

Eurobank ITSM

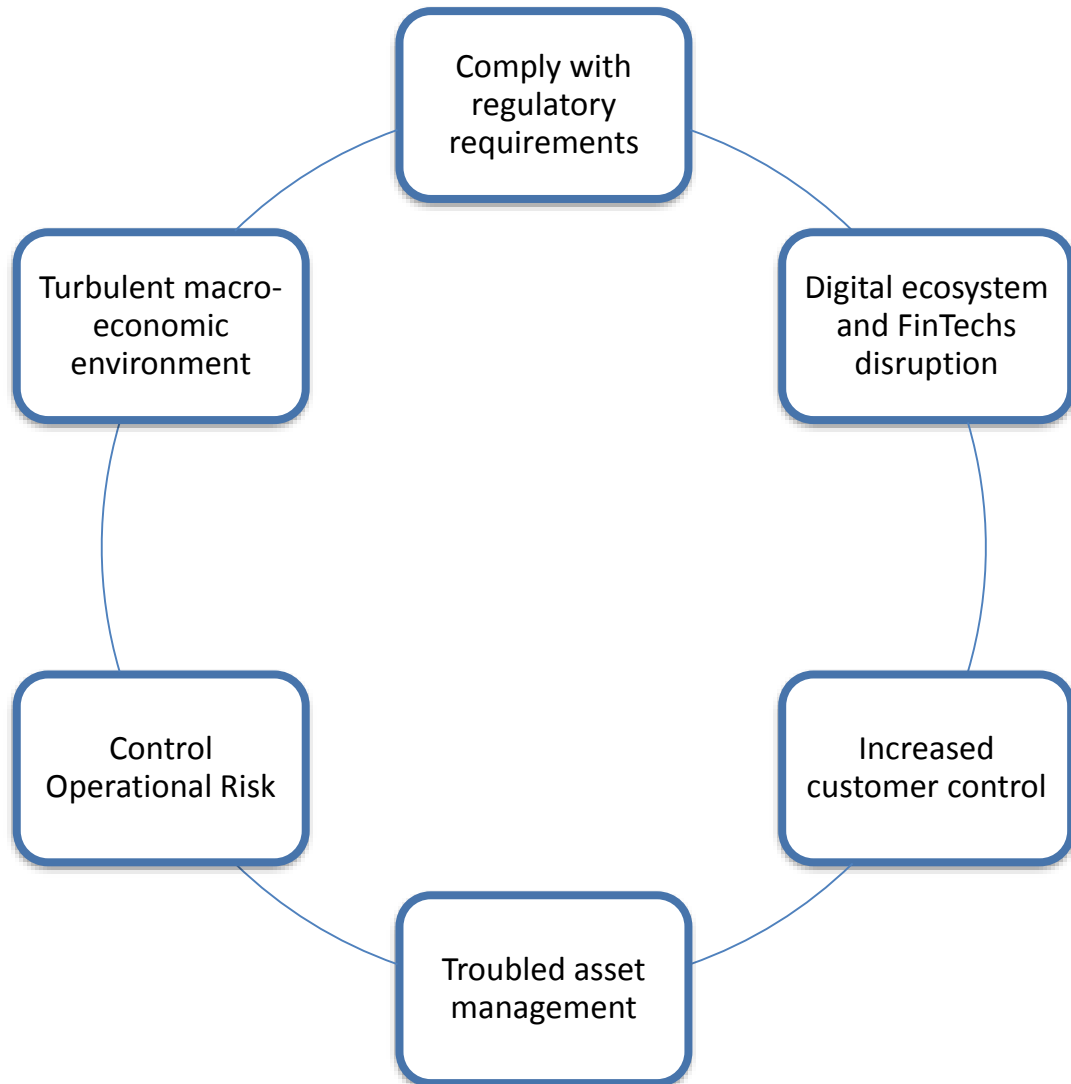
An 8 years Journey to Maturity

Kostas Zafiris

