

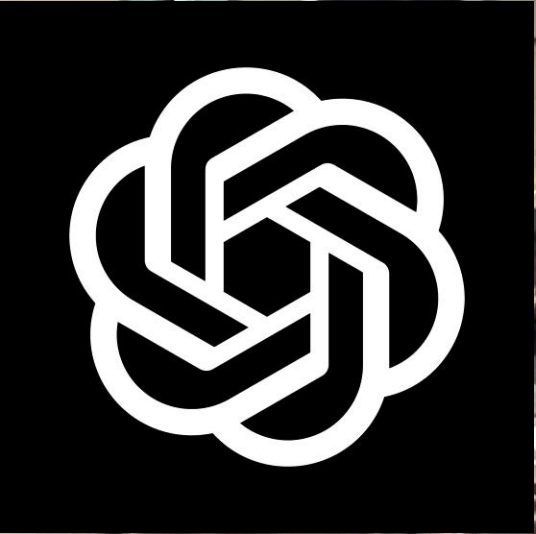


The Future of ITSM & ITIL 4

By Way of Introduction



- Worked in ITSM for 25 years, across UK, US and India
- Former Product Ambassador, Architect & Author for ITIL 4
- Currently working as a Principal Solutions Engineer at Atlassian



How would we explain how we create joy in ITSM?



