





QITIL[®]
PRACTITIONER

Communication...

Communication is a 2-way process

We are all communicating all the time

There is no single way of communicating

Timing and frequency matter

The message is in the medium

People Skills...!

With more potential automation the scope for human interaction is reduced and this also means that actual interactions between people must be ***excellent***.

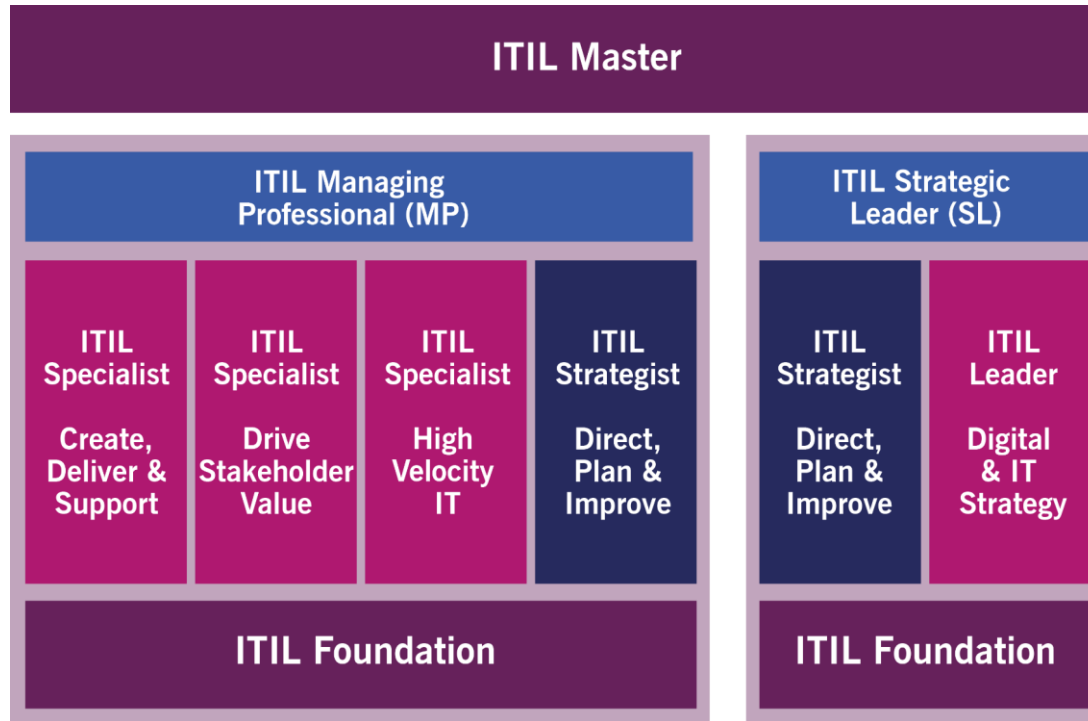
Many of the issues that we face still rely on people, relationships and business focus, and no robot can ever be expected to deliver this.



ITIL 4 KEY CONCEPTS

- What is a Service - value co-creation
- Guiding Principles
- Service Value System
- Practices - ITIL, General, Technical
- Service Management Domains

Training scheme



Summary



Automate and optimise where possible

Are you ready for automation?

Develop to meet changing needs and new opportunities

Staying relevant is a never ending task

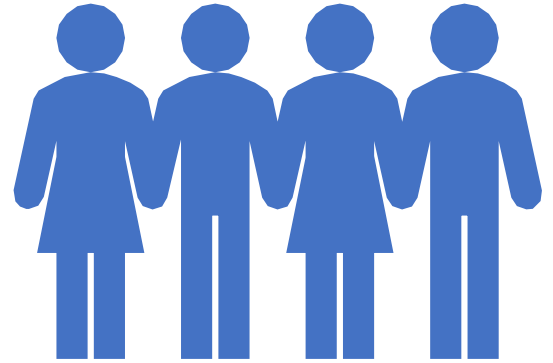
Focus on human and communication/collaboration skills

Keep learning - use new ideas. Don't forget the stuff that works...

Digital transformation

How we adapt as people...

as well as how much we
automate





Thank you

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