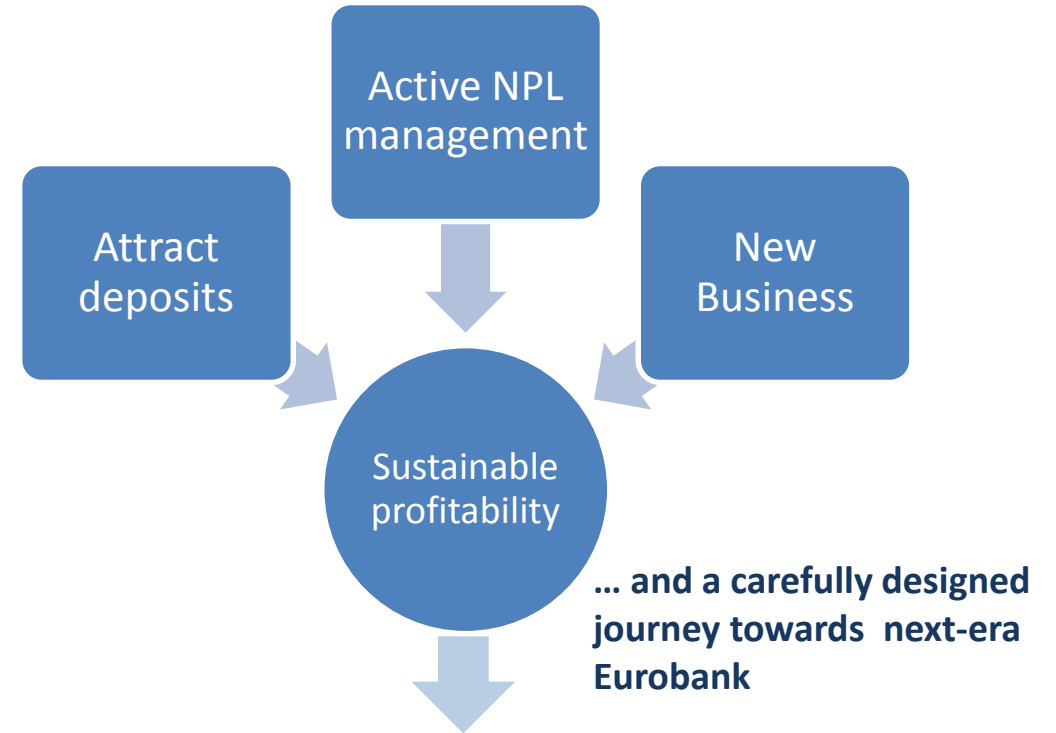
Sector Head, Group IT Operations and Infrastructure

Greek Banks business & macro environment...

