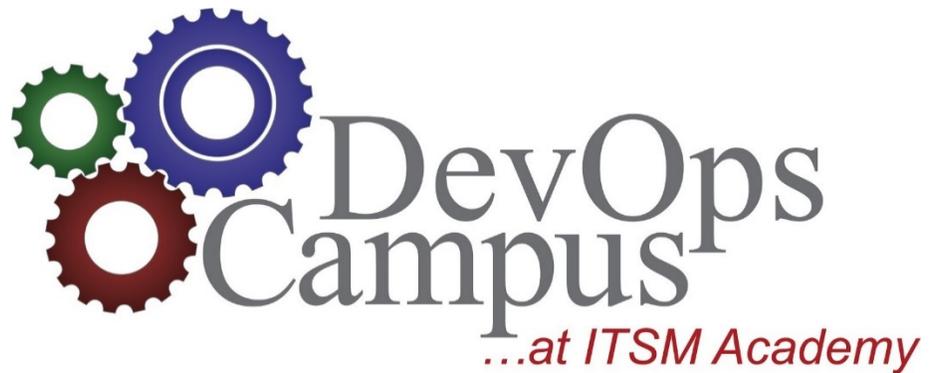


State of ITSM and DevOps 2018



#askitsm

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Donna Knapp
@ITSM_Donna

Welcome!

ITSM Academy

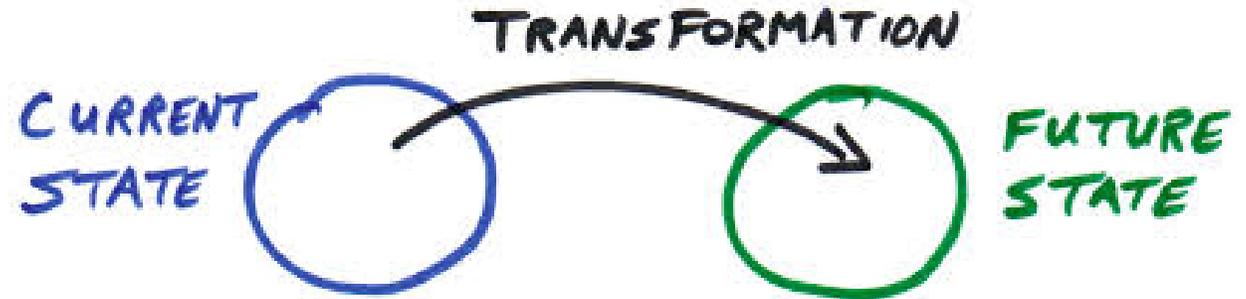
- Full service provider of IT Service Management (ITSM) education and advice
- Accredited and sustainable education and training
 - ✓ ITIL®
 - ✓ Process Design (CPDE)
 - ✓ DevOps
 - ✓ Agile Service Management
 - ✓ ISO/IEC 20000
 - ✓ VeriSM™ (coming soon)

Donna Knapp

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

Transformations are Underway

- Digital transformation
- Technology transformation
- Agile transformation
- DevOps transformation
- Service management transformation
- Cultural transformation



“A process of profound and radical change that orients an organization in a new direction and takes it to an entirely different level of effectiveness.”

Business Dictionary

A person is seen from behind, standing on a high vantage point with their arms raised in a gesture of triumph or aspiration. The background is a dramatic sky at sunset or sunrise, with the sun low on the horizon, casting a golden glow over a landscape of rolling hills and a distant city. The sky is filled with scattered clouds, some of which are illuminated by the low sun. The overall mood is one of achievement and reaching for goals.

The Business Wants it All

Speed – Agility – Productivity – Stability – Quality

"With the shift to digital transformation, CIOs and IT leadership must transform their organizations and increase the balance between quality and speed by changing their mindset and operating principles."

Stephen Elliot IDC

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The Role of IT Service Management

ITSM and Digital Transformation

- IT service management is an important part of digital transformation
- The increasing reliance of businesses on technology means a smarter approach is needed

***A majority of executives, 57%, state that ITSM is “extremely important” or close to it as an essential element of digital transformation.
(Forbes Insights: The State of IT Service Management, 2017)***

***Only 24% of respondents think that existing ITSM best practice has kept up with the changing IT and business landscapes.
(The Future of ITSM, itsmtools.com 2017)***



Accelerating ITSM



- The ‘what’ and ‘why’ of ITSM hasn’t changed
- It’s the ‘how’ that **MUST** change
- Agile, Lean and DevOps represents new ways of thinking and working
- ITSM can use these same new ways of thinking and working to adapt

We’ve got to...

