



— 2014 —

КОСМИЧЕСКАЯ ОДИССЕЯ СЕРВИС-МЕНЕДЖМЕНТА

Путешествие в процессах и функциях



The future of ITIL in the world of ITSM



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missing
structure

A 3D rendering of an empty gallery space. The floor is made of large, light-colored square tiles. A single, long, white shelf is mounted on the wall. The wall is a light, neutral color. On the left side of the wall, there is a large, bright, circular light source, possibly a sun or a large lamp, which casts a strong, warm glow across the scene. The ceiling is also visible, showing a grid of recessed lighting fixtures. The overall atmosphere is clean, minimalist, and somewhat somber due to the emptiness.

missing
tools



missing
value



value
delivered



**ITSM and the
Cloud**



**DevOps
and ITSM**



**KCS
Knowledge Centered
Support**

Cloud



Cloud computing

- Characteristics
 - *On-demand self-service*
 - *Broad network access*
 - *Resource pooling*
 - *Rapid elasticity*
 - *Measured service*
- Service Models
 - *SaaS*
 - *PaaS*
 - *IaaS*
- Deployment models
 - *Private*
 - *Community*
 - *Public*
 - *Hybrid*

The importance of Cloud computing

The benefits of Cloud computing

Cloud computing and ITSM

Cloud supplier management

Challenges and opportunities

Examples

**White
paper**

DevOps



DevOps concepts

~~a process~~

~~a job description~~

~~a piece of software~~



a philosophy

Visibility

Collaboration

Antifragility

Automation



DevOps and ITSM

Simian Army

PagerDuty

Blameless
Post Mortems

Kanban

WTFC

Reusable
procedures

Cloud

Instrumentation

Beer



The essence of DevOps



Ребята! Давайте жить дружно!



