The change we need to get the best out of Service Management

Joshua Brusse, Philosopher, Connector, Transformer

The need for change....

"Change only happens if there is a compelling reason...and when this reason is endorsed by all stakeholders. Change is amazingly easy after that..."

Joshua Brusse, Philosopher, Connector, Transformer

Service Lifecycle Management (ITIL) is great and it gets better;

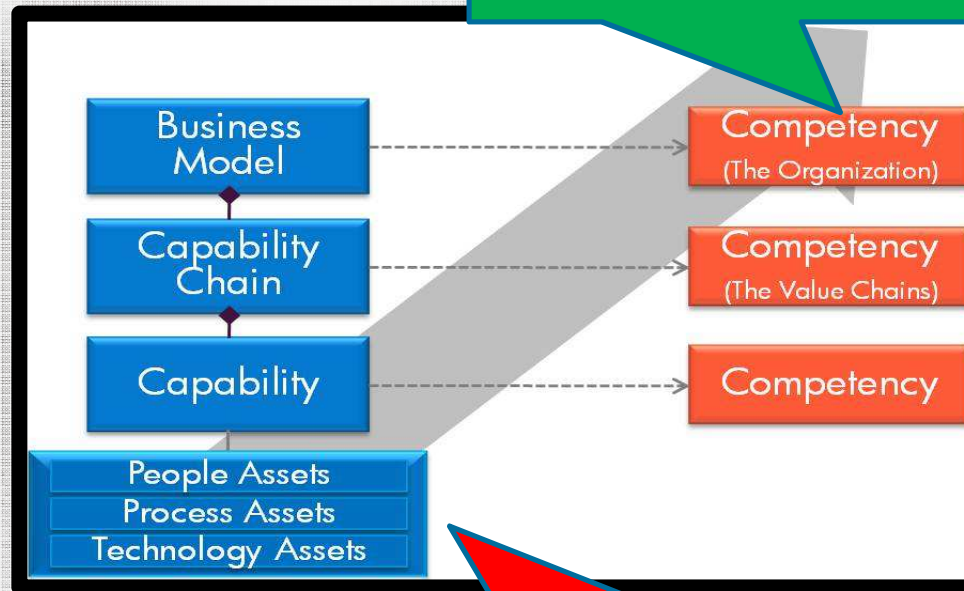**However we need to change...to leverage it to the fullest**

Why ITIL has not been very successful

1. **There is a business reason for implementing ITIL...but is that clear for everyone?**
2. **ITIL is not about process management...it's about competencies!**
3. **To get value out of ITIL we need to adopt it...not just implement it!**

ITIL >>>SLiM

We did not transform...
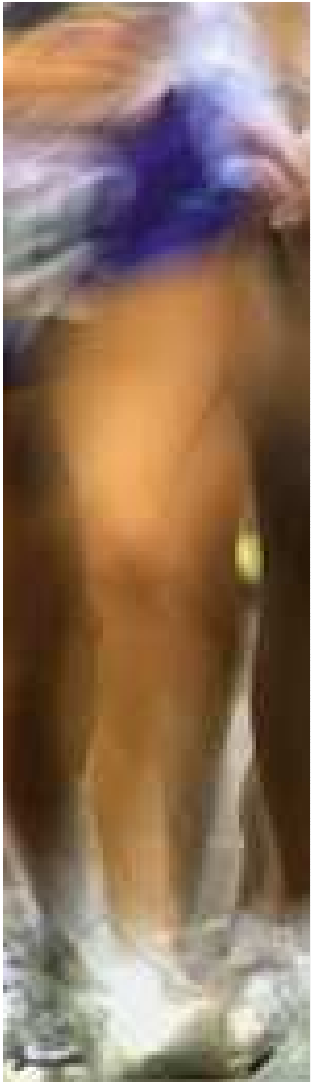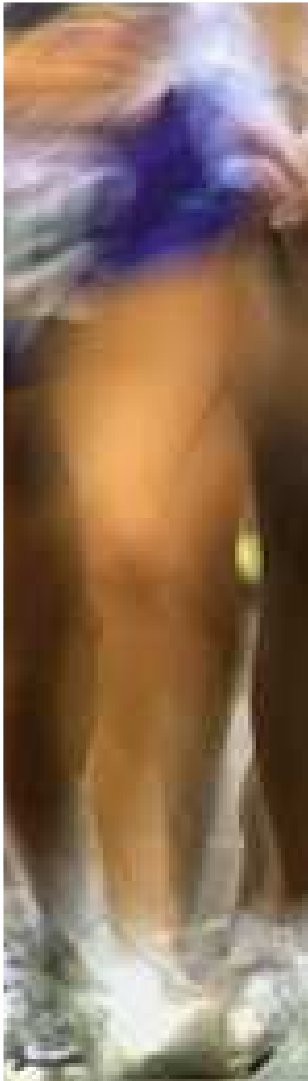
Create Desire

Compelling Reason for Change

- Standardization;
- Control;
- Certification;
- Cost;
- Efficiency
- On Time / O
- Ma

- Predictability;
- Reliable;
- Qual
- Value
- Innovation;
- Competencies
and more...

