

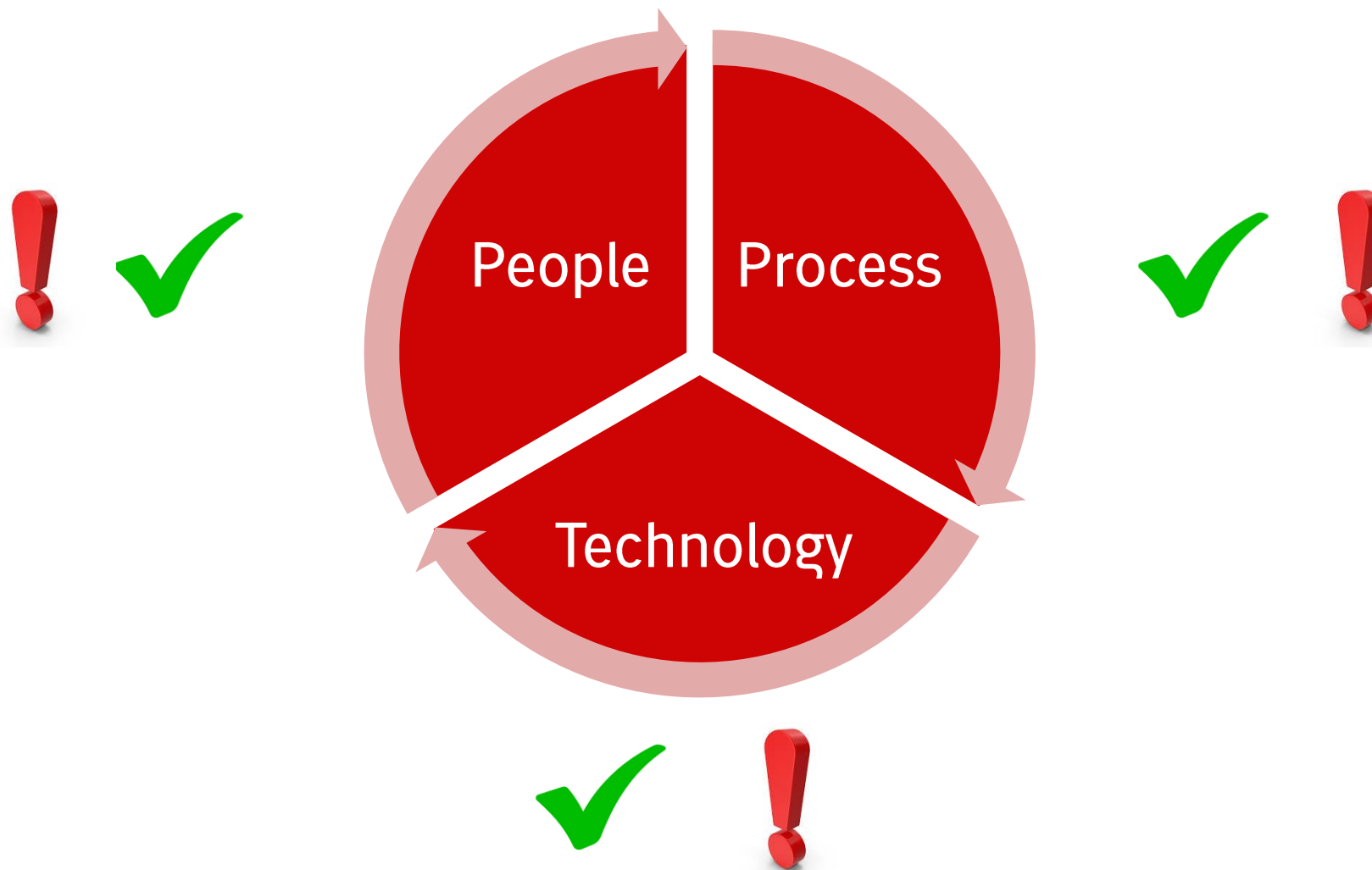
# Revitalisering af IT Service & Support

– Få pulsen tilbage i din afdeling

Fie Halberg, Director, Head of IT Service Management, Tryg A/S



# 360 grader review → Hvad er situationen?



# People

Ledelse af Individider

Fokus på Samarbejde

Transparens, Retning & Struktur



# Process

Kommunikation med Interne Stakeholders

Process Review

Nye Initiativer; DORA, CSDM og mere




# Teknologi

Stakeholder Kommunikation

Governance

Pipeline Håndtering



A photograph of a man in a red sweater and blue jeans standing in a lush garden. He is holding a bicycle. The garden features a stone path, various green plants, a large tree, and a wooden structure. A white curved graphic element is overlaid on the right side of the image, containing red text.

**De første resultater  
begynder at vise sig,  
men der er stadig et  
stykke vej endnu....**

**Tak for nu 😊**

