



Preparing for Digital Business

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DISRUPTION

How did we get here?

- Cloud apps -
- Mobile apps -
- Internet Systems -
- WAN systems -
- LAN desktops -
- Mainframe -



“ The ability to digitally **reimagine** the business is determined in large part by a clear **digital strategy** supported by leaders who foster a **culture** able to **change** and **invent** the new. ”

Strategy, not Technology, Drives Digital Transformation

MIT SLOAN Management Review

<http://sloanreview.mit.edu/digital2015>

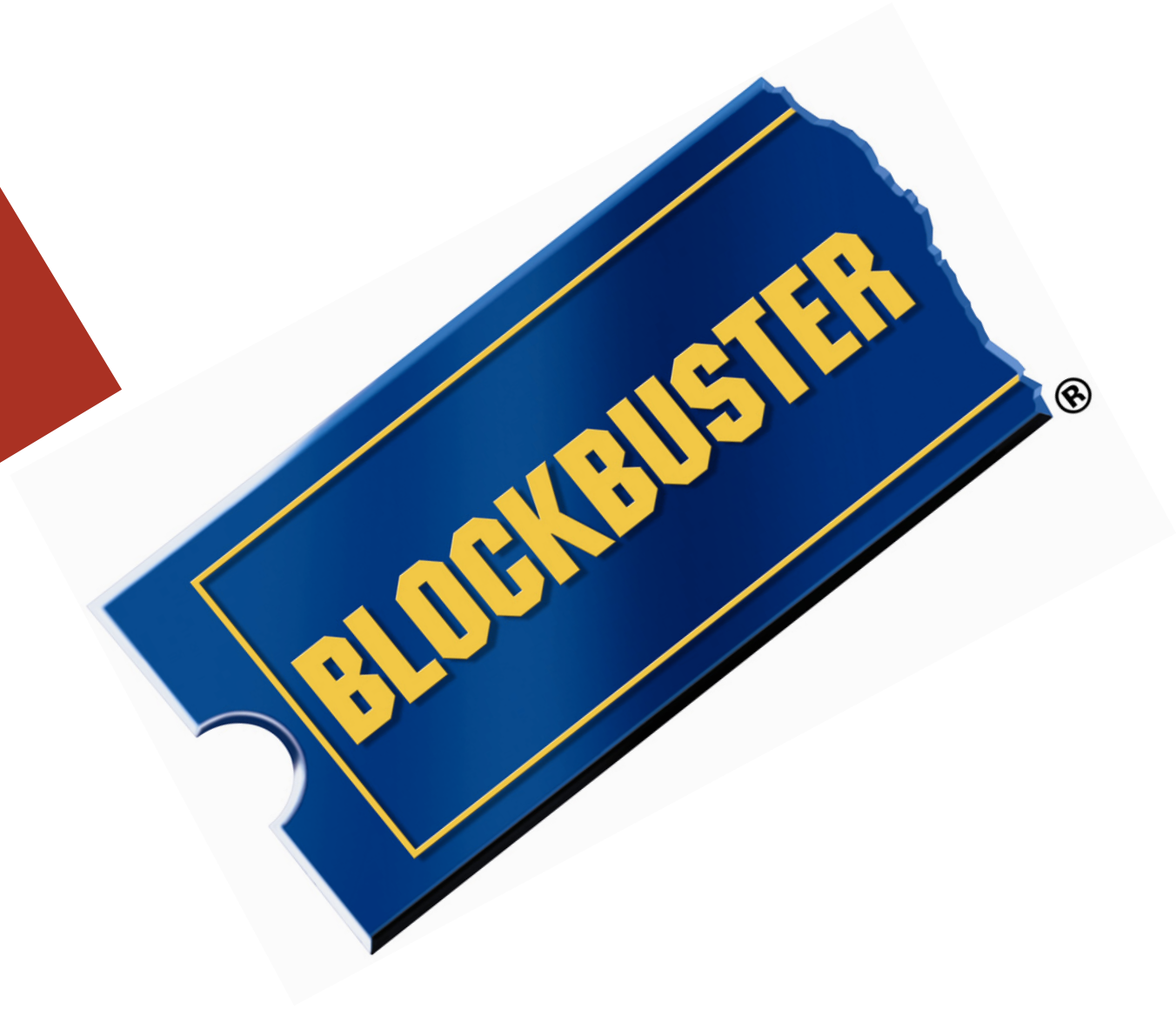


PHYSICAL

DIGITAL

“ Most managers **think** the key to **growth** is developing new technologies and products. But often this is not so. To **unlock** the next **wave of growth**, companies must **embed** these **innovations** in **disruptive** new business models. ”