We're missed the point...

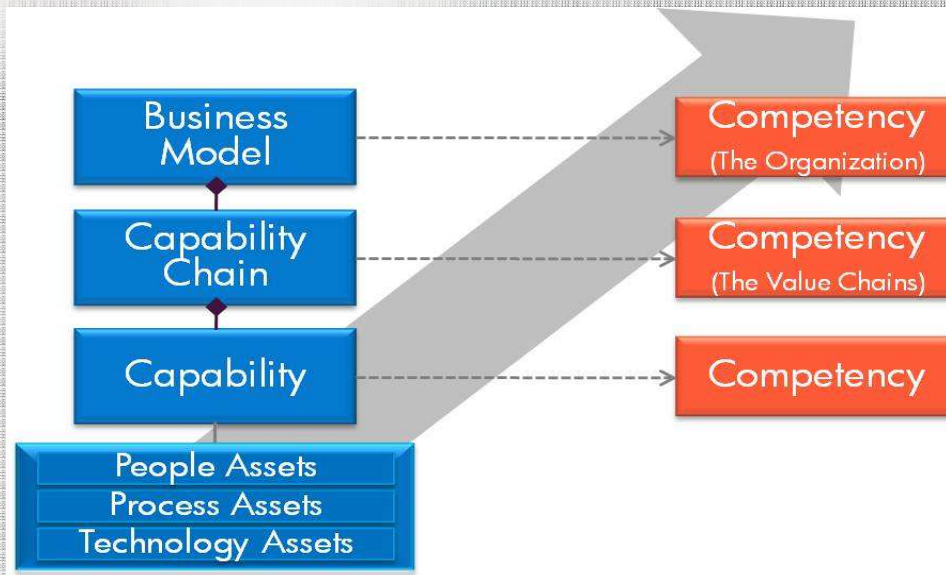# Run the business of IT

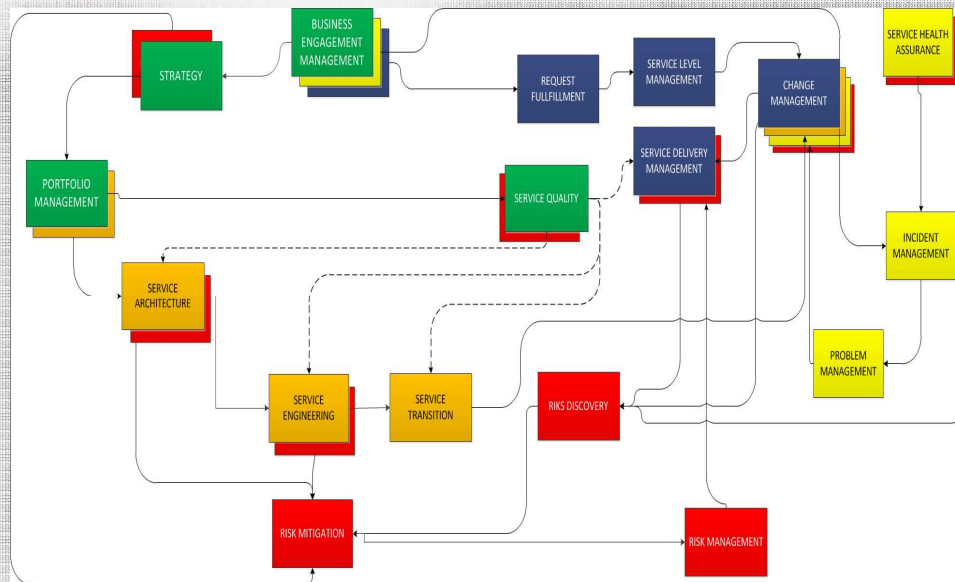# Vision (Future State)

Competencies...not assets

Vision (Future State)

