

To Change or Not to Change

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To Change or Not to Change



Why are we all here today?

- To share the experience of meeting like minded individuals
- To hopefully find an 'aha' moment or two during that experience
- To keep up to date with Service Management trends
- To network
- To learn or experience something new, something new which we can introduce into our daily working lives.... Something which may **Change** the way we do things.....



To Change or Not to Change



Why Change Management?

- Because the auditor says so, we have a qualified audit report
- Because we keep having unplanned downtime and upon investigation, something has changed and we don't know what that change is or was or who applied the change
- Because IT is perceived as not adding value so let's introduce a control practice



To Change or Not to Change



And then we introduce Change Management.

- A formal Change Management Process
 - Automation of the process
- CAB
 - Assign Roles and Responsibilities to individuals in addition to their day job and have them attend training in ST or RCV

And then what?

- Another qualified audit report
- Maybe a few less Incidents
- IT still not perceived to be adding value!



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Why?

- Is our CM process limited and nothing more than a Change Control Process?
- Projects – are they subject to CM and do we consider when planning our change and during a 'project' the long term requirements over the lifecycle of that service in the ops space?
- Is our CAB effective or has it become a tick in the box exercise?
- Is our CM process supporting the overall Business Strategy ensuring long term ROI or have we applied CM to the Ops space only?



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So what's changed?

- Insource, outsource, insource, outsource, hybrid resourcing, multiple vendors and service providers
- The consumerisation of IT
- TAAS, PAAS, SAAS, IAAS, etc.,
- BYOD
- Mobility
- Legislation and regulation - Governance both IT and Enterprise

What's not changed

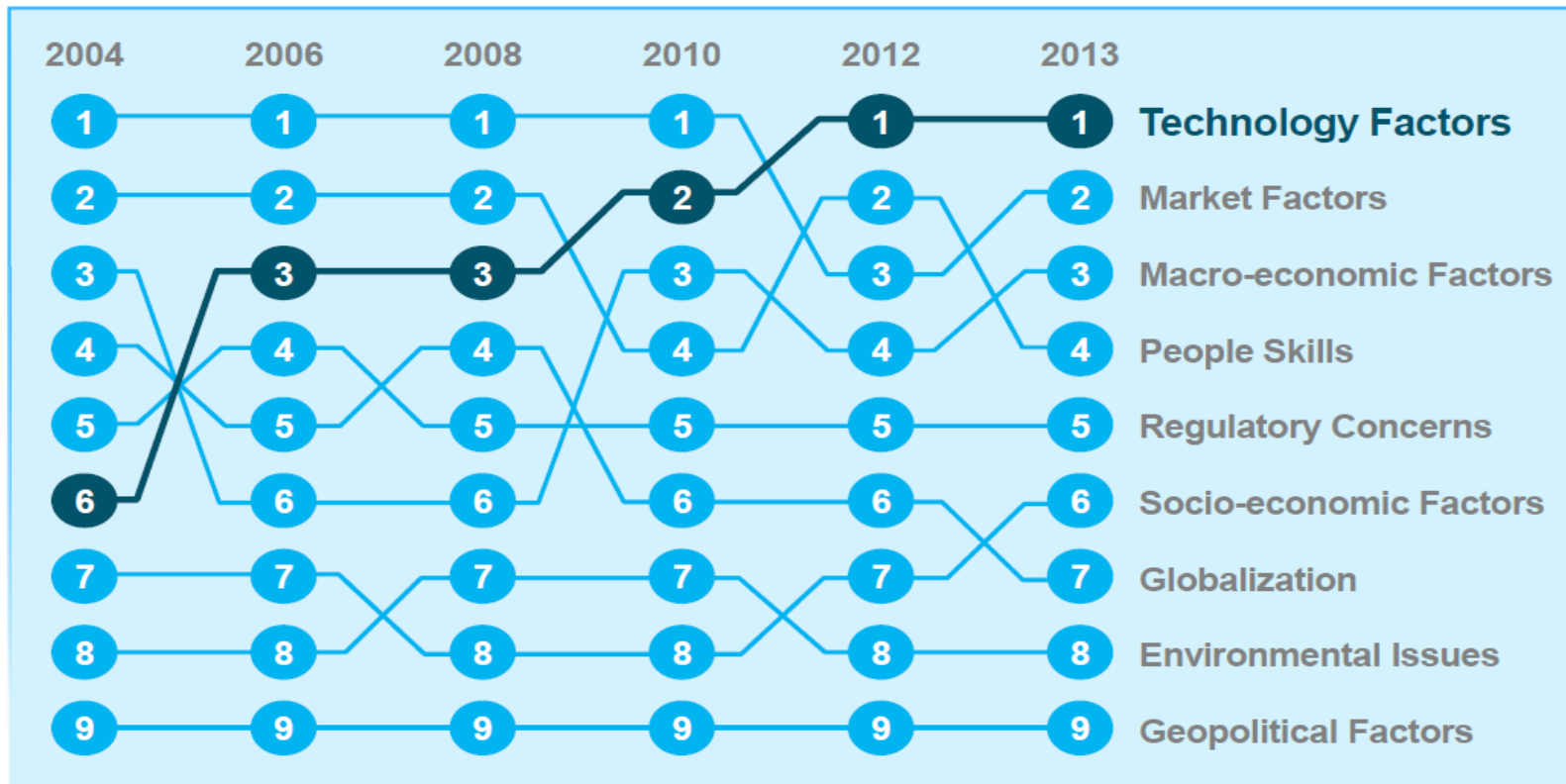
- Perception of IT
- The focus on technology
- The General lack of a Service Management Culture