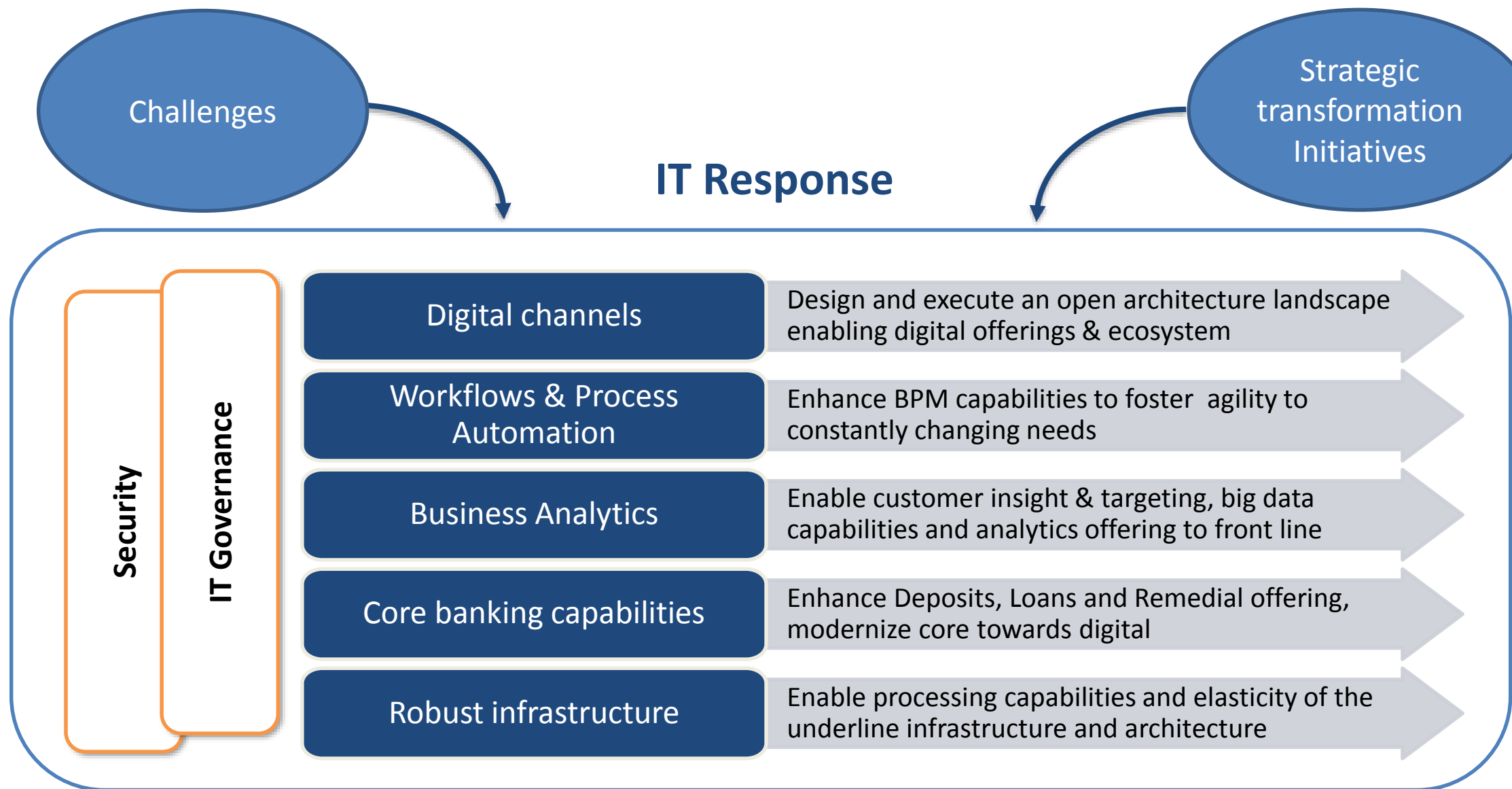
The challenging landscape



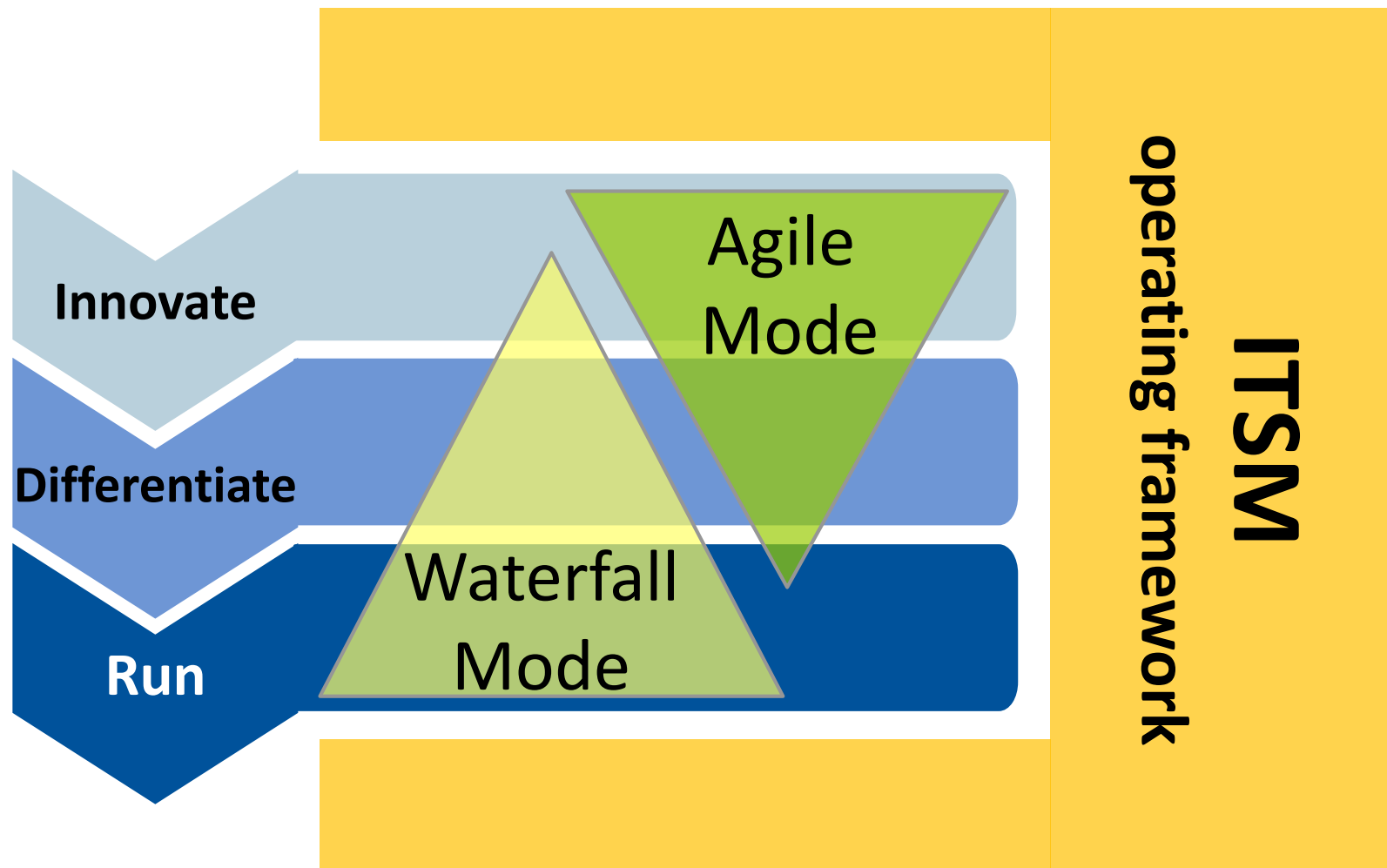
3 major Business Goals



Bank's transformation journey				
Business - Corporate Transformation	IT Landscape Refresh	Digital	LEAN	TAG



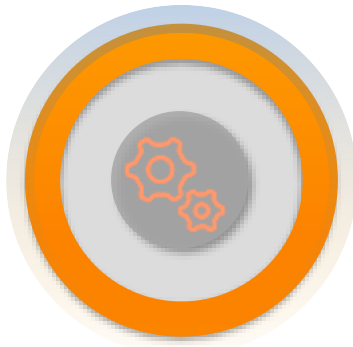
IT adopts a Bimodal approach within a unified ITSM operating framework





Unifying the IT Ecosystem

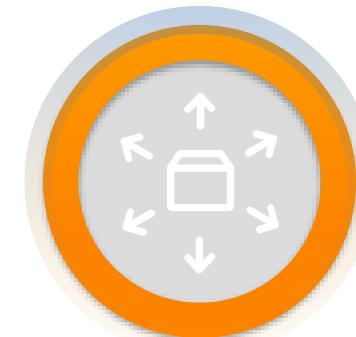
- 2 Production Data Centers and 2 DR Data Centers
- ~70 Services with 400+ Application assets, 3500+ servers, ~9000 users
- Various IT market technologies