We help people with their tech issues



We ensure that IT runs smoothly



We help protect the company's technology



We help people from all over the world work, together

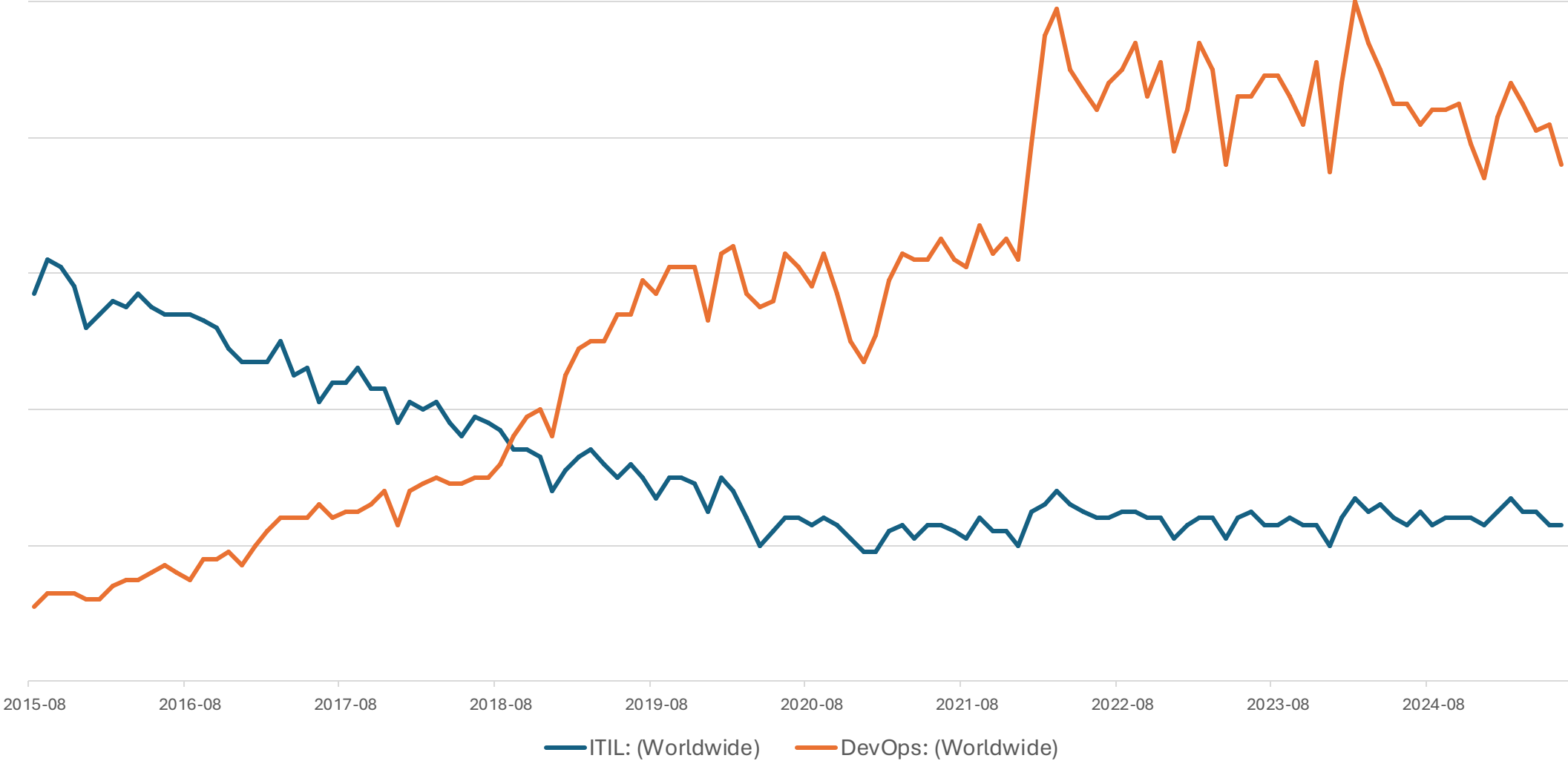


And yet ...

ITSM is on Life Support



ITIL declining in popularity (and in L&D budgets)



ITSM is seen as "Necessary Non-Value Adding" work



Many teams now say “We don’t do ITIL here”



But why?

