First of all, we hope that you are doing well.

We are so thrilled to come back to you with this May update, giving you some news about what «is going on behind the scenes».

We just landed on YouTube with a brand new channel, where we’re going to share with our community videos about the more relevant topics, interviews with our mentors and the best content you could expect from us.

We are also managing to finally «go live» with our new SERVICES HUB, where you’re going to find some exclusive services at special price for our community members.

Don't forget to take a look at our website, where you'll find all these interesting news about this CORE ADDED VALUE we're planning to offer you as itSMF Switzerland members.
Annual IT Service Management Forum Day 2023 - media gallery

If you missed our latest posts on social media and the previous newsletter about our Annual IT Service Management Forum Day 2023, you can take a look now at our public event gallery to enjoy the best highlights.

TAKE A LOOK AT THE GALLERY

In our itSMF Switzerland MEMBER AREA, all the subscribed members of the community can find all the PDF documents on the speeches held by our speakers (every topic has its own file) as well as the related videos and many other professional documentation

Not yet a subscribed member? Consider to join us here.

Only OUR subscribed members can access the MEMBER PORTAL (with their personal username and password) clicking the button below:

SPEECHES SLIDES AND VIDEOS
We strongly believe that the high quality content is a distinctive characteristic of the best community: this is the reason why our association decided to land on YouTube with a brand new channel.

Don't miss our updates on the channel, subscribing on here:

SUBSCRIBE ON OUR CHANNEL

---

OUR POSTS OF THE MONTH

We use to share new content on our blog twice a month.

On this newsletter, you will find the English translation of our post «a» that we published, on our blog, in its original French version.

An agile perspective to change enablement
Introduction

The change enablement practice is often restricted to the Change Advisory Board who authorizes normal changes. This restriction is the main cause of this practice to be seen as bureaucratic.

In fact change enablement is an agile practice by definition and this article explains why.

Change enablement requires agile behaviors

The agile behaviors required for an efficient and effective change enablement are as follows:

The objective management of these subjective components

In service management these subjective components need to be managed objectively to maximize the value:

- Being collaborative: change enablement requires collaboration between all the stakeholders involved in managing a request for change to reach a mutual goal: deploy a requested change successfully.
- Being self-organized: change enablement requires realization team to be self-organized in order to meet the deadlines defined in the request for change.
Being empowered: change enablement requires clear tasks assignments to protect the level of quality of the requested change.

- Trusting not blaming culture: in case the change is not successful the reasons need to be assessed but not in a blaming way.

**Change enablement uses agile concepts**

The agile concepts used by change enablement are as follows:

- Prioritizing what is delivered: when a request for change is analyzed the change authority can setup the priorities for the features of the change to implement to meet the deadline and fit with the budget constraints.
- Working iteratively and incrementally: a major change can be delivered iteratively with increments containing a subset of features.
- Not delivering everything: the change authority can agree with the change requester that some of the features of the change won’t be implemented.
- Time-focused: meet the deadline is a very important focus when managing a request for change.
- Inspect and adapt: the post implementation review is there to analyze the deployed change and take corrective actions if needed. This is a typical example of the “inspection and adaptation” concept.
- Limiting work in progress: when developing the change the work in progress should be limited to meet the deadline defined in the request for change.

**Agile frameworks support change enablement**

Generally agile embraces changes. Let’s see how the main agile frameworks such as SCRUM or Kanban support change enablement.

**How SCRUM supports change enablement**

In SCRUM at the end of each sprint a sprint review is conducted to inspect the increment of the sprint. This sprint review can be the change authority to approve the request for change (in that case the increment).

**How Kanban supports change enablement**

The visualization of the tasks in progress related to the development of the requested change can be very useful to identify any source of waste and impediment preventing to deliver the change on time, in full and on budget.
Change enablement is improved by agile techniques

The following agile techniques can improve change enablement:

Burn charts: the burn charts (up and down) can help to check the progress of the development team to deliver the change.

User stories: the user stories can be used to specify the requirements on the change features. This improves change enablement because it includes the benefits from each feature to help prioritization.

Retrospectives: the post implementation review can include a retrospective to continually improve change enablement.

Timeboxing: the different steps to manage and implement requested change can be timeboxed to ensure that the deadlines are met.

Measuring flow: the flow of work related to the implementation of the requested change can be managed with a pull approach instead of a push approach.

Information Security Incident Management according to the ISO/IEC 27035-1 standard
When it comes to thinking about an information incident response plan, a playbook, management framework or handling process it is probably common to take into consideration the ISO/IEC 27035-1:2016 standard on «Information technology — Security techniques — Information security incident management — Part 1: Principles of incident management».

READ MORE ON OUR BLOG

If you believe that all the value we are committed to offering you with our content it’s worth it, you should consider to join our community as a subscribed member.

Don’t forget to take a look at all the benefits you can take advantage of on subscribing to our itSMF Switzerland association.

JOIN OUR itSMF COMMUNITY

If you don’t want to miss our updates, please visit our blog and our social media pages. Don’t forget to share all the content you like: thank you for your support!

A warm (and high tech) regard from

The itSMF.ch Switzerland Staff

Follow Us On
You are receiving this email as you signed up for our newsletters. Want to change how you receive these emails? You can Unsubscribe or Update your preferences.

GDPR

Authorized representative: itSMF

Email address: staff@itsmf.ch