Competencies...not assets
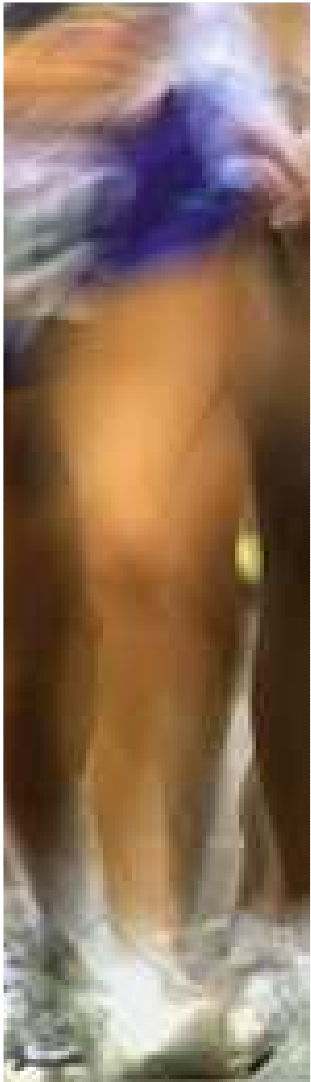
Vision (Future State)

Integrated Competencies...not assets
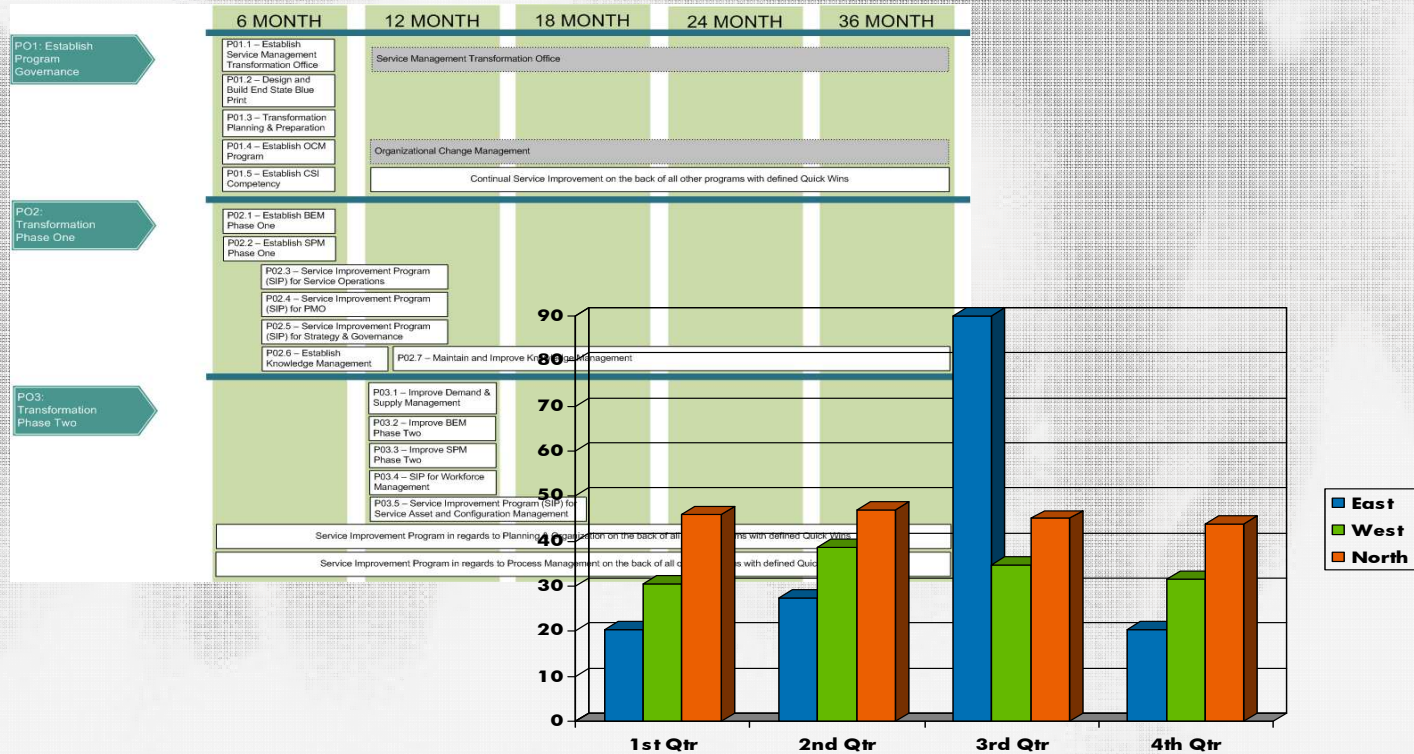
Vision (Future State)

