

# ***Hot Topic 3: Disrupting Service Management***

## **Panel Members:**

**Ian Jones**

**Mark Smalley**

**Sandra Hinchcliffe**

**Craig Smith**

**Moderator: Jason Gray**





# Digital Disruption



## Hot Topic 3: Disruptive Service Management

In Software development, we are in the middle of a revolution moving us away from traditional waterfall techniques and into a world of Agile, LEAN, Visual Management and Continuous Delivery.

These principles and techniques are having a big impact on the ways IT teams communicate, collaborate and deliver value to the customer.



# Hot Topic 3: Disruptive Service Management

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## Hot Topic 3: Disruptive Service Management

1. Is this "new way of working" changing the world of Service Management?
2. How is Service Management being "disrupted" by these techniques?
3. How can we adapt Service Management processes to work better with software development?
4. Can we borrow some of these new techniques to make our own processes more effective?



# Hot Topic 3: Disruptive Service Management

From the wall:

Q1) How do we move from keeping the lights on to adding business value

Q2) How to stay relevant when services are moving to the cloud that are not being provisioned by IT



# Hot Topic 3: Disruptive Service Management

Questions from the Crowd?

Has the ITIL fad passed?

Impact of cloud on Service Management?

# How does this impact your ITSM processes

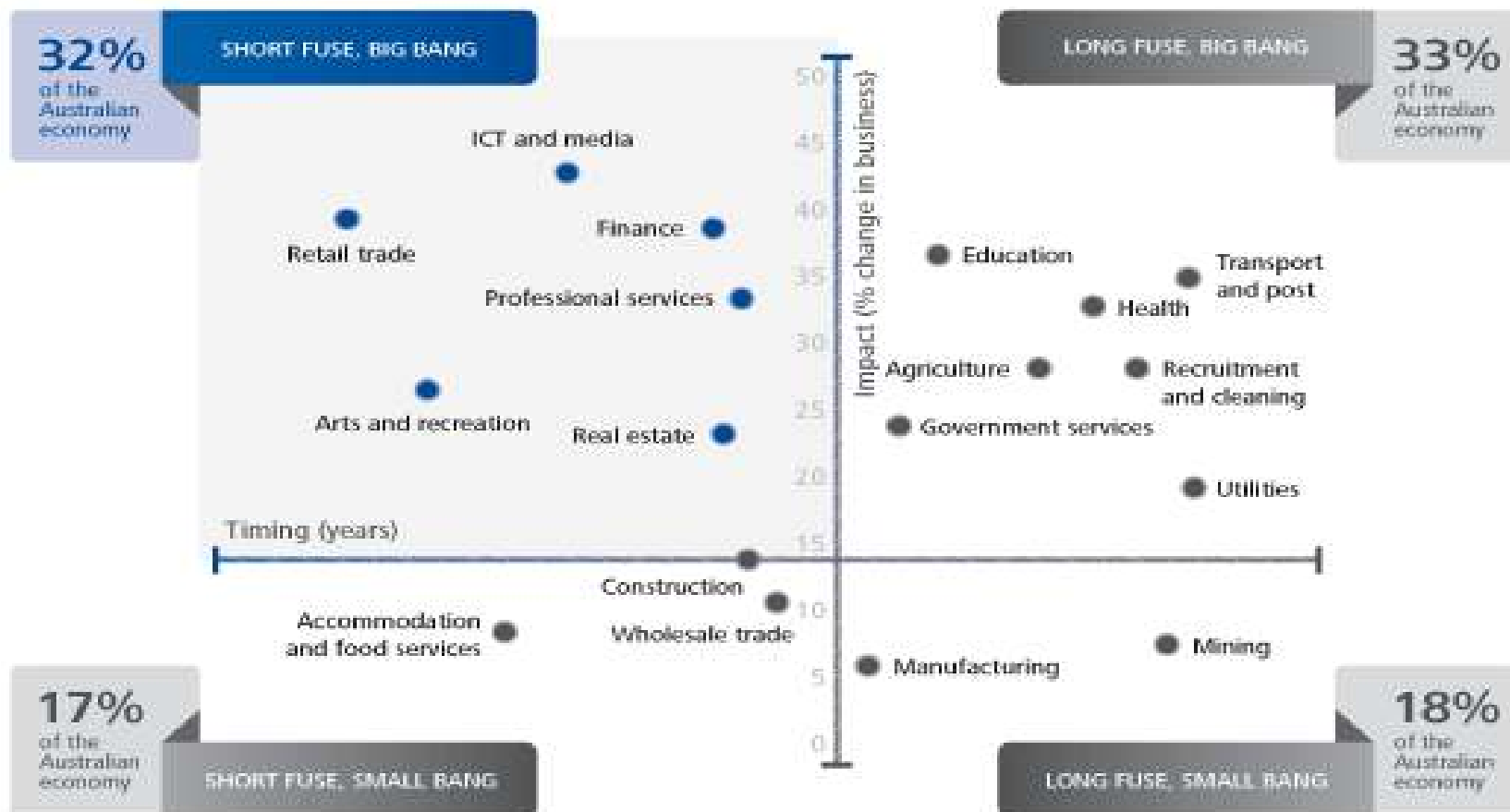
## Exercise: ITIL/ITSM process heatmap

| ITIL Process             | ITIL Maturity | Fit for purpose |    |        | What is the issue?                      | Next 90 days - What do we need to do?               |
|--------------------------|---------------|-----------------|----|--------|---|---|
|                          |               | Agile           | CD | Devops |   |   |
| Availability Management  | 3             | 5               | 5  | 5      | N/A                                     |   |
| Capacity Management      | 3             | 5               | 5  | 5      | Cloud Metrics?                          | Investigate solution                                |
| Change Management        | 4             | 1               | 1  | 1      | Change autotickets?                     | Create toolset api                                  |