- *Clayton Christensen Harvard Professor and Author of Innovators Dilemma*





UBER



Current Trends



“Paper is not our competition..
filing is our competition”
Phil Libin
Founder Evernote



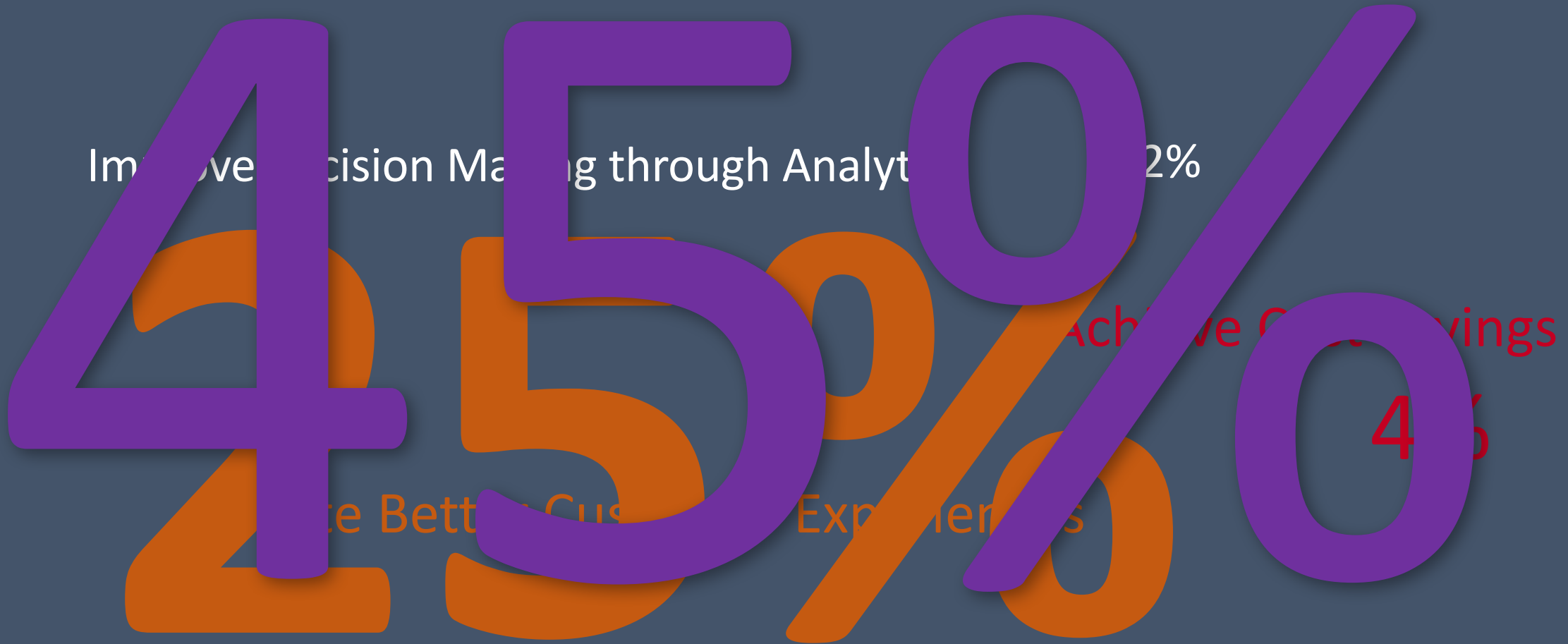
Current trends



New Digital Workforce



Revenue Growth



Source: PwC, 2015 Global Digital IQ® Survey,
2014 Digital IQ® Survey; Bases: 1,988, 1,494 2015:

Q: In the last 12 months, what percentage of your organization's
digital enterprise budget was spent in the following areas?
;2014: In the last 12 months, of all the spending in your organization on technology,
what approximate percentage of it was spent in the following functions?

