



Dunedin - Wednesday 24th February 12pm - 2pm

PGG Wrightson Board Room, 149 Vogel Street, Dunedin

Christchurch - Thursday 25th February 12pm - 2pm

Avon North Conference Room, Commodore Hotel, 449 Memorial Ave, Christchurch

Session Description:

Service Management is so much more than Incident, Problem and Change!

Many organisations only think about Services from an operations perspective, providing a layer of assurance to make sure that Services are up and performing and using Incident, Problem and Change when things go wrong, though that is only part of the Service lifecycle.

Have you ever wondered where the demand for new Services and enhancements come from and how they are prioritised? What happens when they go into the dev world which, to most operations people is a black hole, and the first thing you know about the Service is when a Change is raised to deploy it into operations. Good luck with that! To successfully manage the lifecycle of a Service requires coordination between Demand, Design, Project, Resource, App Dev, Security, Risk and Governance, Financial, Release, Change and so many more processes.

How integrated are your processes across the Service lifecycle, what gaps do you have and how do you plug them? Too many organisations rely on email as the interlock between processes and any process that relies on email does not deserve to be called a process! . This session will discuss the successes organisations are having taking a platform approach to managing the Service lifecycle from conception to retirement, especially in the Service creation part of the lifecycle before it hits Operations.

About the Presenter - Peter Doherty:

Peter Doherty is an ITIL V2 Master (Distinction) / ITIL V3 Expert, a contributing author to the ITILV3 Service Operations Book and a Principal Solution Consultant with ServiceNow.

Peter has extensive Service Management experience across Asia Pacific and has quite a following as the 'ITIL Ninja'. He is widely published on the subjects of Service Catalog, Service Management, IT Asset Management, Cultural and Organisational Change Management, and is a frequently requested speaker at forums worldwide. He is one of the foremost proponents of Service Portfolio Management, concentrating on driving IT to be more business relevant, focus on delivering value and meeting business needs.

He is also a practitioner and as such has helped design and implemented many successful Service Management Programs in the APJ region such as Tabcorp, ANZ Bank, Department of Human Services and Telstra to name a few.

Peter is very much a leader in the practical and pragmatic adoption of best practice frameworks and concentrates on delivering business outcomes that drive business value. He complements this with his cultural and organisational change expertise to drive organisational adoption of these programs.

Peter has presented at itSMF Australia for the past 15 years and has been a regular presenter at itSMF NZ, itSMF USA, Singapore, Korea, Thailand and Hong Kong as well as HDI USA.

PROGRAMME:

12:00 – Registration & Welcome Drinks

12:15 – Presentation

1:15 – Nibbles and Networking

Networking: The presentation and discussion will be followed by more refreshments and further opportunity for you to network with fellow service management colleagues.

PLEASE RSVP VIA REPLY EMAIL AT SOUTHERN@ITSMF.ORG.NZ TO LET US KNOW IF YOU ARE ATTENDING