



# Trends in ITSM

itSMFnz 2015

# Trends in ITSM



# Trends: People



# Trends: People

## Positive:

- ITSM seen as more than a set of processes
- TCO & service value by Service Catalogue
- Facilities and IT
- Shared service / CLOUD



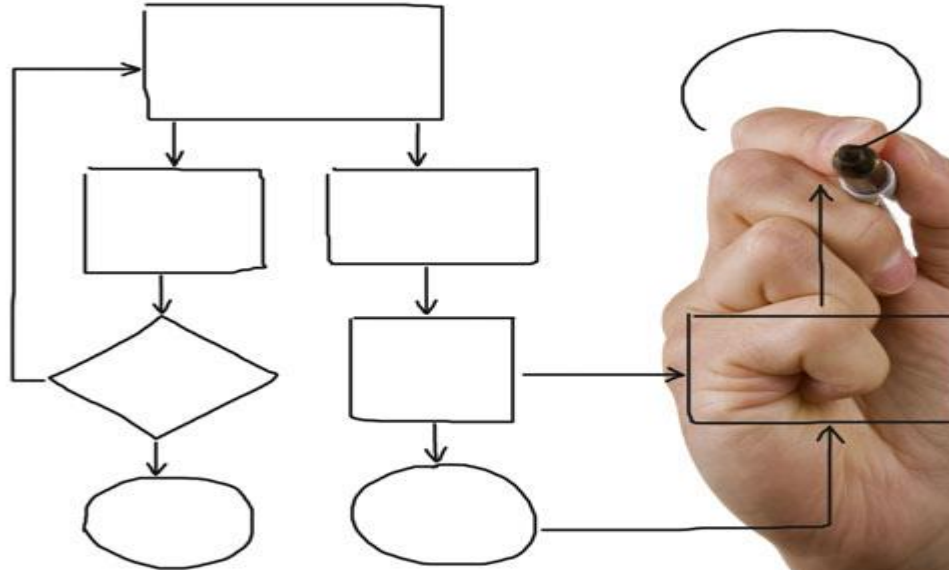
# Trends: People

## Negative:

- Poor understanding of what ITSM is
- Struggle to show business value
- Purists
- Rabbits & Super Heroes