Tech investment increasing outside of IT

68%



2015 Digital
IQ® Survey

47%



2014 Digital
IQ® Survey

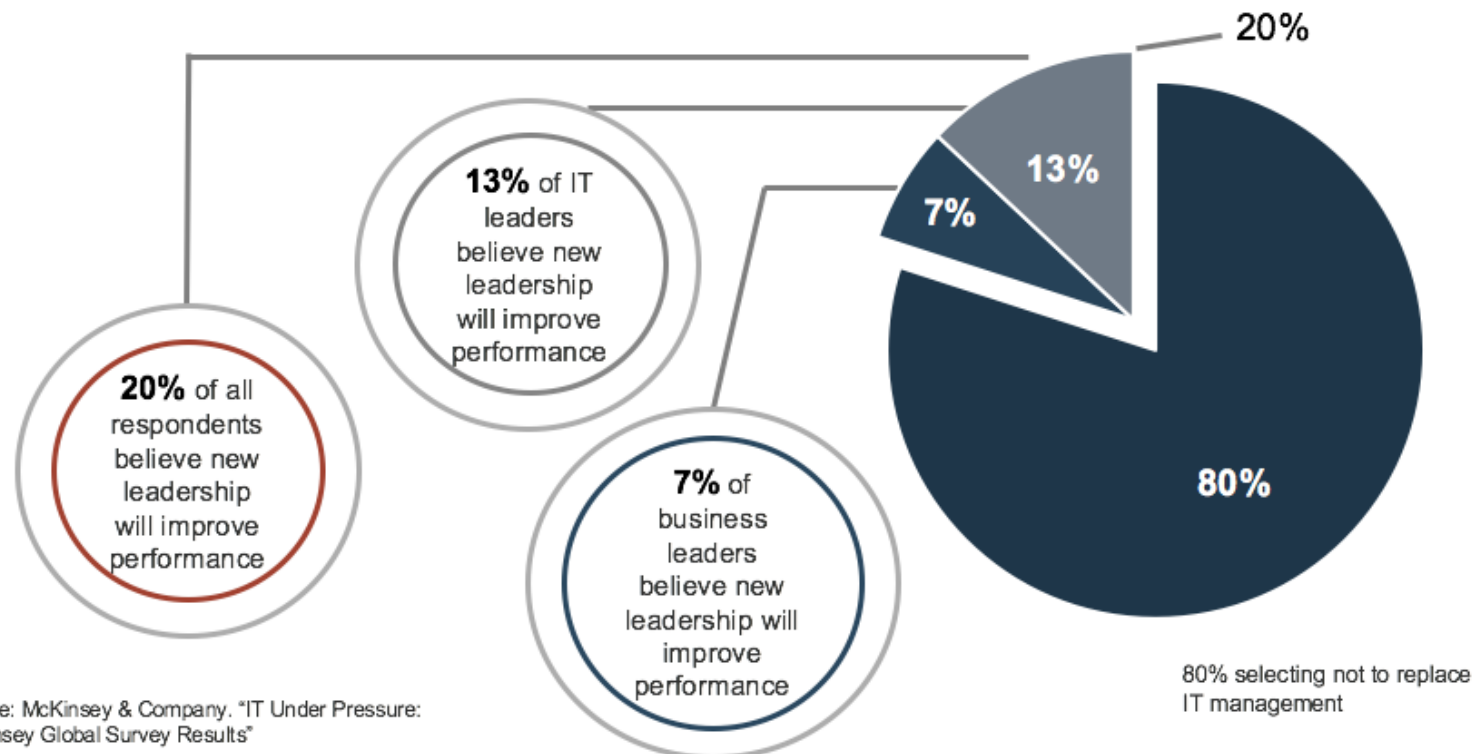
WHO'S Driving Digital Transformation?

How organization defines Digital Strategy	CIO	CMO
Synonymous with IT	41%	29%
Customer-facing technology activities	33%	49%
Technology innovation- related activities	50%	62%

Source: PwC, 2015 Global Digital IQ® Survey; Base: 1,988
Q: How does your organization define digital? Select up to two statements that best describe your company.

When asked how to improve performance, the C-Suite often responds that IT leadership should be replaced

In a recent study by McKinsey & Company, executive leaders were asked to select initiatives that would improve IT performance. Shockingly, 20% of respondents elected to simply replace IT management with new leadership. More shockingly, the majority of those respondents were IT leaders themselves.



Source: McKinsey & Company. "IT Under Pressure: McKinsey Global Survey Results"

“ An organization’s ability to **learn**,
and translate that learning into
action rapidly, is the ultimate
competitive advantage.”

