

Seminář *itSM* Prakticky **LIVE!**

COVID implications to IT management

May 14th 2020 17:00 – 18:30
online

*Please registre on our web
www.itsmf.cz or send an e-mail
to info@itsmf.cz*

itSMF **Czech Republic**
The IT Service Management Forum



Zdeněk Kvapil



Jonathan Boyd



Barrie Clarke

WFH – Work From Home



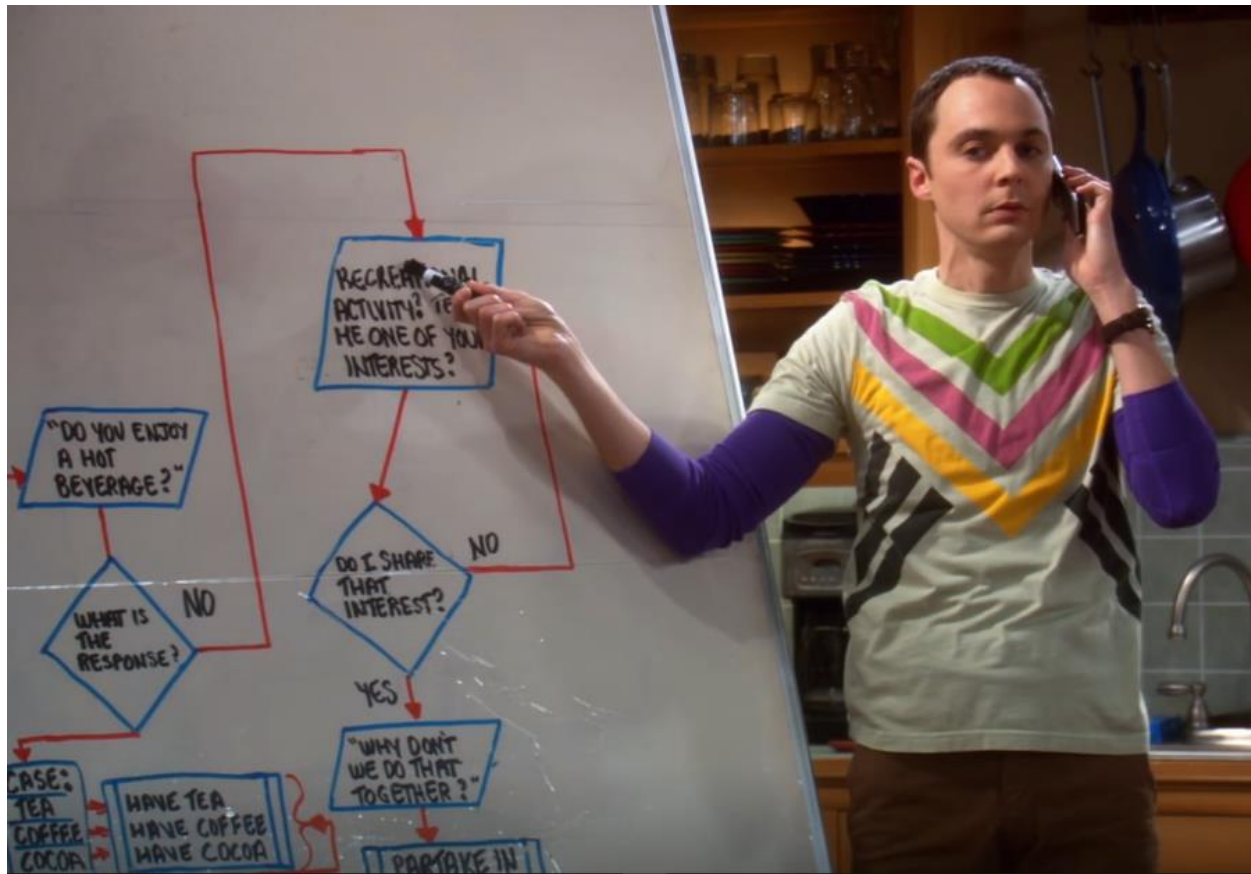
WFH

Does anyone care about?

- Catalogue
- SLAs
- KPIs
- CX
- Tickets



Is IT about simple processes?



