Achieving High-Velocity IT

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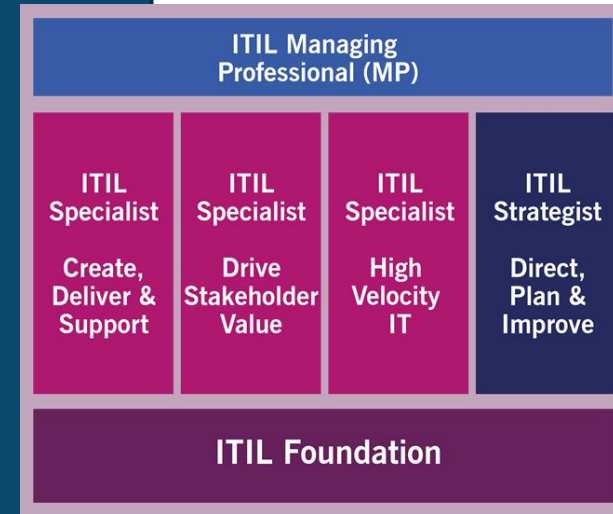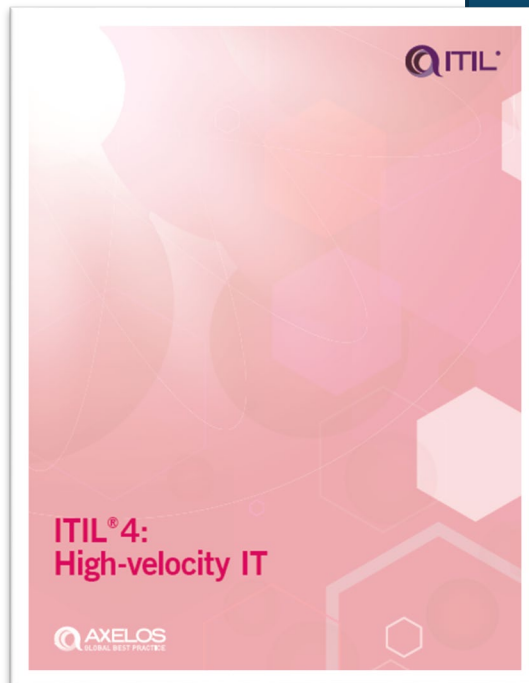www.itsmprofessor.net

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ITSM Academy

- Full service provider of IT Service Management (ITSM) education and advice
- Accredited and sustainable education and training
  - ✓ ITIL®
  - ✓ DevOps
  - ✓ Customer experience
  - ✓ Process Design (CPDE)
  - ✓ Agile
  - ✓ Lean

Donna Knapp

- Author
- Curriculum Development Manager
- Certified Process Design Engineer
- ITIL Expert, ITIL Managing Professional
- DevOps Foundation, DevOps Leader
- Certified Scrum Master
- Certified Agile Service Manager
- Certified Agile Process Owner
- VeriSM Foundation
- Knowledge-Centered Support (KCS) Principles
- Certified ISO/IEC 2000 Consultant/Manager

Agenda

- High-Velocity IT
  - ✓ What is it?
  - ✓ Key objectives
 - ✓ Key behavior patterns
  - ✓ Key characteristics

ITIL Managing Professional (MP)

ITIL Specialist	ITIL Specialist	ITIL Specialist	ITIL Strategist
Create, Deliver & Support	Drive Stakeholder Value	High Velocity IT	Direct, Plan & Improve

ITIL Foundation

ITIL Strategic Leader (SL)

ITIL Strategist	ITIL Leader
Direct, Plan & Improve	Digital & IT Strategy

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ITIL®4: High-velocity IT

About ITIL® 4

- Co-creation of value
- Best practices *and* exploratory ways of working
- Principles-based

