

**LISA HODGES – CORNERSTONE SERVICE MANAGEMENT**

**Q: You mentioned DevOps – did ITSM Academy develop it or the DOI**

A: ITSM Academy did not develop DevOps – it is a grassroots movement that has been emerging for the past 5 years. ITSM Academy, in collaboration with DOI did help develop the DevOps Foundation course.

**Q: How does TOGAF fit into this picture?**

A: I'm not an expert in TOGAF, but I can say that within the Prince2 framework are mechanisms or "hooks" for whatever quality/architecture or other standards that you have in place to be naturally integrated with the project. The ability to integrate with any corporate governance requirements is provided for with the Prince2 approach.

From David, "TOGAF defines a way to approach architecture, PRINCE2 provides a way to manage the resulting projects."

**Q: How does Agile fit into this picture?**

A: I'm working with a team right now who is using an agile approach for their process design project. Based on what I have seen, I can say it's incredibly easy to adapt the Prince2 framework to an agile approach. It's already made to be tailored, and you can easily "wrap" the PRINCE2 project management method around a series of sprints. You would use PRINCE2 to manage the overall project, and Scrum to manager the development work. It could fit quickly and easily.

PRINCE2 Agile was released recently, by the way.

**Q: Is this being tied into lean IT and Resilia?**

A: Well lean IT and Resilia are not the same thing. Resilia is cyber resilience framework that was created to achieve full integration with service management practices; particularly with an ITIL based initiative. Traditional approaches to security have focused largely on prevention and detection. The reality is that you have been hacked, you are being hacked, and you will be hacked. Resilia is an integrated approach to cyber resilience – prevention and detection, but ALSO recovery from the inevitable, including a comprehensive approach to handling customer relations and communications aspects of cyber events.

Lean IT is a method that applies principles of Lean Manufacturing and Six Sigma specifically to IT processes to promote an environment of "just enough" process. This concept is already embedded in PRINCE2 through the 'Tailoring' principle.

**Q: How does PRINCE2 work with Agile SM?**

A: It's a perfect fit. PRINCE2 emphasizes "just enough process" and not too much. Essentially, the need to design 'lean' service management processes that can be executed in an 'agile' operational environment become requirements that drive the PRINCE2 project goals.

Karen added: And of course a good way to inject more Agile into ITIL and ITSM is to consider learning more about Agile Service Management in the Certified Agile Service Manager course.

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**Q: How does PRINCE2 address Program Management?**

A: PPRINCE2 is a PROJECT management method, but it is part of the suite of Global Best Practices owned by Axelos. The suite includes guidance for program and portfolio management, Management of Risk (MOR), PRINCE2 Agile, and Resilia. The best practices fit very nicely with each other.

**Q: Does ITSM academy offer PRINCE2 certification courses?**

A: ITSM Academy will be adding PRINCE2 certification to our course offerings.