Jack Welch

CEO of GE for 20yrs driving value

4,000%



AGILITY



Traditional vs. Agile ITSM

Traditional ITSM

Customer – anyone not in IT

PMO, Development, Ops – 3 different groups

IT & the Business

IT Projects

Service Providers

Stacked sets of functionality are published in a major release

Incidents and outages are a detangling effort

Agile ITSM

Company has 1 customer and they don't work here

IT is not a department but a capability

IT is the business

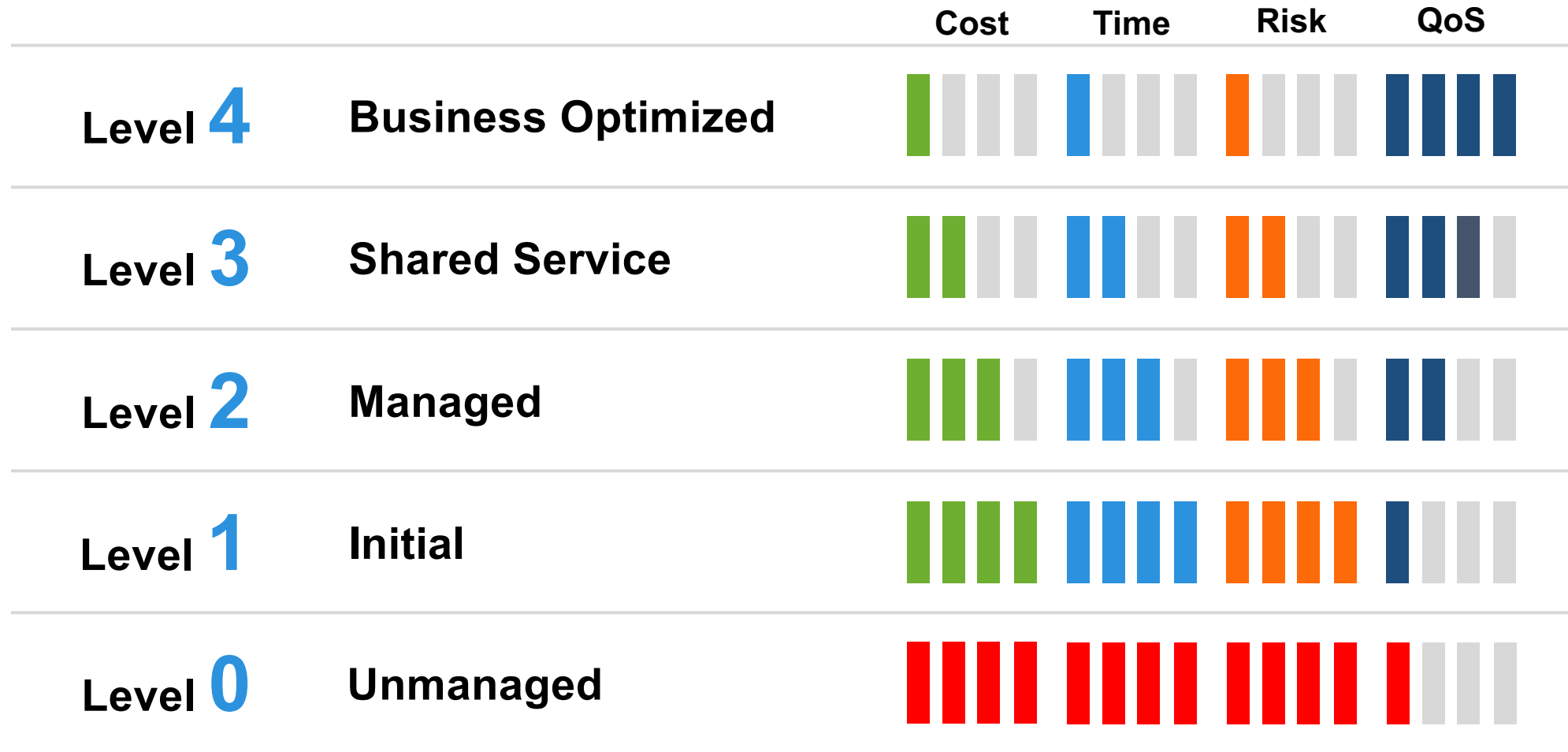
Only business projects

IT enables the Digital Strategy of the organization

Small sprints of code are utilized to create change

Impacts are quickly isolated and roll-back is performed if needed

LANDESK ITSM Attainment Levels





CHANGE

REQUEST

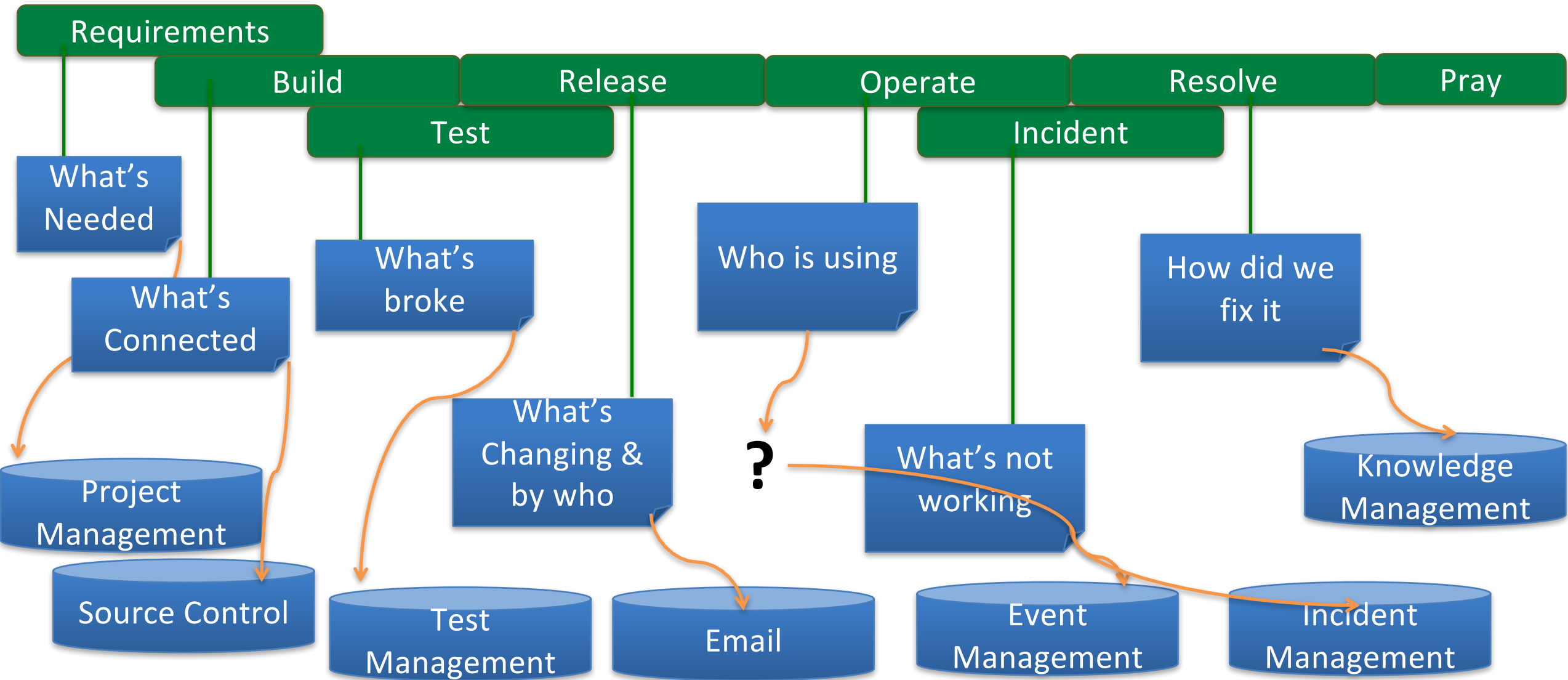
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REQUEST