- Value-stream centric
- Alignment with adjacent ways of working
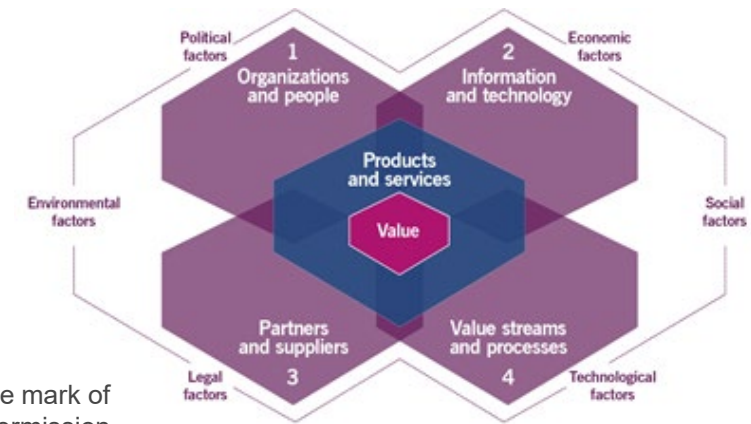 - ✓ Agile, Lean, DevOps…

ITIL 4 reshapes established ITSM practices in the wider context of customer experience, value streams, digital transformation and systems thinking.