Organisations chased “best practice” for too long



Best Practice



Good Practice



Emerging Practice

Process compliance got in the way



Technology evolved but ITSM didn't



Processes often interrupted the flow of value



New methods were learned but never applied



Solutions were designed to fit ITSM tools



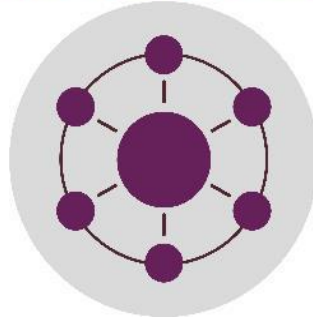
*So, where do we
go from here?*

Make decisions based on principles

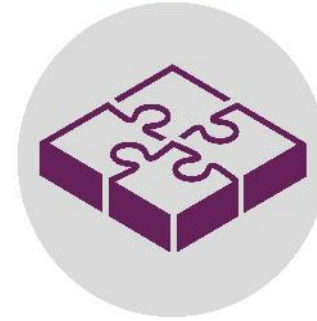
**FOCUS ON
VALUE**



**THINK
AND WORK
HOLISTICALLY**



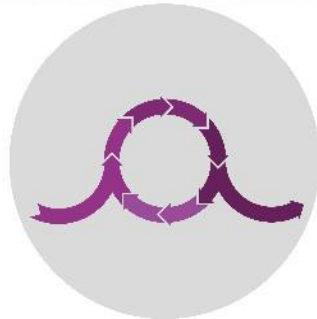
**COLLABORATE
AND PROMOTE
VISIBILITY**



**START WHERE
YOU ARE**



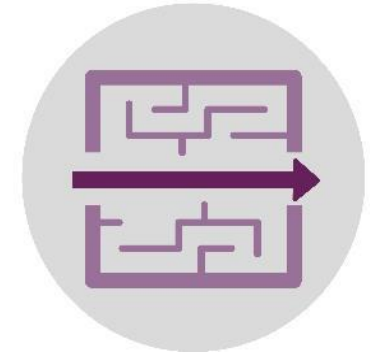
**PROGRESS
ITERATIVELY
WITH FEEDBACK**



**OPTIMIZE AND
AUTOMATE**



**KEEP IT SIMPLE
AND PRACTICAL**