- Speed up
- Streamline
- Integrate
- Automate

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ITIL is Evolving

ITIL Update is Underway

- 18 months of research, 32 workshops and research sessions, more than 1500 members participating in the research program
- An introduction was released in 2016
 - ✓ *ITIL® Practitioner Guidance*
- White papers are being used to test content (e.g., ITIL and DevOps: Getting started)
- Drafts of new guidance will be released throughout 2018
- Pilot phase to begin late Q3/Q4 2018
- Get privileged access by signing up for the Global Research Program
- www.axelos.com/global-itsm-research-programme

The update will focus on the core of good service management and provide practical guidance and examples of using ITIL with e.g., Agile, Lean, DevOps.

- Core elements will remain intact
- Content will be backwards compatible
- Current certifications retain their value
 - ✓ No need to bridge (at this time)
 - ✓ No need to recertify
- Coming early Q2/2018
 - ✓ New certification scheme
 - ✓ Equivalencies
- Continue on your journey
 - ✓ Existing certifications will have equivalencies in the new scheme
 - ✓ ITIL Practitioner concepts play an important role
 - ✓ ITIL Expert will be an advantage

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VeriSM™ has Emerged

What is VeriSM™?



VeriSM™ is a service management **approach** for the digital age that helps service providers to create a flexible **operating model** to meet desired business outcomes.

www.verism.global

VeriSM was developed by the International Foundation of Digital Competences (IFDC), in cooperation with an international team of experts led by Claire Agutter (Winner ITSMF UK Thought Leadership Award 2017).

VeriSM helps organizations transition from this...



To this...



... in Support of Service Management Principles

VeriSM™ helps organizations

- Elevate service management to an organizational level
- Define their service management principles
- Develop a responsive operating model based on an integrated selection of management practices



VeriSM™ Key Concepts

Value-driven
Evolving
Responsive
Integrated
Service
Management

GOVERNANCE

SERVICE
MANAGEMENT
PRINCIPLES

CONSUMER
REQUIREMENTS

DEFINE

PRODUCE

PROVIDE

RESPOND

CONSUMER
(Verify, Review,
Improve)