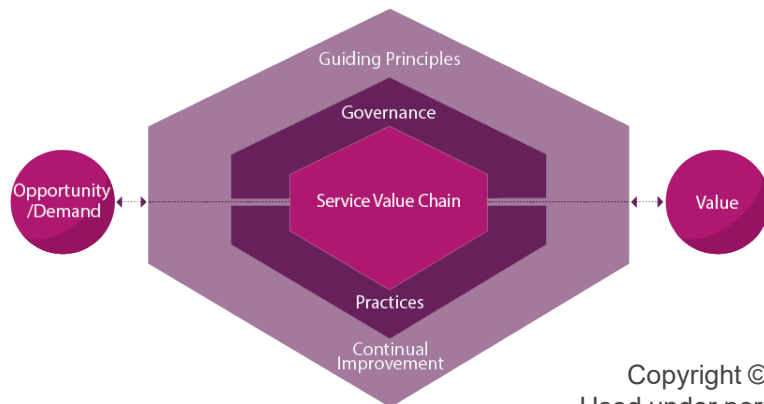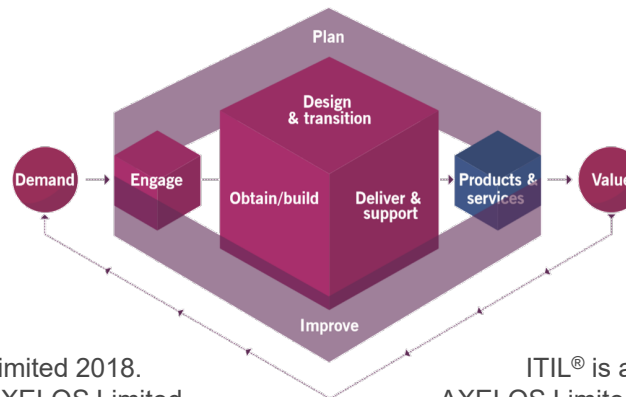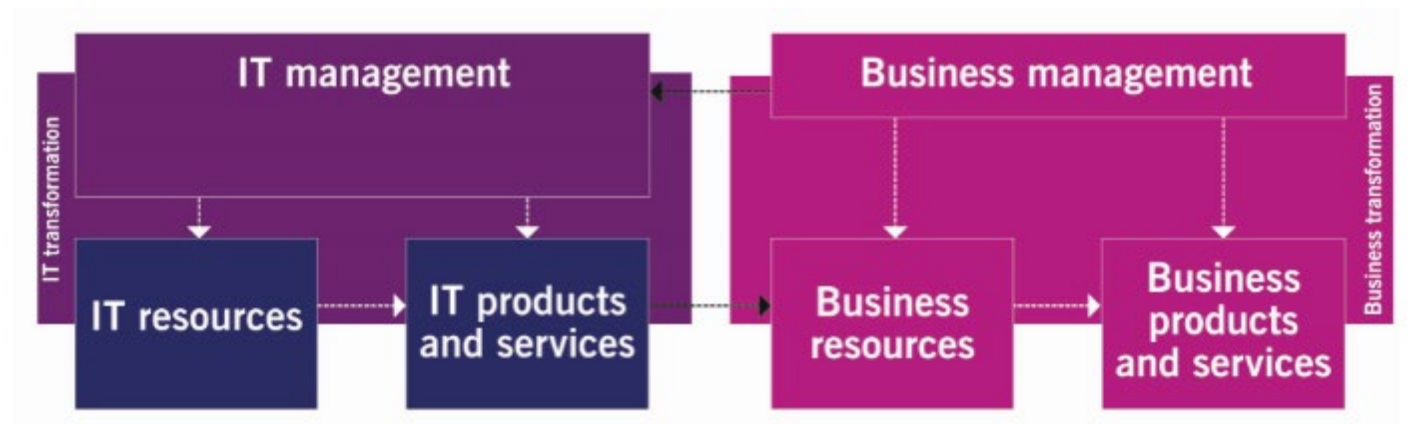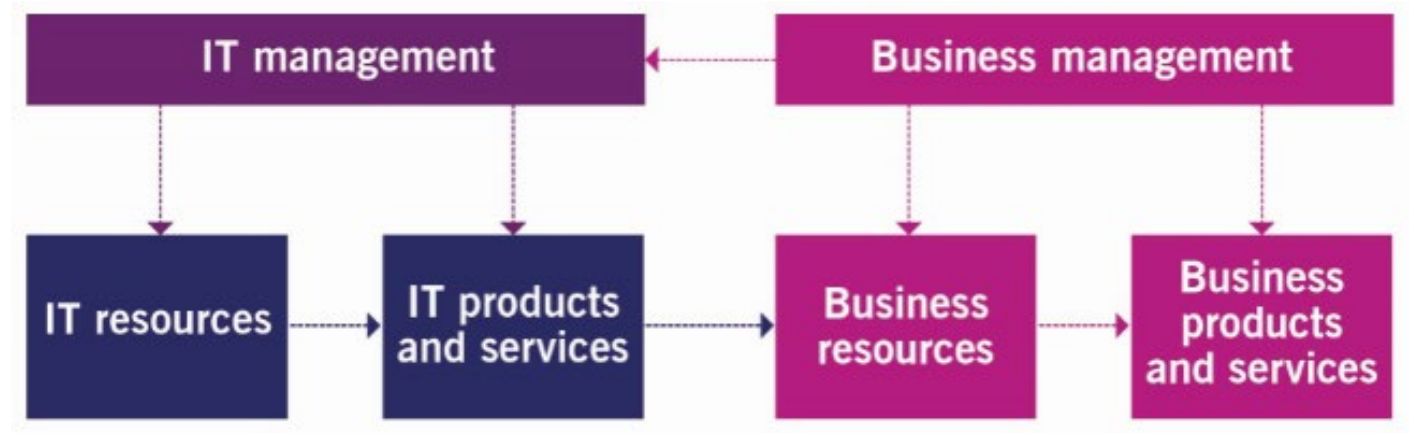
"No product is made today, no person moves today, nothing is collected, analyzed or communicated without some 'digital technology' being an integral part of it."