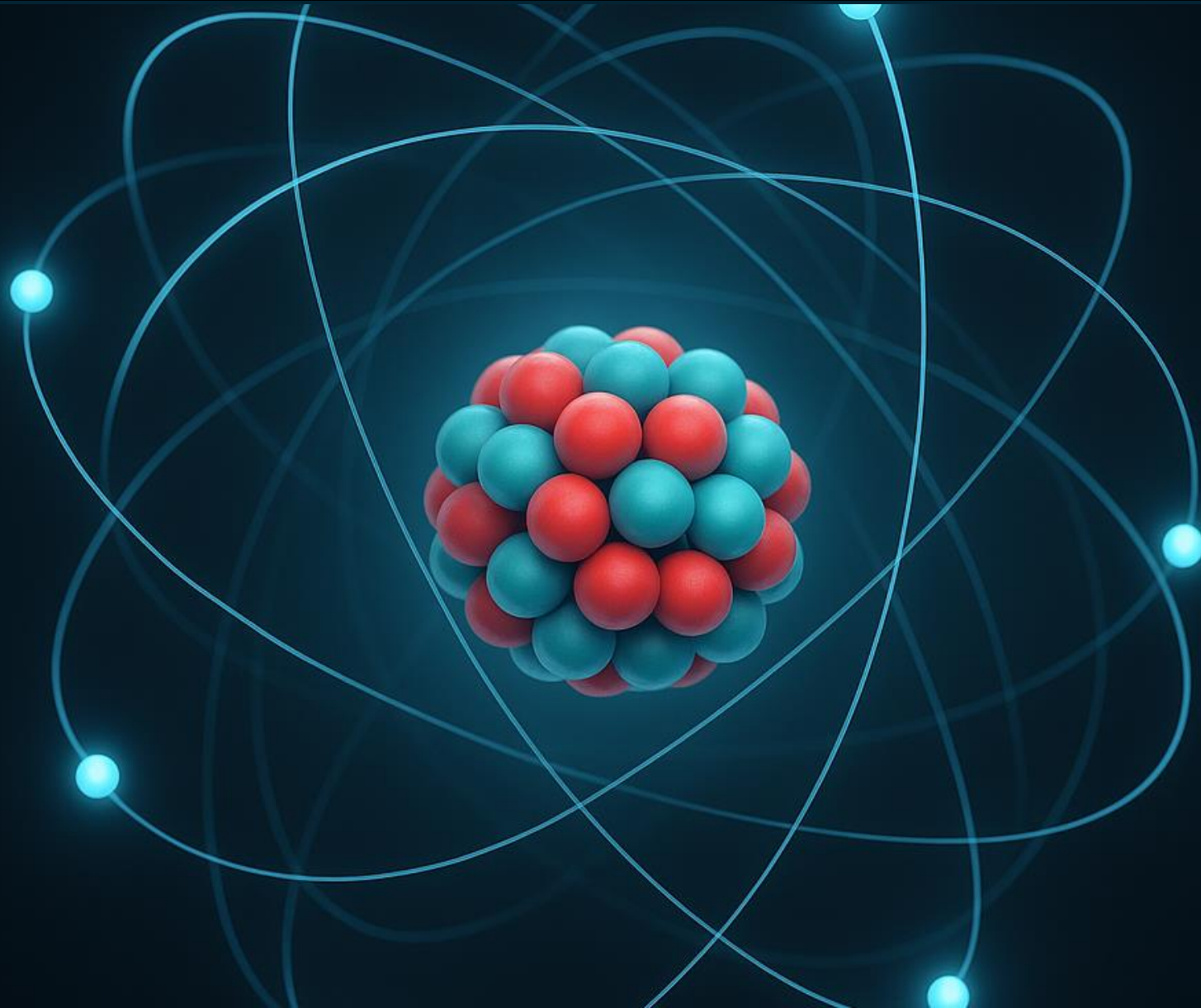
Blend linear and agile flows



Move to a CoE (hub & spoke) model



Let teams self organise around centralised governance



Let teams "pull" ITSM capabilities on demand

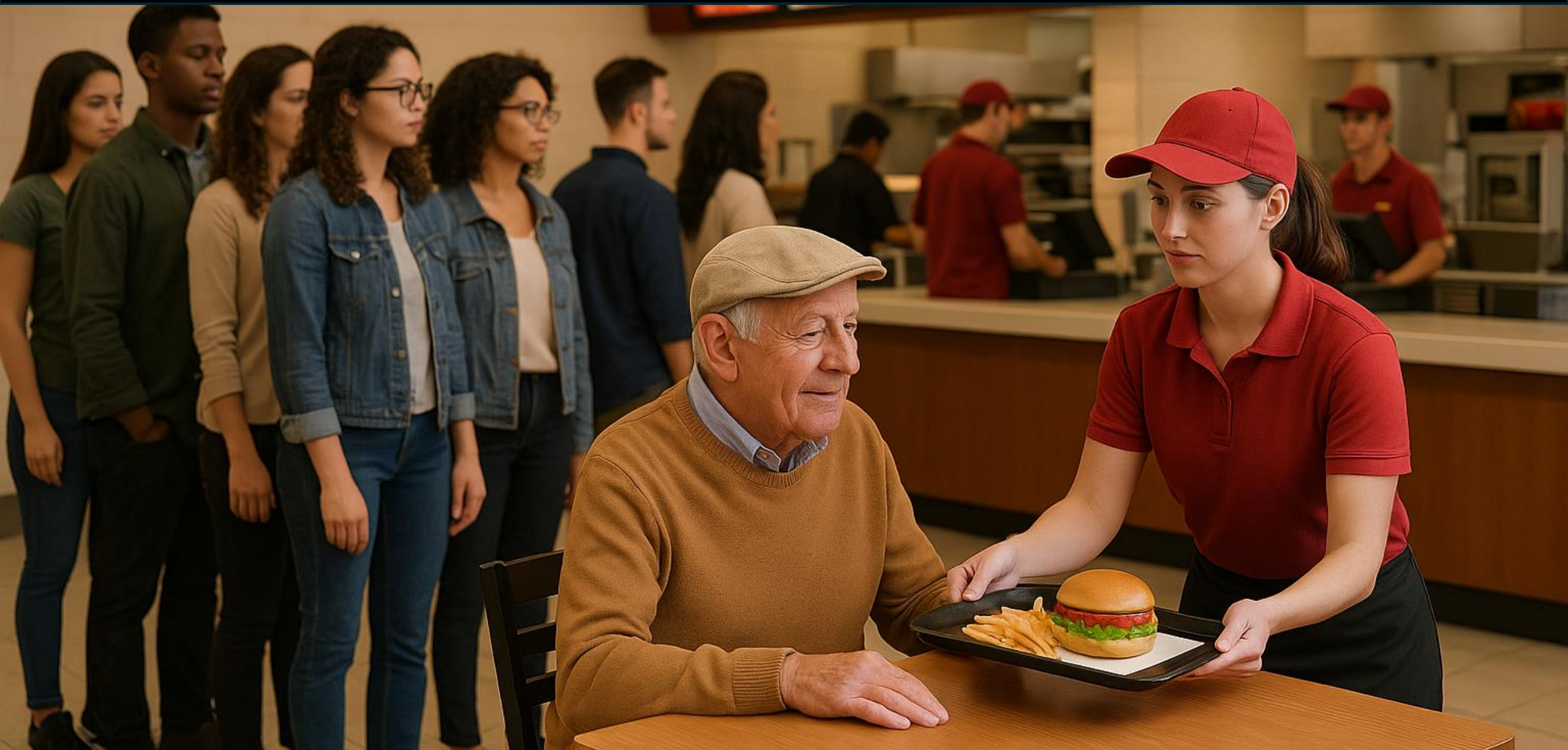


Train the right people (hint: What is “M” in “ITSM”?)

```
def quicksort(arr):  
    if len(arr) <= 1:  
        return arr  
    pivot = arr[len(arr) / 2]  
    left = [x for x in arr if x < pivot]  
    middle = [x for x in arr if x = pivot]  
    right = [x for x in arr if x > pivot]  
    return quicksort(left) + middle + quicksort(right)
```



Balance empathy and bureaucracy



Design good experiences (for EVERYONE!)



So ... who's with me?!





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Thank You For Your Time