Competencies...not assets

Leadership
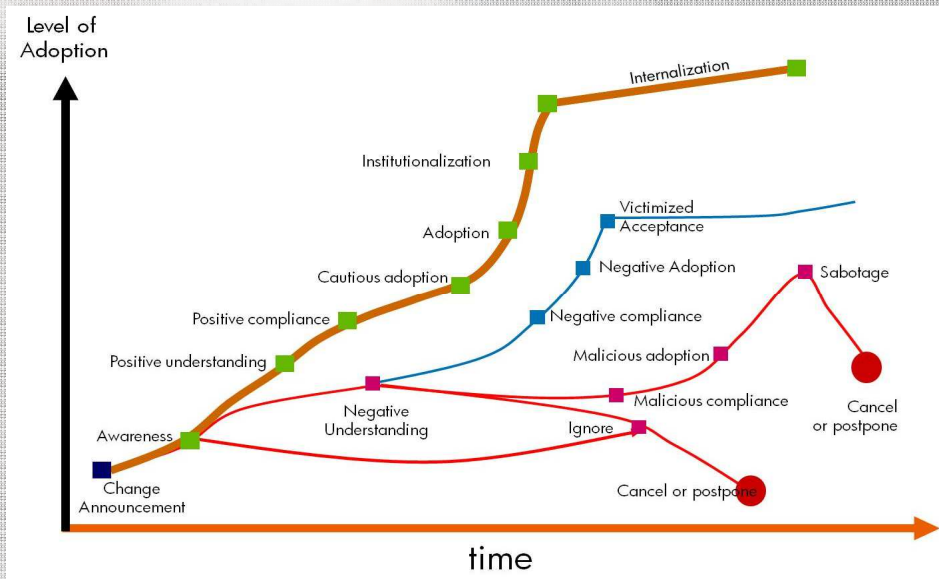
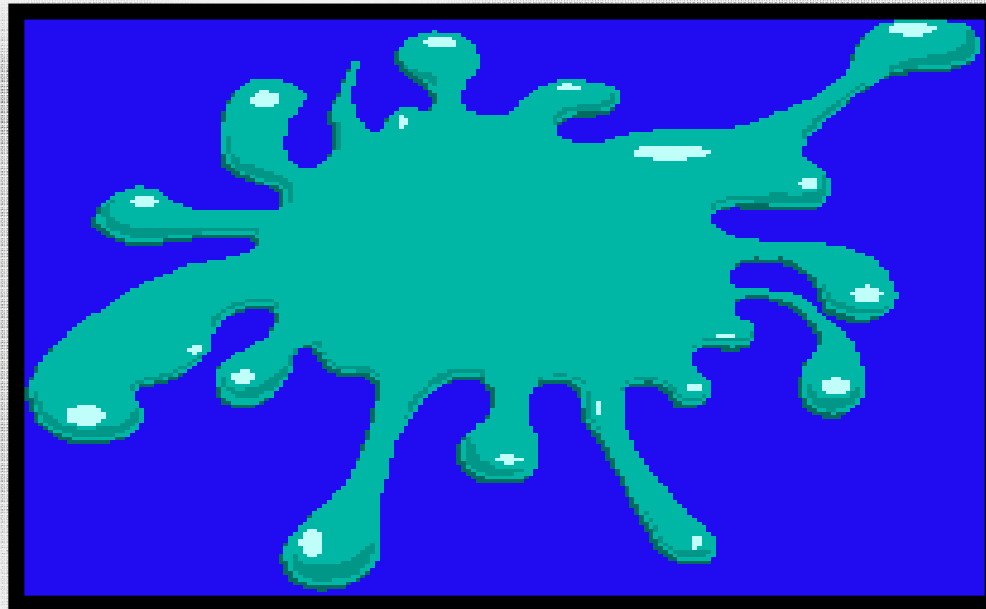"You must be the change you want to see in this world"

Plan and Monitor

The Roadmap...

	6 MONTH	12 MONTH	18 MONTH	24 MONTH	36 MONTH
PO1: Establish Program Governance	P01.1 – Establish Service Management Transformation Office	Service Management Transformation Office			
	P01.2 – Design and Build End State Blue Print				
	P01.3 – Transformation Planning & Preparation				
	P01.4 – Establish OCM Program	Organizational Change Management			
	P01.5 – Establish CSI Competency	Continual Service Improvement on the back of all other programs with defined Quick Wins			
PO2: Transformation Phase One	P02.1 – Establish BEM Phase One				
	P02.2 – Establish SPM Phase One				
		P02.3 – Service Improvement Program (SIP) for Service Operations			
		P02.4 – Service Improvement Program (SIP) for PMO			
		P02.5 – Service Improvement Program (SIP) for Strategy & Governance			
		P02.6 – Establish Knowledge Management	P02.7 – Maintain and Improve Knowledge Management		
PO3: Transformation Phase Two		P03.1 – Improve Demand & Supply Management			
		P03.2 – Improve BEM Phase Two			
		P03.3 – Improve SPM Phase Two			
		P03.4 – SIP for Workforce Management			
		P03.5 – Service Improvement Program (SIP) for Service Asset and Configuration Management			
		Service Improvement Program in regards to Planning & Organization on the back of all other programs with defined Quick Wins			
		Service Improvement Program in regards to Process Management on the back of all other programs with defined Quick Wins			

Adoption...