Louis Rossetto

Founder of Wired magazine

Digital Transformation…

It's not just an IT thing!

Digital Transformation

Digital transformation is the use of digital technology to enable a <u>significant</u> improvement in the realization of an organization's objectives that could not have been feasibly achieved by non-digital means.

Digital transformation enables an organization to do business significantly differently OR to do significantly different business
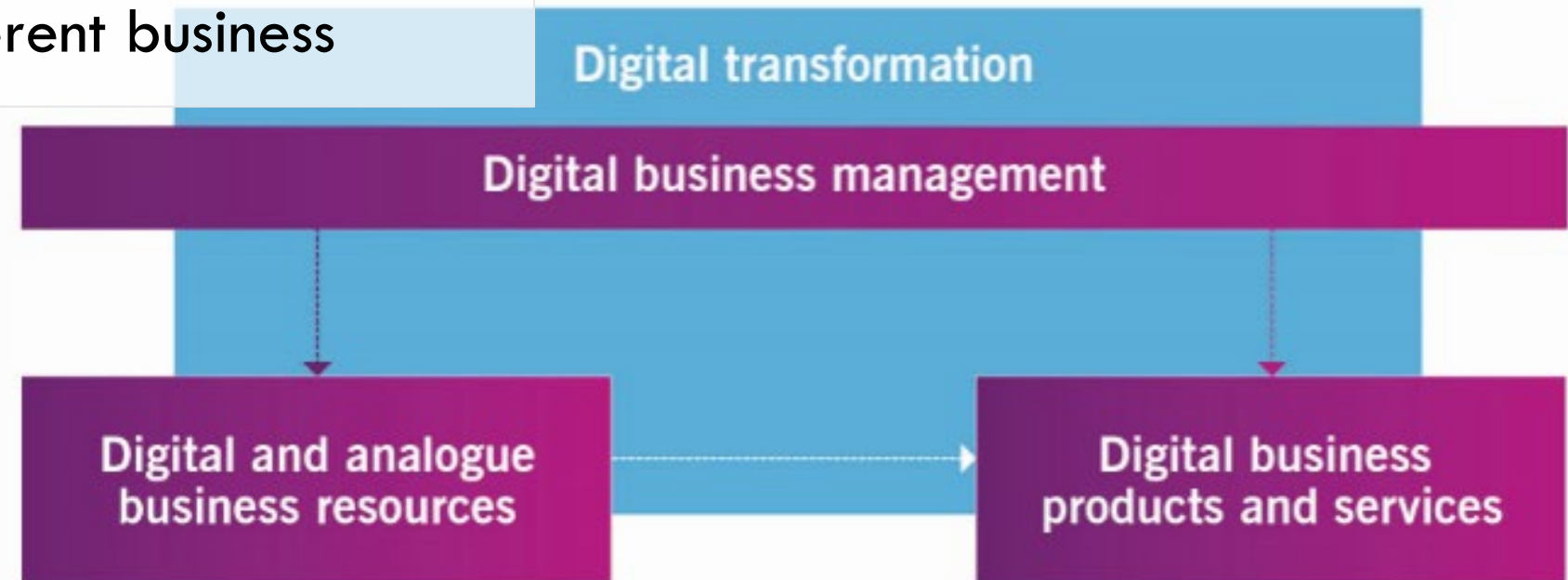
ve·loc·i·ty
/vəˈläsədē/

noun
the speed of something
in a given direction.

High-Velocity IT

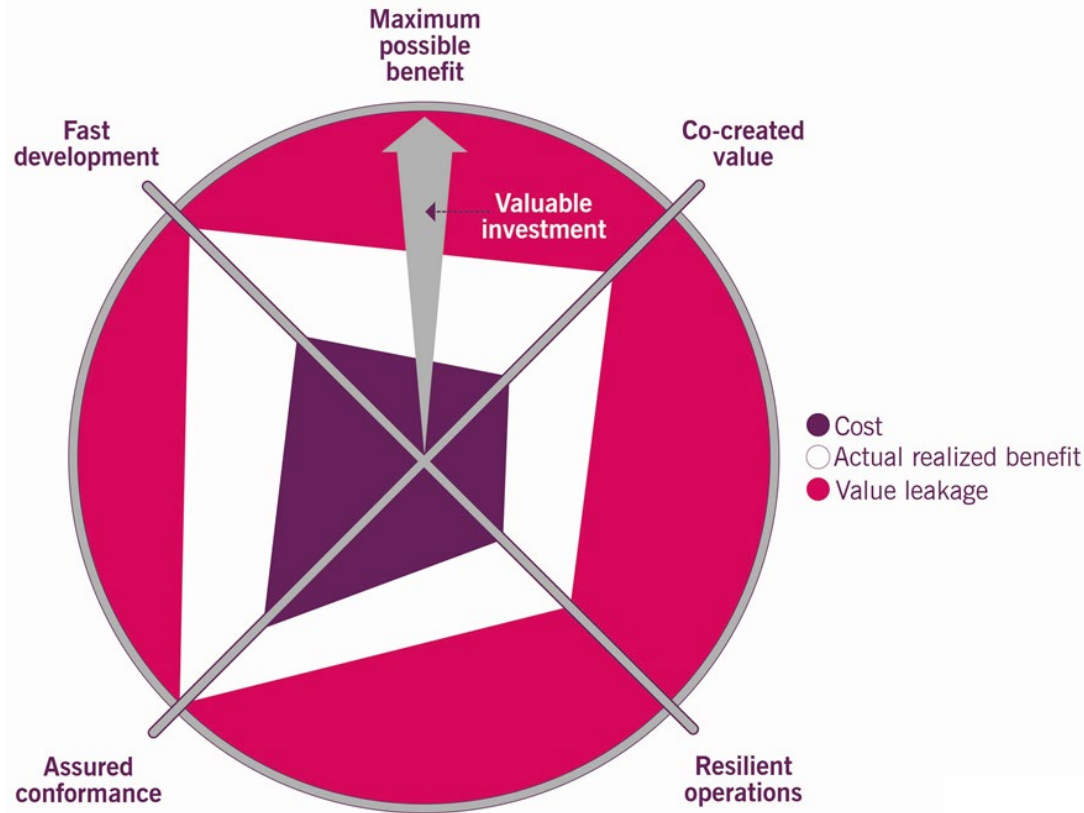High-velocity IT is the application of digital technology for significant business enablement, where _speed is crucial_.