Or IT is complex and adaptive



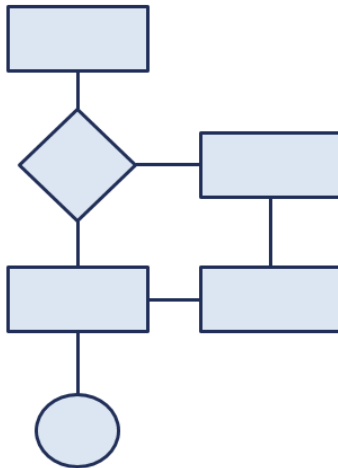
CIOs stories

“

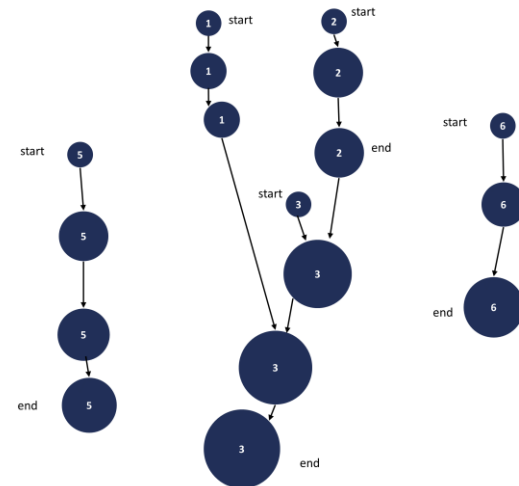
Within 3 days we effectively transformed almost all business administration to working from home...

I asked Service desk to solve all issues first, then if they have time, they can record ticket, but we stopped measuring service desk performance as results matter, not tickets.