People and culture

#communication

#NOstereotypes

#respect

#beerops

#NOsilos

#alignment

#changeisthenorm

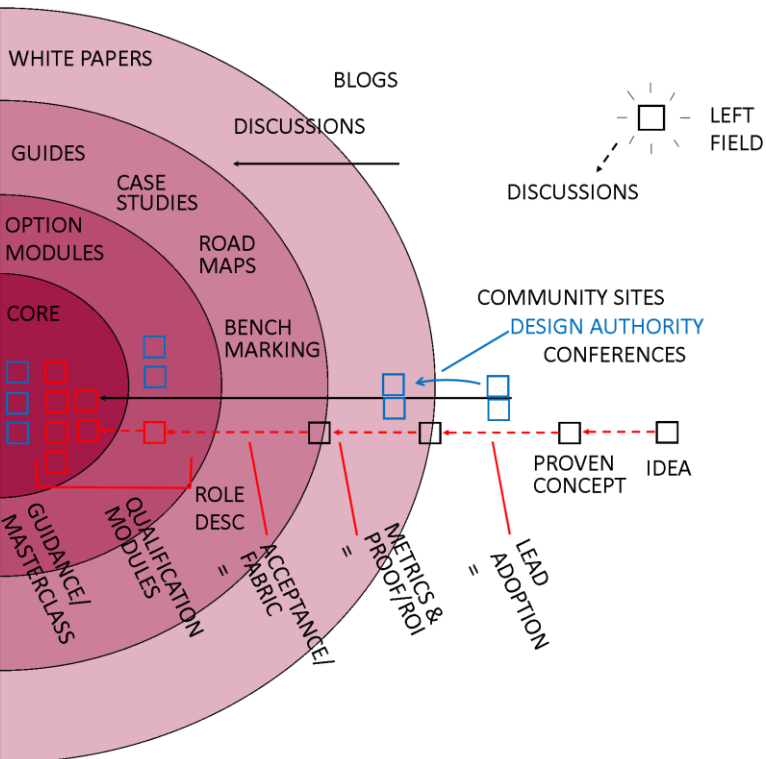
#NOblame



ITIL



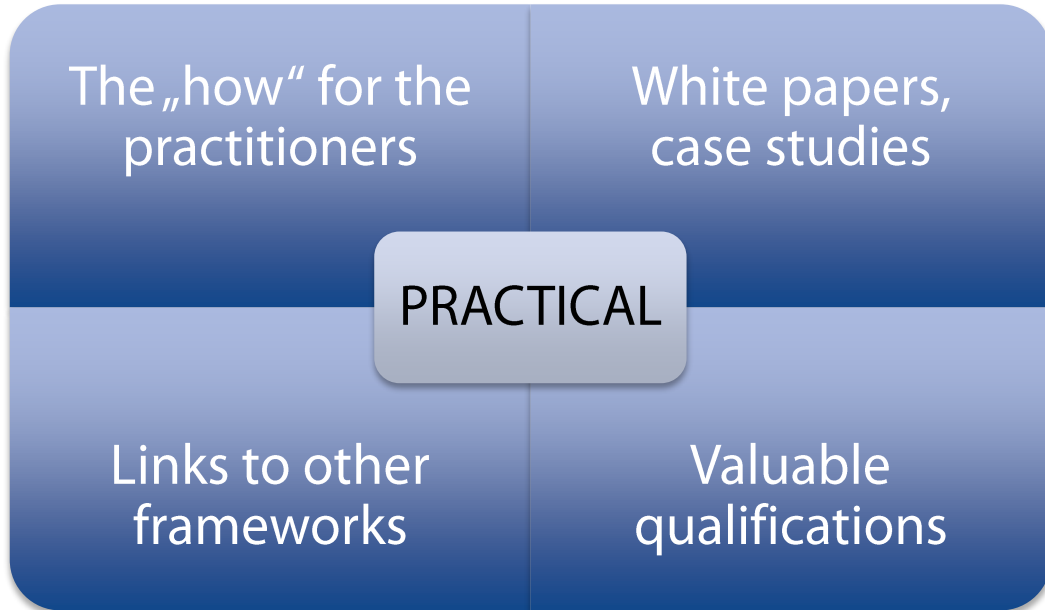
The „onion“



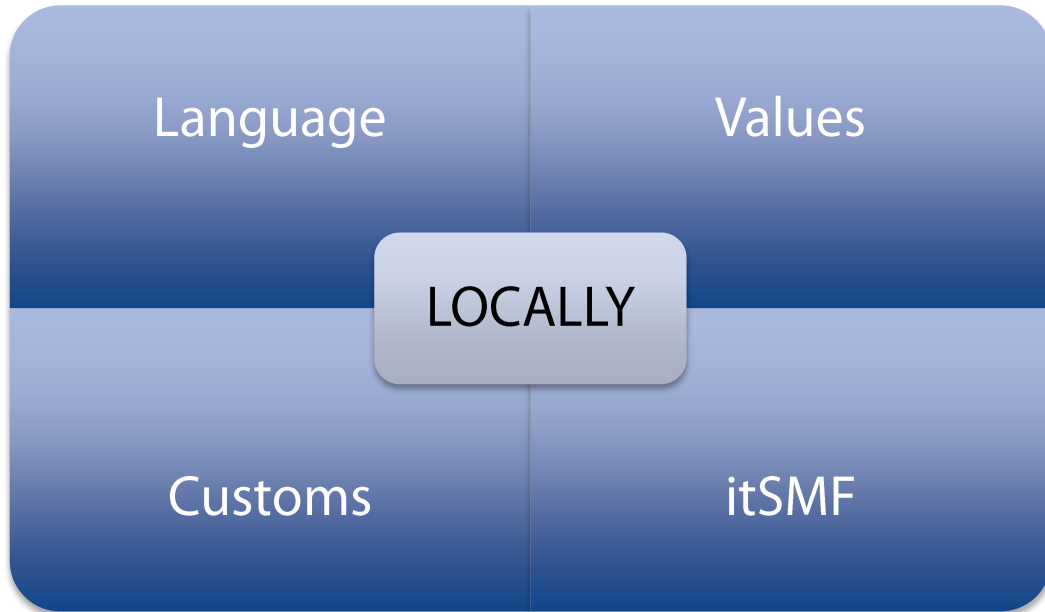
- Community involvement
- Constant development
- Stable core



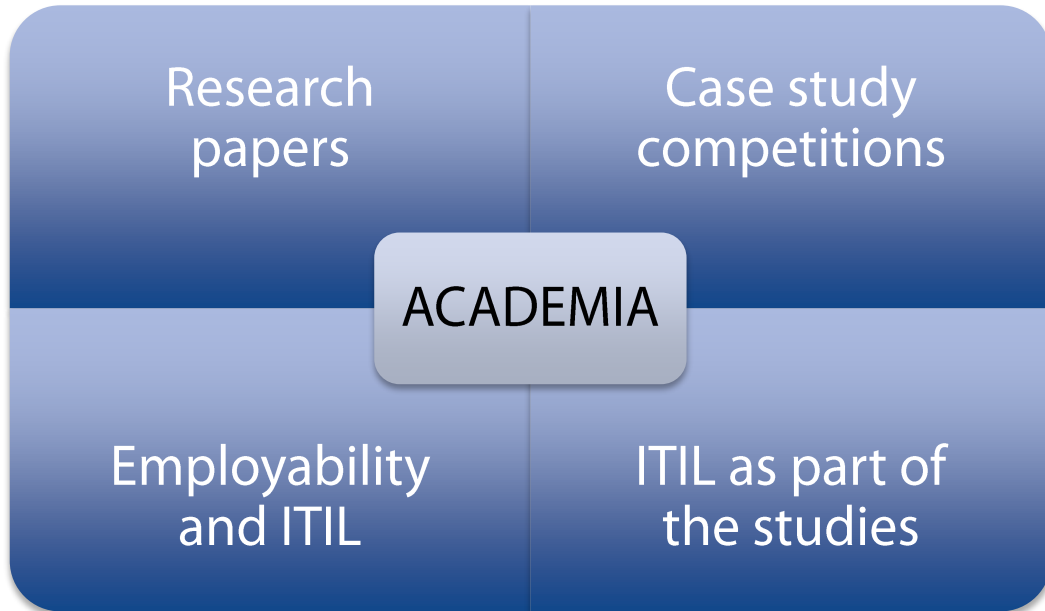
From practitioners, for practitioners



Globally and ...



The leaders of the future



ITIL value proposition

SUPPORT BUSINESS OUTCOMES



ENABLE BUSINESS CHANGE



MANAGE RISK IN LINE WITH BUSINESS NEEDS



OPTIMIZE CUSTOMER EXPERIENCE



SHOW VALUE FOR MONEY



CONTINUALLY IMPROVE





itSMF Estonia annual conference 2014



PROGRAM: 2 workshops, 12 keynotes

VENUE: Swisshotel Tallinn

COST: € ~~100~~ € 60

Prize draw!



Спасибо за внимание!