Time to change

Time to customer

Time to market
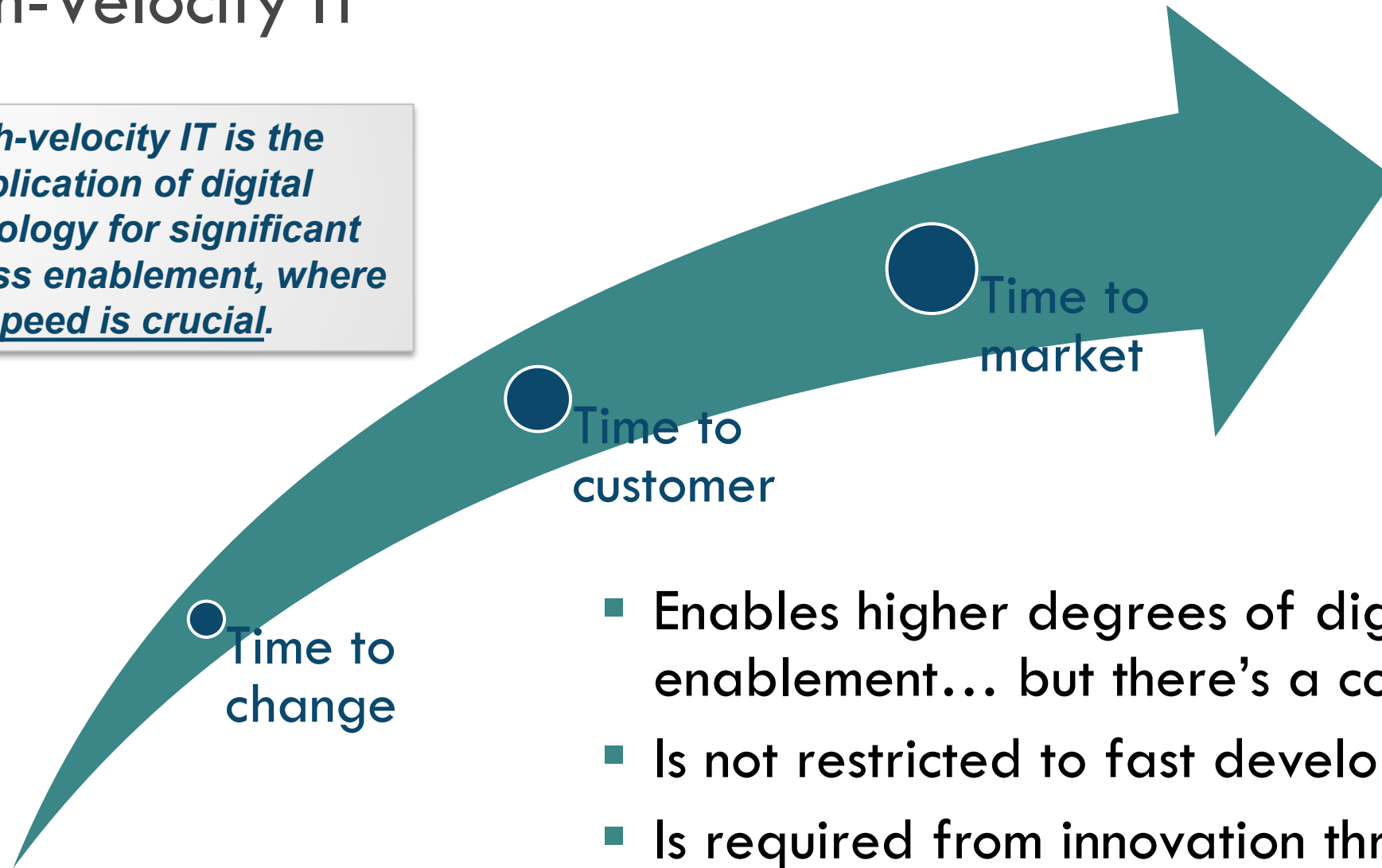
- Enables higher degrees of digital enablement… but there's a cost
- Is not restricted to fast development
- Is required from innovation through development and operations to actually realizing value