Assumptions and Reality



15%



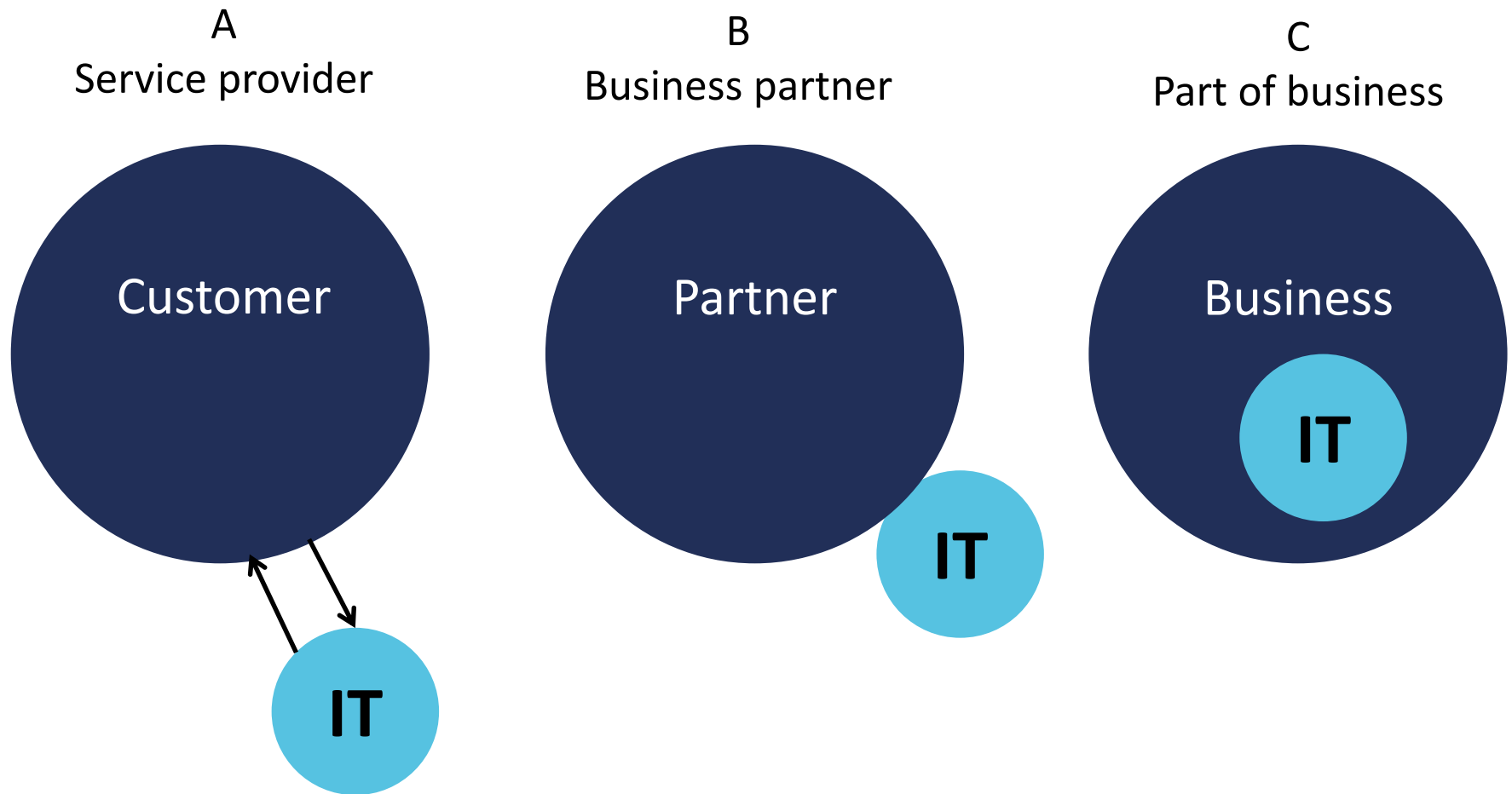
85%

Other disruptions coming soon

Are we living in a linear
predictable world where
customers are ever telling IT
what they want?



What IT organisation is yours?



Decline of a passive “customer driven” IT

ITSM

- IT acting as a service provider
- SM overhead is not adding more value than resources consumed

Agile

- Lack of suitable ideas for agile development
- SW development is outsourced

After COVID key trends

IT Adaptability

- Handling dynamic chains of events
- Coping with uncertainty

Skills

- Less repetitive work – less Service desk, Req. Fulfilment
- Autonomous, capable to solve complex problems, self-managed IT professionals, self-sufficient departments

Digital transformation

- **Active role of IT** and CIO in DX
- **Innovations** and digital ecosystems
- Changing **IT management model**
- IT managing organisation's **digital capabilities**

Traditional CIO's challenges


- What is IT role in a digital transformation?
- Who is defining what digital transformation is?
- What will be the IT position after transformation?

CIOs are asking those question while they should be providing the answers.


Effect of an outdated mental models.

After COVID

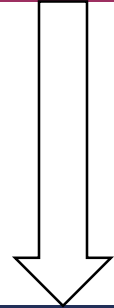
Less administrative overhead

- 
- Catalogue/SLM, KPIs, SLAs
 - Service reviews for internal customers
 - Process management, tickets, reporting

More innovations from IT

- 
- Autonomous, self-managed everyone and everything
 - Resources moved to innovations and adaptations
 - Cloud/IoT/AI with a new governance logic