**Improve Resolution Time
and Service Availability**



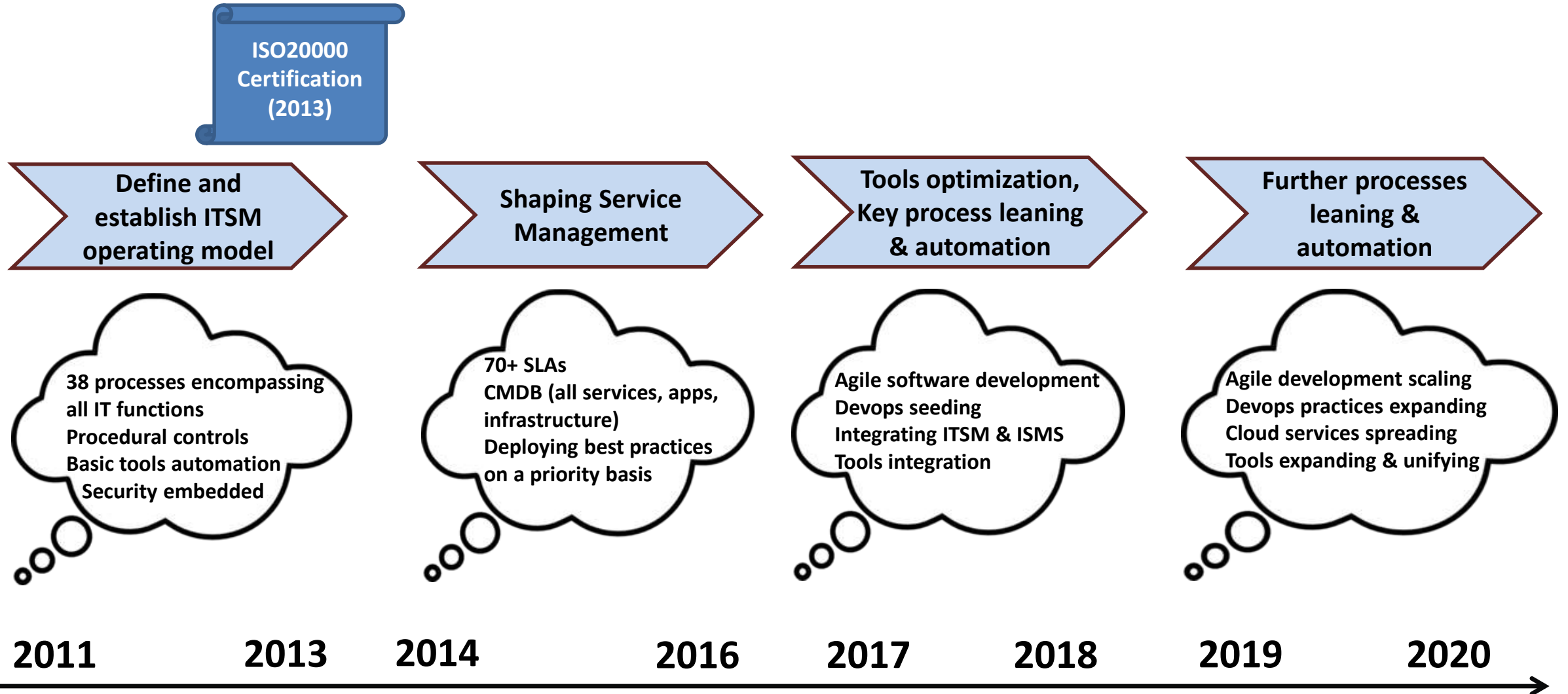
**Asset Visibility
Reduces Risks**