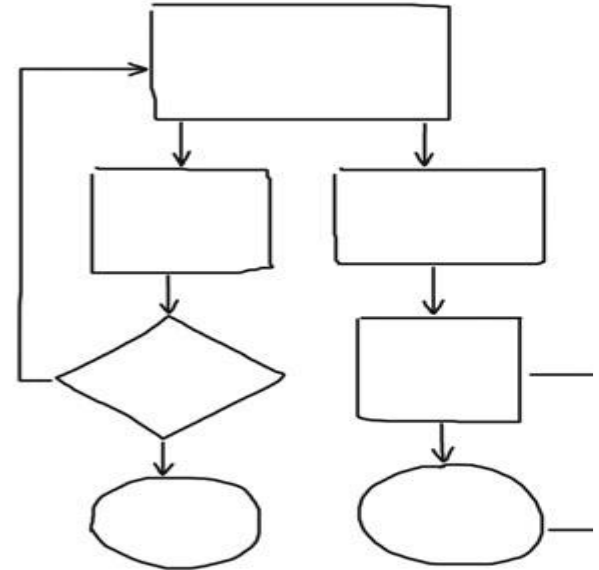


# Trends: Process



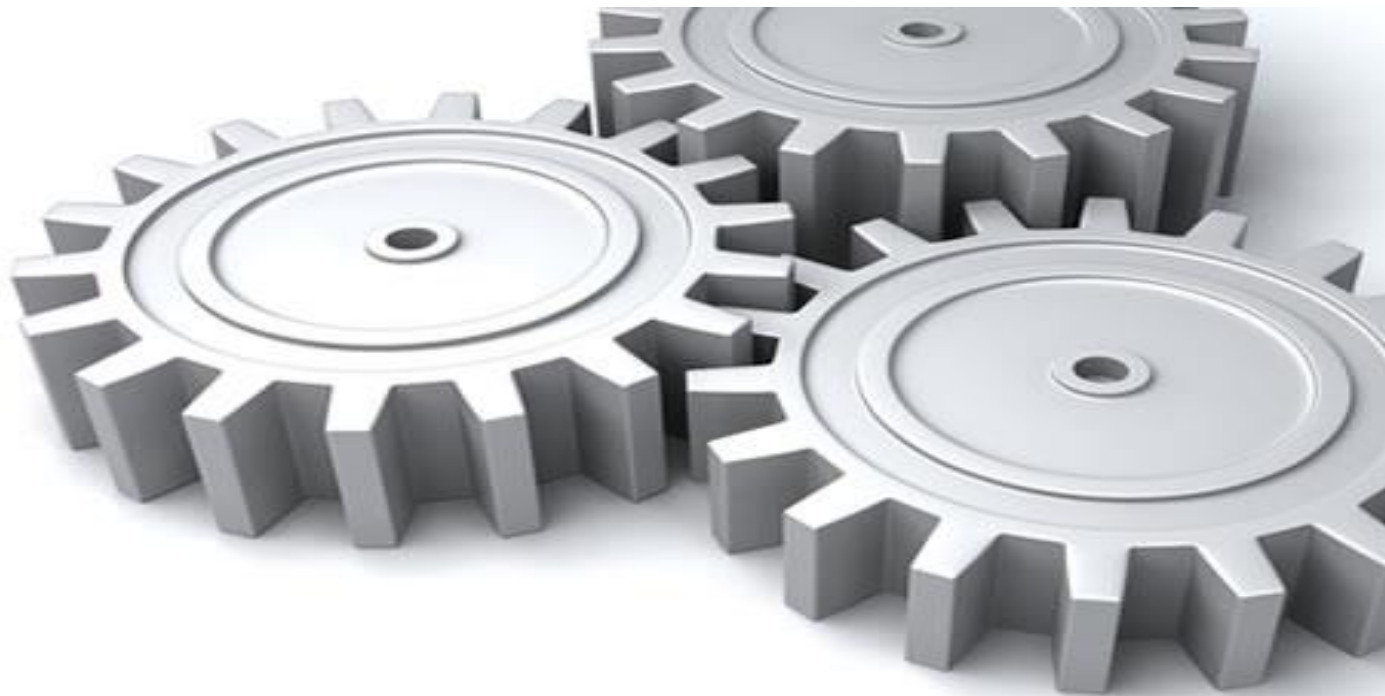
# Trends: Process

- Pragmatism
- Perception
- The Big-Five: (Incident, Service Request, Change, Reporting, KM)