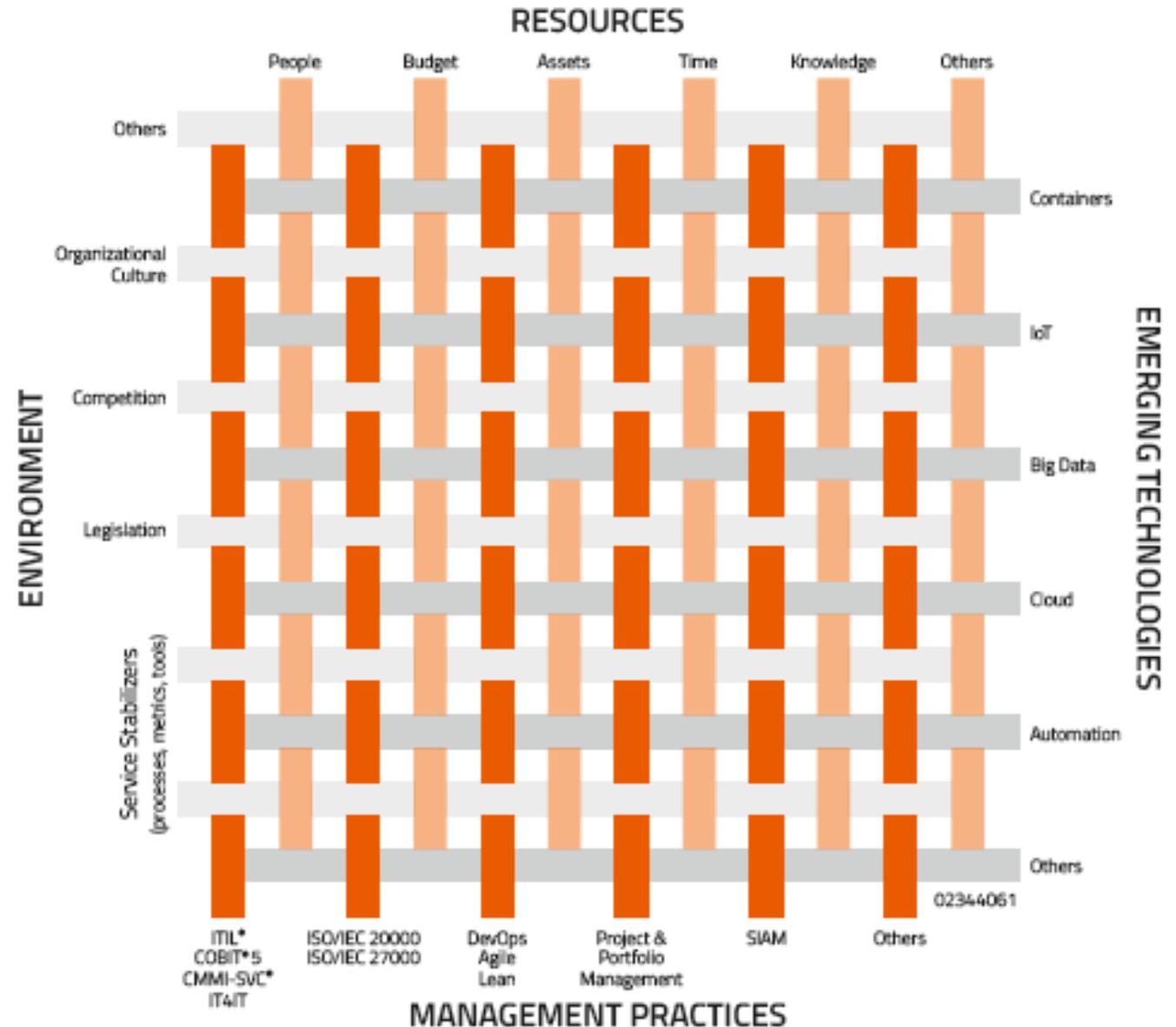
MANAGEMENT
MESH

The Management Mesh

VeriSM™ is not a process framework.

It's not replacing anything.

It's about creating the operating model that best fits your organization.



The VeriSM™ Certification Scheme

Based on...



Expected in Q4 2018



Available in Q3 2018



8 hours



16 hours



8 hours

VeriSM Routes

Based on...



ROUTE 1

New Service Management Professionals.



ROUTE 2

Alternative route for New Service Management Professionals.



ROUTE 3

Existing (certified) Service Management Professionals.



Course Contents

| Module | Essentials | Plus | Foundation |
|---|------------|------|------------|
| 1. The service organization | X | X | X |
| 2. Service culture | X | | X |
| 3. People and organizational structures | X | X | X |
| 4. The VeriSM model | X | X | X |
| 5. Progressive practices | | X | X |
| 6. Innovative technologies | | X | X |
| 7. Getting started | | | X |

Conferences Coming in 2018

- HDI18 – Las Vegas – April 10-13
- Knowledge18 (ServiceNow) – Las Vegas – May 7-10
- itSMF Fusion18 – St. Louis - September 30 - October 3, 2018
- **NEW** – Service Management World – Orlando – October 15-17
 - ✓ Focus is on enterprise service management and digital transformation
- DevOps Enterprise Summit (DOES18) – San Francisco – Nov 13-15

The Rise of DevOps

DevOps is a cultural and professional movement that stresses communication, collaboration and integration between software developers and IT operations professionals while automating the process of software delivery and infrastructure changes.

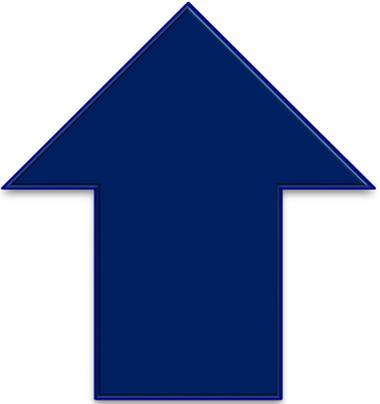
It aims at establishing a culture and environment where building, testing, and releasing software, can happen rapidly, frequently, and more reliably.

Improving the ability of IT to produce software faster improves the ability of the business to deliver value to customers faster.

DevOps Adoption

DevOps is no longer just for startups and 'unicorns.'