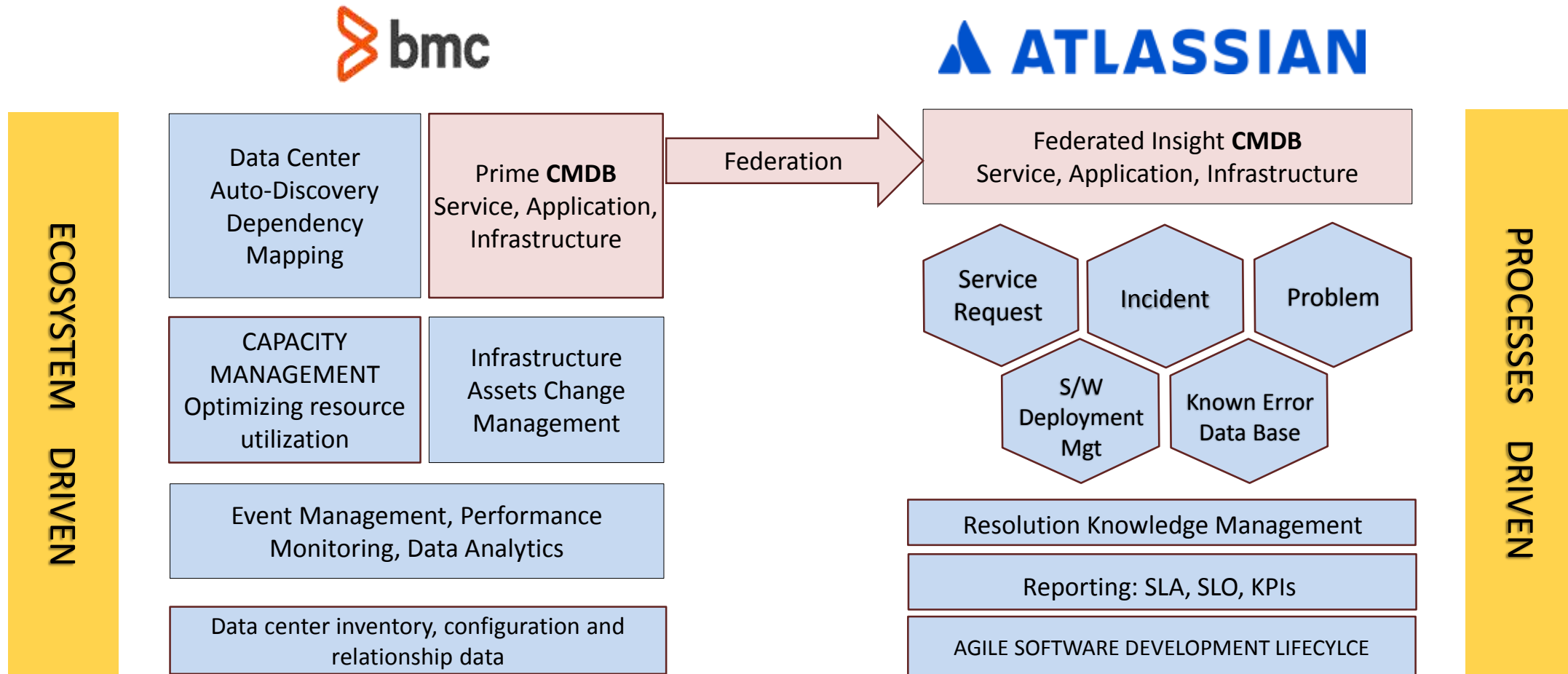
**Increase Service Level Transparency
and QoS consistency**