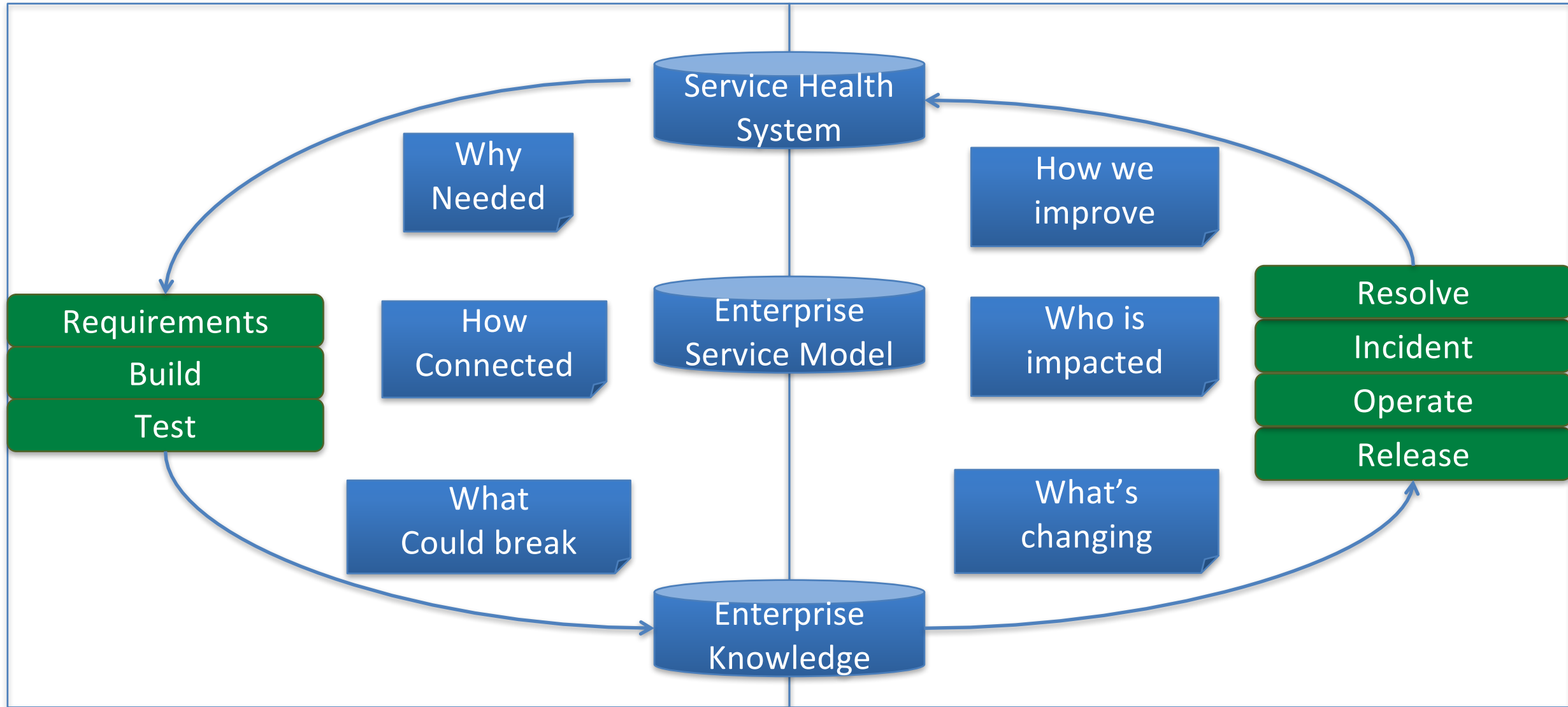
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CHANGE

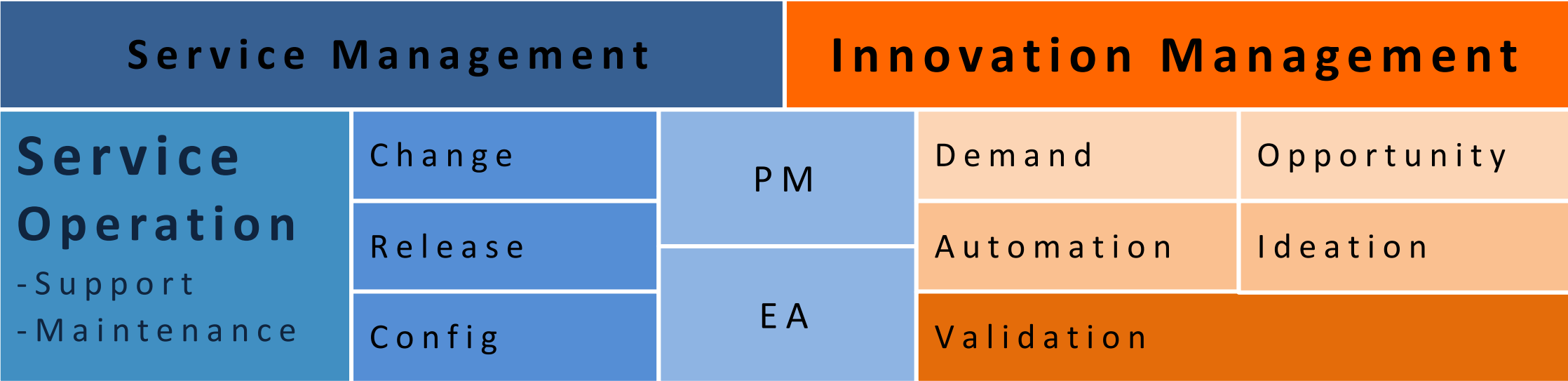
WATERFAIL Methodology



Enterprise Service Model for ITSM & DevOps



Service Management & Innovation Management



DIGITAL OFFICER REPORTING FOR DUTY



Thank you



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