To Change or Not to Change



CEOs identify technology as the most important external force impacting their organizations.



Source: IBM Global Research

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The world is changing and each of these technology shifts has potential to make a significant impact.

Big Data

90



percent of the data created in the last two years alone.

Mobile

1



billion (plus) smart devices shipped in 2013 alone.

Social

81



percent of customers depend on social sites for purchasing advice.

Cloud

62



percent of total workloads will be in the cloud by 2016.

Internet of Things

50



billion devices connected to the internet by 2020.



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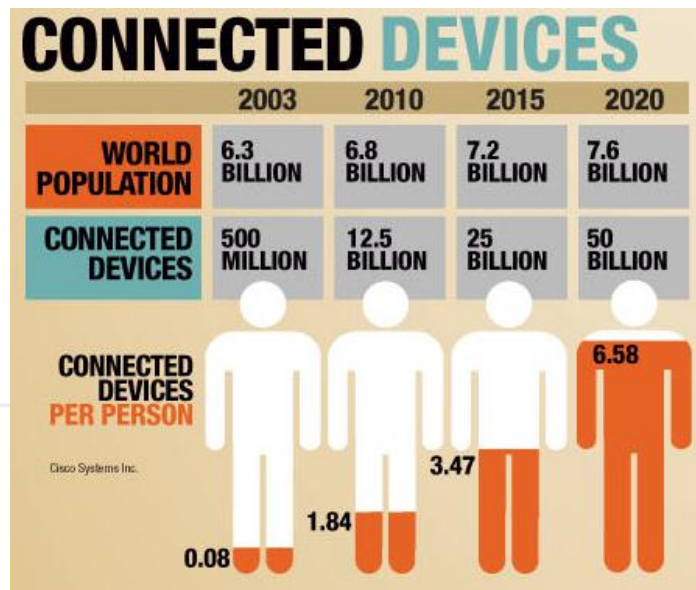
Connective Intelligence™

To Change or Not to Change



- **12,8 billion** devices around the world are currently connected to the Internet – including computers and smartphones
- This is estimated to increase dramatically to **over 50 billion** in the next decade
- The Internet of Things has the potential to create **economic impact of \$2.7 trillion to \$6.2 trillion** annually by 2025

Source: Disruptive Technologies, McKinsey Global Institute, May 2013





The Internet of Things

<http://www.internetlivestats.com/>



To Change or Not to Change



- How can we ensure that we keep up with the times, that a service management culture is embedded within our organisations from the top down?
- How has COBIT moved from being an IT Governance Framework to an Enterprise Governance Framework? What did ISACA get right?
- What will Axelos do to help move ITIL from IT to Business to ensure that Service Management remains relevant



To Change or Not to Change



**Is our Attitude and Aptitude
controlling our Altitude?**





**To Change or Not to Change
That is the question**

Thank you

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