Enabling better IT manageability and business value potential

The Journey's roadmap to ITSM maturity

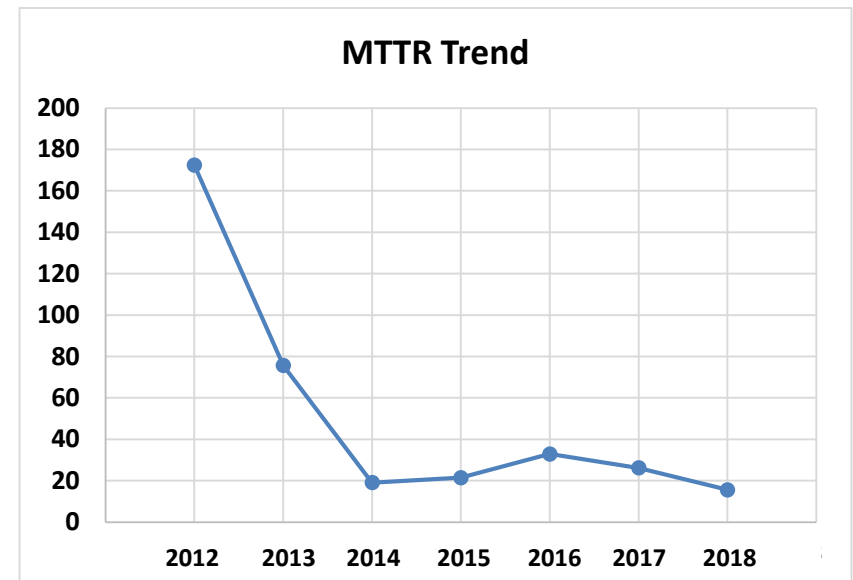
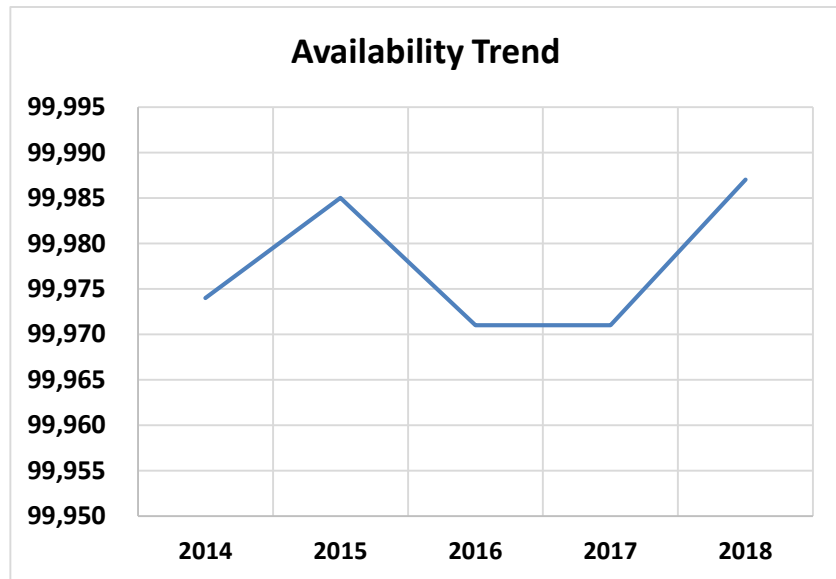


Key drivers: economies of scale, agility and tools uniformity-integration



Value of ITSM Consistency and Uniformity (indicative)

- ❑ Raise overall availability to 99.987%
- ❑ Reduce all IT Services MTTR to 16 min
- ❑ Enable knowledge-centric processes to deliver insights for more efficient resolution / prevention
- ❑ Informed and holistic discovery of service improvement opportunities
- ❑ Consolidated dynamic Management Reporting



Future of Service Management

Today
Human Driven
Comprehensive tools



Tomorrow
Chatbots/Virtual Agents



Process

ISO20000

Collaborative

Self-Service

Chatbot & AI

Lowest Cost

1. Selection of a single tool is not a panacea in a complex and changing environment
2. Iterative Integration – Unification across different tooling suites is a proven value optimization option
3. Environment transformation and ecosystem growth dictate continuous upgrading of processes & tools
4. Continuous service improvement takes significant effort, time, investment and culture shaping

“Learn fast, respond & heal quickly, avoid recurrence”