ITSM
IT Governance
6-35% total FTE



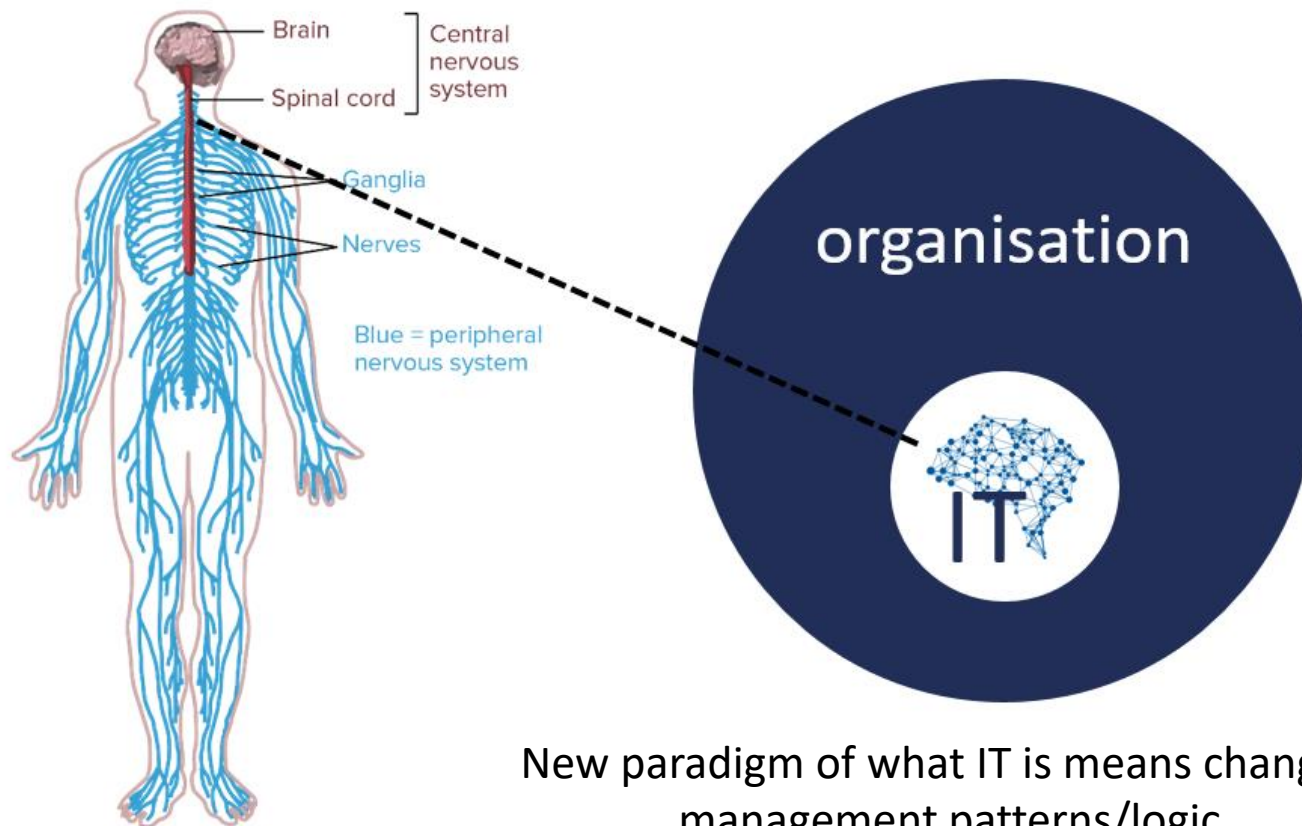
**Reallocate
to Innovations**

HOW?

CHANGE
YOUR
MENTAL MODEL
WHAT IT IS

A new paradigm: IT is a neural system

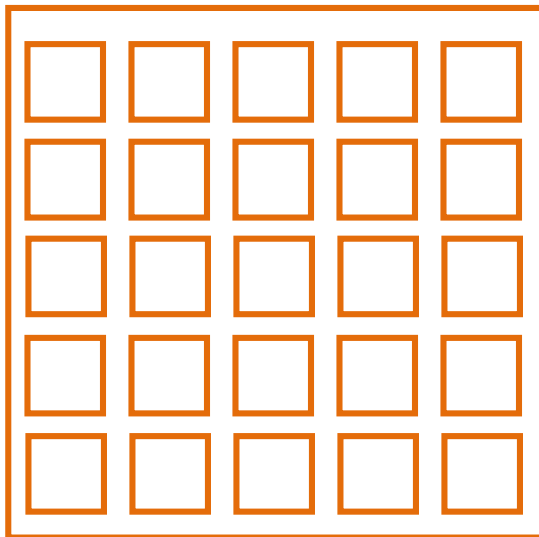
IT is an organisation's **digital capabilities function**



New paradigm of what IT is means changing management patterns/logic

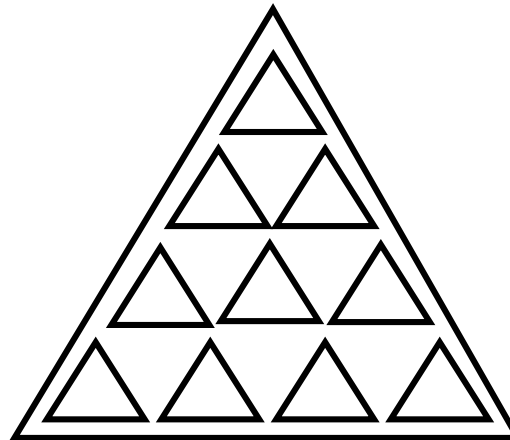
Management models and patterns

IT is a service provider
ITSM



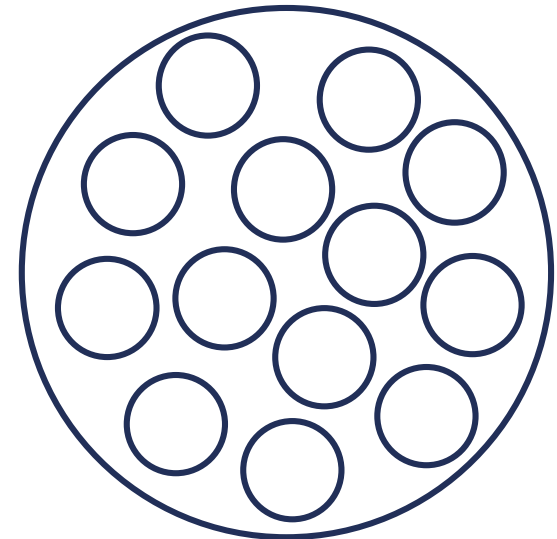
Service
Customer
SLA
Requirement
Service provider