High-Velocity IT Objectives

Maximum possible benefit
Fast development
Co-created value
Valuable investment
Assured conformance
Resilient operations

● Cost
○ Actual realized benefit
● Value leakage

HVIT objectives translate the vision and strategy of an organization into more operational objectives and indicators

- Valuable investments

- Fast development

- Resilient operations

- Value co-creation

- Assured conformance

"In successful transformation a lot of changes aren't about asking for new money…but spending it differently."

Owen Pringle, Therein

Key Behavior Patterns for High-Velocity IT

Accept ambiguity and uncertainty

Trust and be trusted

Continually raise the bar

Help get customers' jobs done

Commit to continual learning
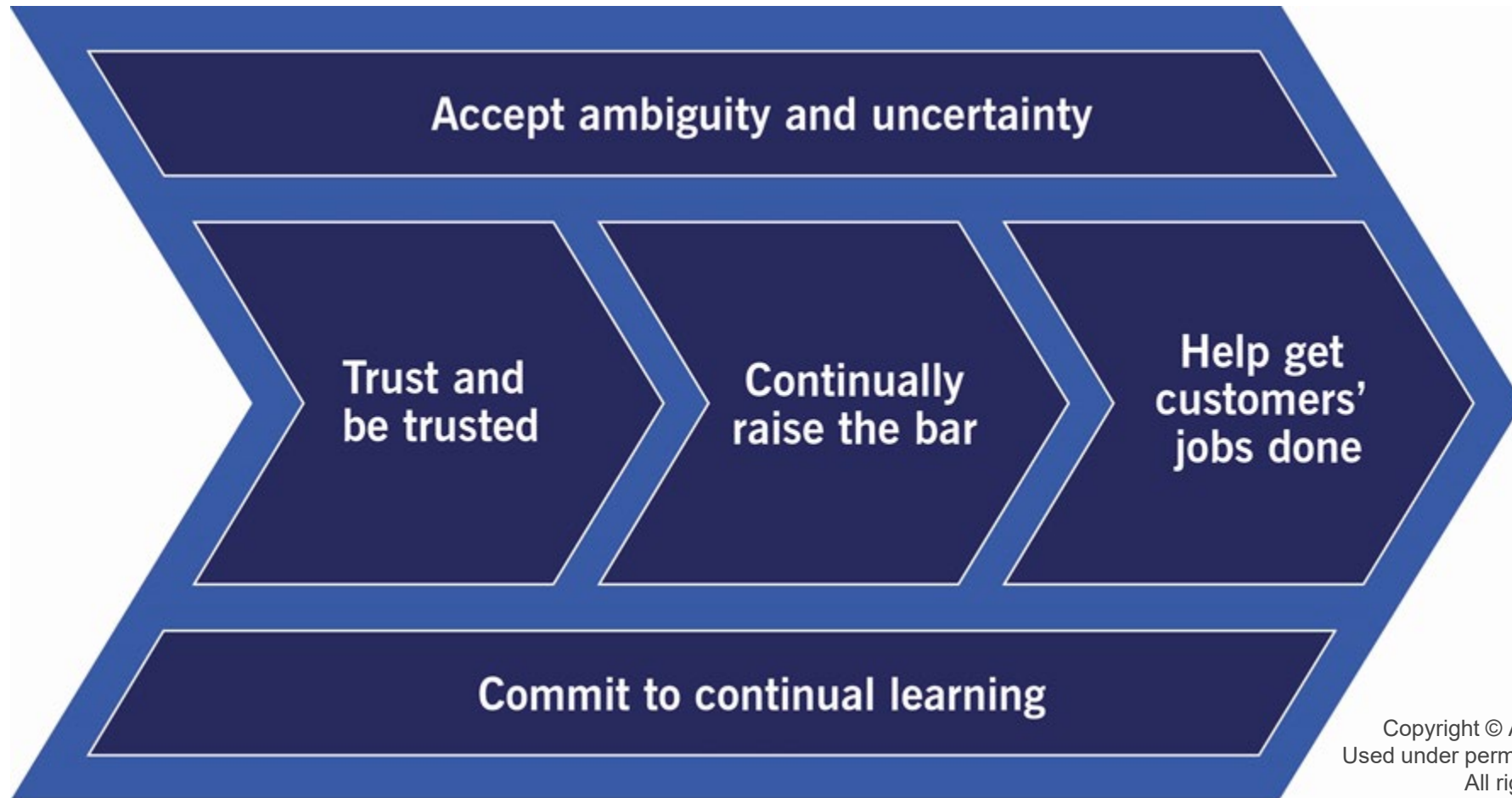
HVIT behaviors are supported by a combination of guiding principles, models and concepts that inform "how we do things around here" – in other words, culture.