# Trends: Technology / Tools

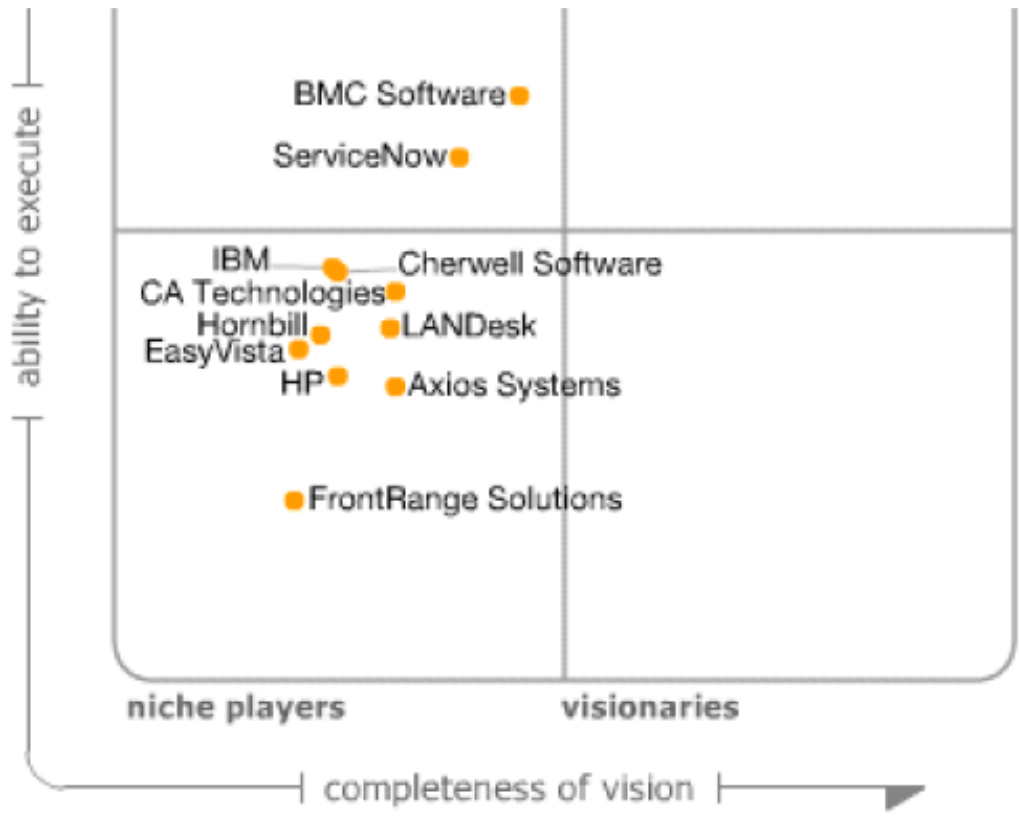




# Trends: Technology / Tools

- Automation using tools
- Greater capability of smaller tools
- Big tools still frustrate people with big implementation budgets
- Service Catalogue confused with Service Request Catalogue

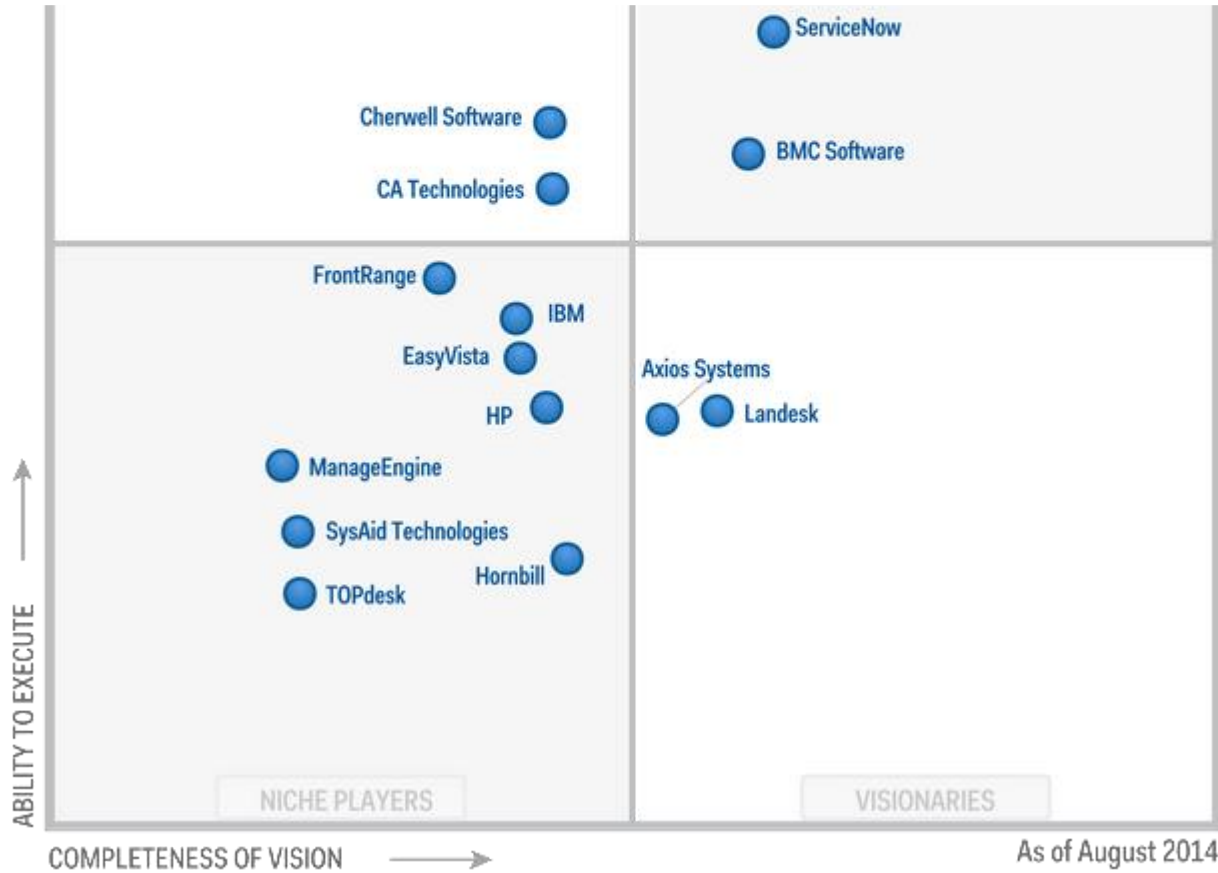




As of August 2012



As of August 2013



# Supplier Management

## Buyers:

- Poor supplier management
- Poor Service Delivery Management
- Low perceived value