Unfreeze and Unlearn...

The Change Curves

Ending

Transform

Beginning

Denial   Commitment

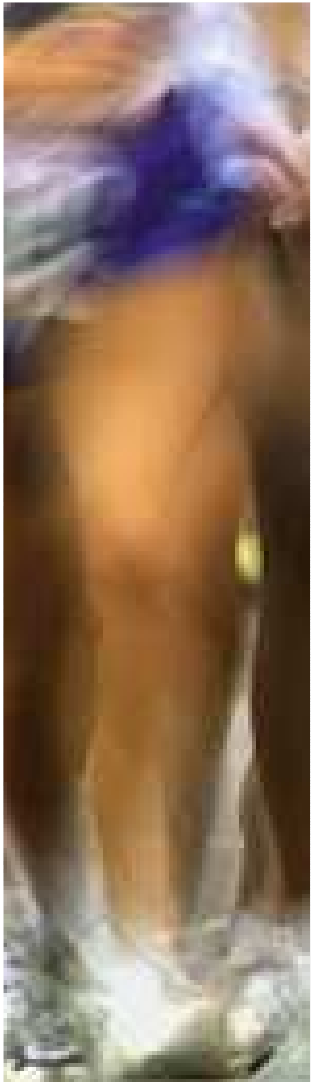Resistance   Exploration
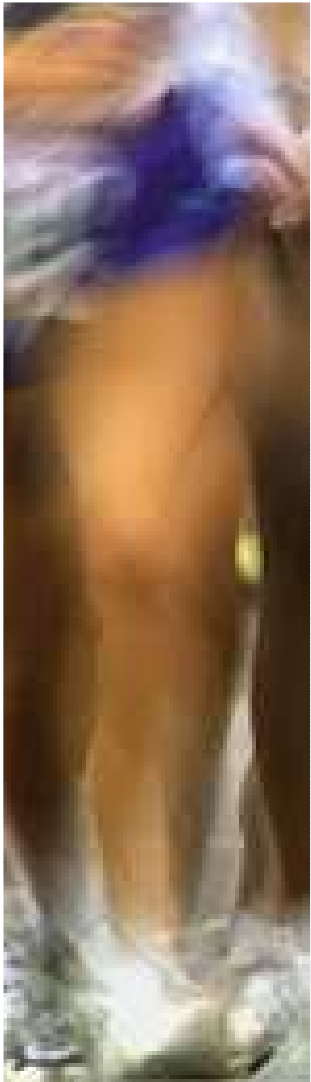
Orientation   Integration

Exploration   Aspiration
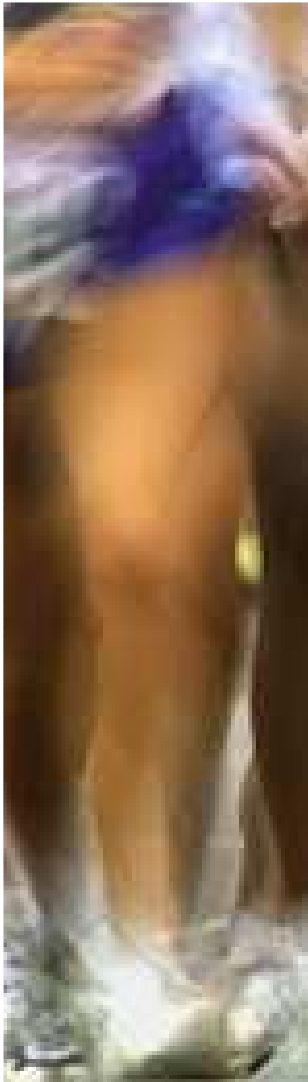
Education and Enablement

Communicate and Engage

Internalize

"This is the way how we do things here"

The change we need...

After 25 years of ITIL and ITSMF...

1. Make it about value for the business;

2. It's Service Lifecycle Management, not ITIL;

3. Make it about internalizing new competencies;

4. Orchestrate a sustainable transformation;