"The pace of change will accelerate, and the impact of that change will be more far reaching than it's possible to imagine."

Jon Davie, Zone

Key Characteristics of High-Velocity IT
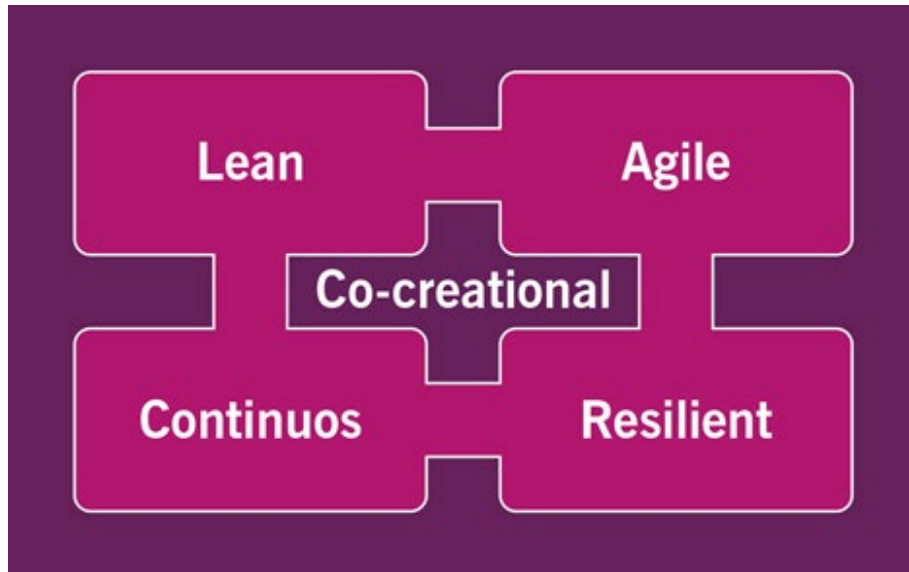
- **Lean** helps to improve throughput and reduce waste

- **Agile** adds close and iterative collaboration with users

- **Resilient** maintains workable availability and performance

- **Continuous** ensures fast and reliable development

When combined and used together properly, these characteristics enable the co-creation of value.

"This is not just a question of changing skillset. It is a changing of mindset."

Julie Dodd, The New Reality

Start where you are!

- Transformation means major change
- Often includes a major investment
- Often requires organizational change

Progress iteratively with feedback!

Want to Learn More?

Core Publications and Certification Courses

ITIL Managing Professional (MP)			
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ITIL® Foundation ITIL 4 Edition
AXELOS GLOBAL BEST PRACTICE

ITIL® 4: Create, Deliver and Support
ITIL® 4: Drive Stakeholder
ITIL® 4: High Velocity IT
ITIL® 4: Direct, Plan and Improve

+

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Questions?