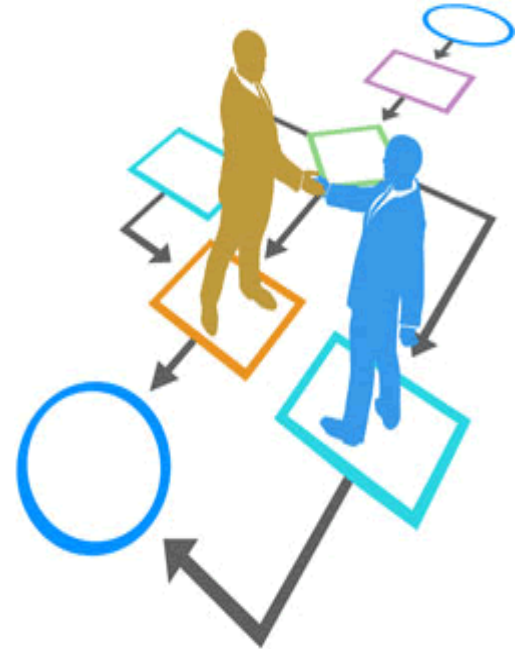
## Service Provider:

- Poor Service Delivery Management
- Evolving market capabilities
- Children & Pets



# Outsourcers

- Old contracts
- SLAs
- Delivery Management
- Governance





# Tool Kit





# Tool Kit

- Composed of an integrated set of methodologies, tools, data and roles & responsibilities
- Business Service Catalogue
- Communications tools (OCM)
- Reporting, with good data
- Consultants & Outsourcers

# Business acumen

- Management skills (communications, maturity, Exec presence, business outcomes)
- Those with business acumen get more Exec buy in, budget and support
- Understand the business alignment of technology & services (support servers but not knowing what they do)

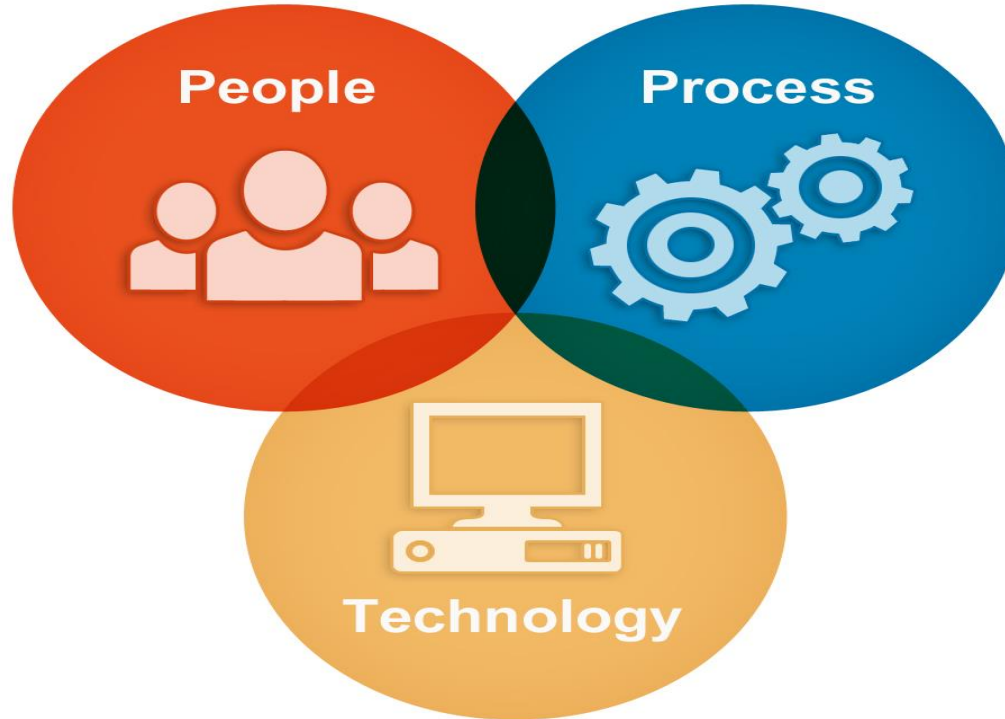
# Greater user acceptance

- Organisational Change Management
- Find a champion
- Delivering sustainable change at a palatable pace
- Communication styles

# Governance & reporting

- ITSM in context of bigger IT portfolio delivery
- Reporting at an operational, leadership and governance level

# Sum of the parts



# My challenge to you ...





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WHAT EVERYONE ELSE DOES



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