| Configuration Management | 3.5           | 1               | 1  | 1      | Automation of Cis/Relationships         | Build APIs that automation tools can use            |
| Incident Management      | 3             | 5               | 5  | 3      | Devs with pagers?                       | Collaborate on roles for releases                   |
| Problem Management       | 4             | 4               | 5  | 5      | Resource clash with devs                | Can resolutions be put into product backlog         |
| Service Continuity       | 4             | 5               | 5  | 5      | Opportunity to use devops to spin up DR | Look at HA/SC solutions for cost opportunity        |
| Service Level Management | 3             | 3               | 5  | 5      | product vs service alignment            | Collaborate with business owners and product owners |
| Release & Deployment     | 2             | 3               | 3  | 3      | Segregation of duties                   | Ensure Minimum standards are being addressed        |

|                   |   |       |
|-------------------|---|-------|
| No Issues         | 5 | Green |
| Some issues       | 4 | Amber |
| Need to adapt     | 3 | Amber |
| Need to rethink   | 2 | Red   |
| Need to transform | 1 | Red   |



# Hot Topic 3: Disruptive Service Management





**“The game has changed”**

**Andrew Clay Shafer “there is no talent shortage”**

# Digital disruption could cost Australian banks \$27 billion a year

By business reporter Stephen Letts

Updated 4 Jul 2014, 1:56pm

**Australia's big banks face the prospect of losing 30 per cent of their revenue to a new wave of digital competitors.**

Research from Macquarie's banking analysts says up to \$27 billion is under threat from so-called digital disruptors in the banks' key payments and lending markets.

The Macquarie team says most immediate threat is the \$9 billion payments market, which faces competition from alternative platforms, such as the US-based PayPal, targeting the growing popularity of online transactions on mobile devices.



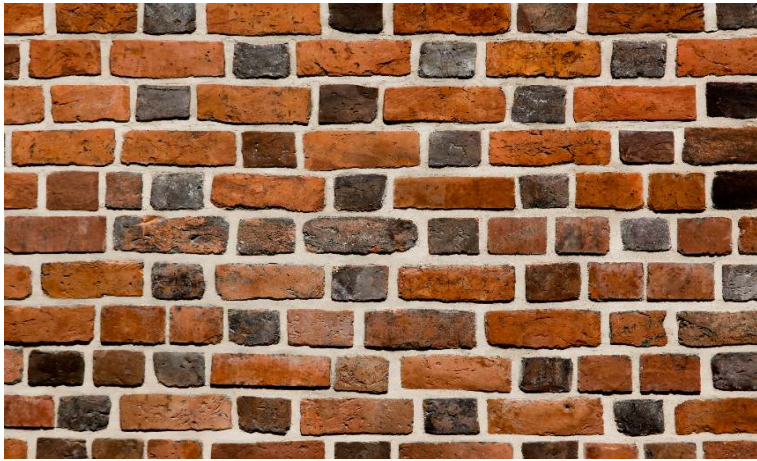
**PHOTO: Macquarie says CBA's technology is the most advanced, with ANZ and Westpac trailing badly.**

(ABC News, file photo)

<http://www.abc.net.au/news/2014-07-04/digital-disruption-could-cost-australian-banks-27-billion-dolla/5571948>



# Old World



# New World