IT is a software development
Agile



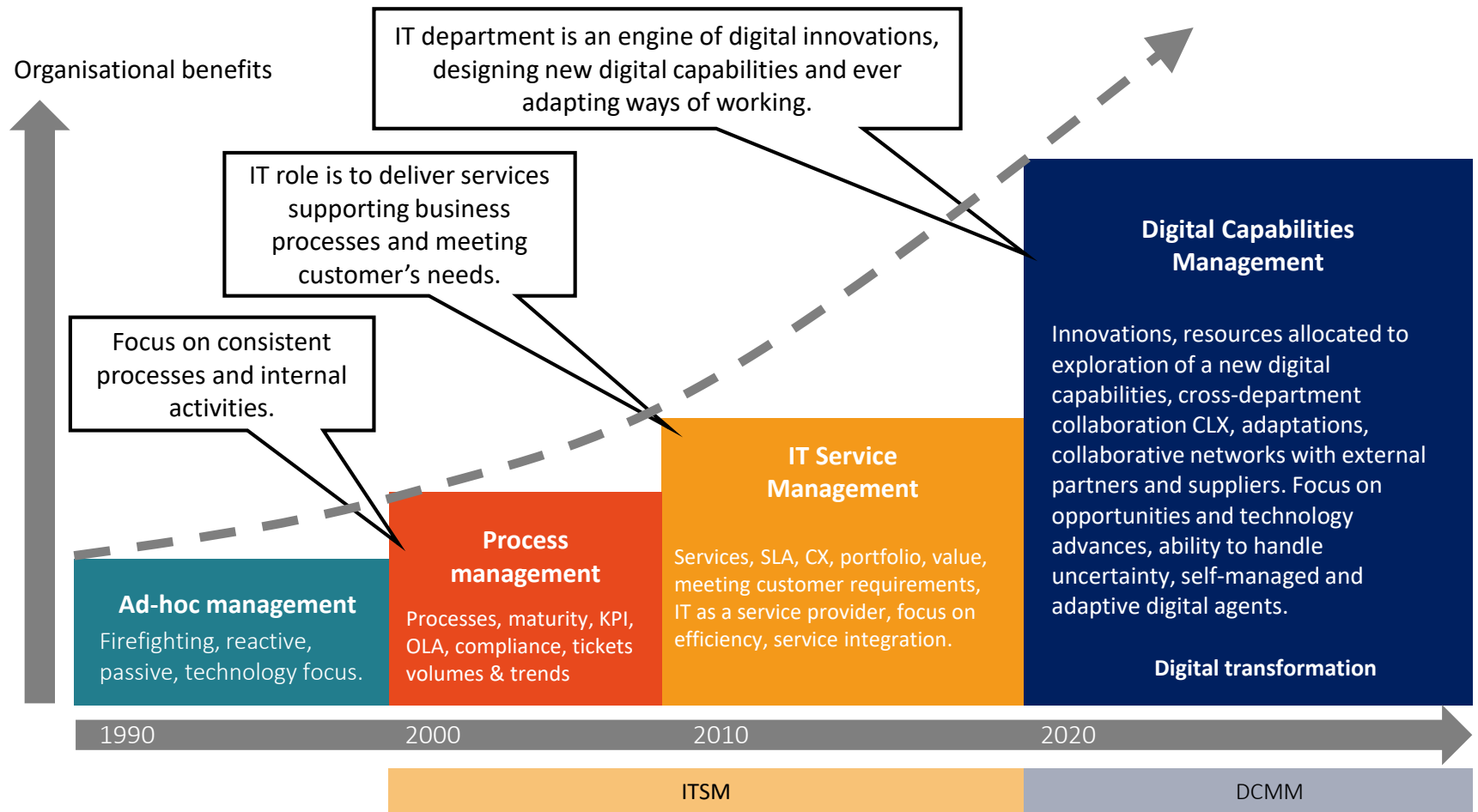
Agile
Product
Sprint
Feedback
Velocity

IT is a capability department
DCMM



Capability
Organization
Digital Agent
Innovations
Adaptations

Beyond Services and Products



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