- Forrester predicts that 2018 will be the year of enterprise DevOps
- RightScale 2017 State of the Cloud study found the ratio of enterprises that have adopted some aspect of DevOps principles reached 84% in 2017
- International Data Corporation (IDC) believes that DevOps will be adopted by 80% of Global 1000 organizations by 2019



DevOps is Increasing Agility and Stability

DevOps practices predict IT performance and IT performance predicts organizational performance.

- High-performing organizations are more agile
 - ✓ Code is deployed 46 times more frequently
 - ✓ Deployments are completed 440 times faster
- Services are more stable
 - ✓ There are 5 times fewer deployment failures
 - ✓ Mean time to recover (MTTR) is 96 times faster



High performing organizations understand they don't have to trade speed for stability. By building quality in they get both.

DevOps Barriers and Trends

Barriers

1. Culture
2. Testing automation
3. Tackling legacy
4. Managing environments
5. No DevOps plan
6. Application complexity
7. Skillsets
8. Budget allocation
9. Fragmented toolchain
10. Executive buy-in

Forbes: 10 Top DevOps Barriers And Trends Forecasted For 2018

Trends

- DevOps begins to scale
- DevSecOps gains acceptance
- Manual testing becomes obsolete
- Site reliability engineer (SRE) role emerges
- KPI metrics balance speed and stability
- DevOps shifts how organizations think about experimentation and risk
- ITSM evolves in support of DevOps

The Real Reality of DevOps

- DevOps practitioners are 'doing' ITSM
- They're just not calling it that
- DevOps represents new ways of thinking and working
- ITSM can use these same new ways of thinking and working to adapt
- Using Agile with ITSM (agile service management) enables continuous, iterative, incremental improvement



Agile service management brings Agile values and practices to ITSM process design and improvement.

A horizontal bar at the top of the slide, divided into a red section on the left and a blue section on the right. The text "Technology is Changing the Game" is written in white on the blue section.

Technology is Changing the Game

On to the Future

Automation

Chat **Ops**

Artificial
INTELLIGENCE

Machine learning

There's an **Bot** for that

Ticketless

Internet of **Things**

Self-service **portals**

Virtual **assistants**

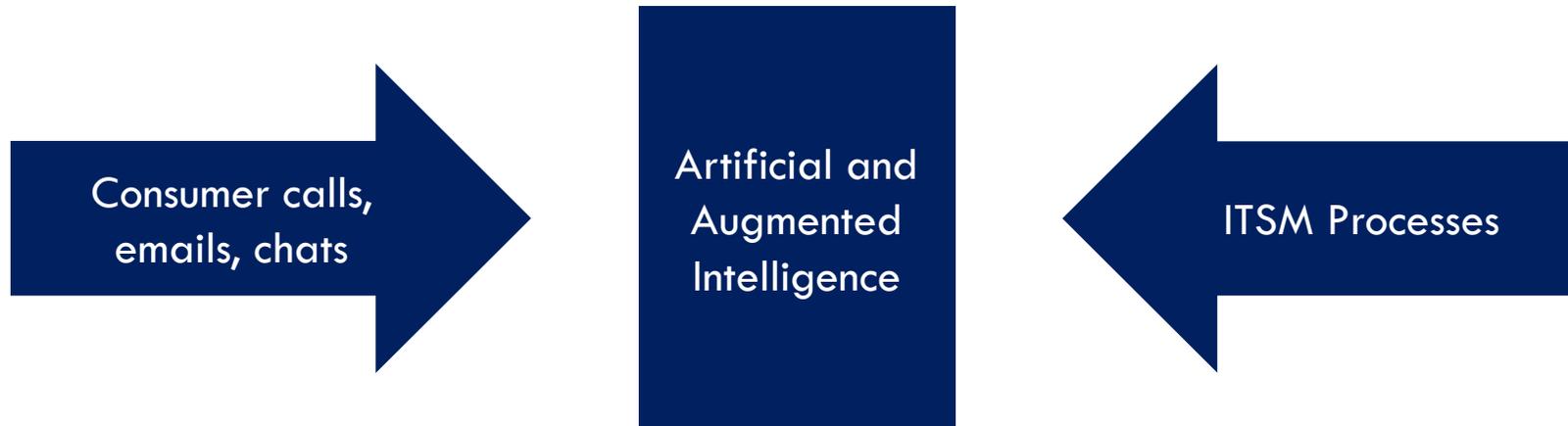
Robotic *Process* Automation

Virtual and **AUGMENTED** REALITY

Value to the **business**

Leveraging Automation

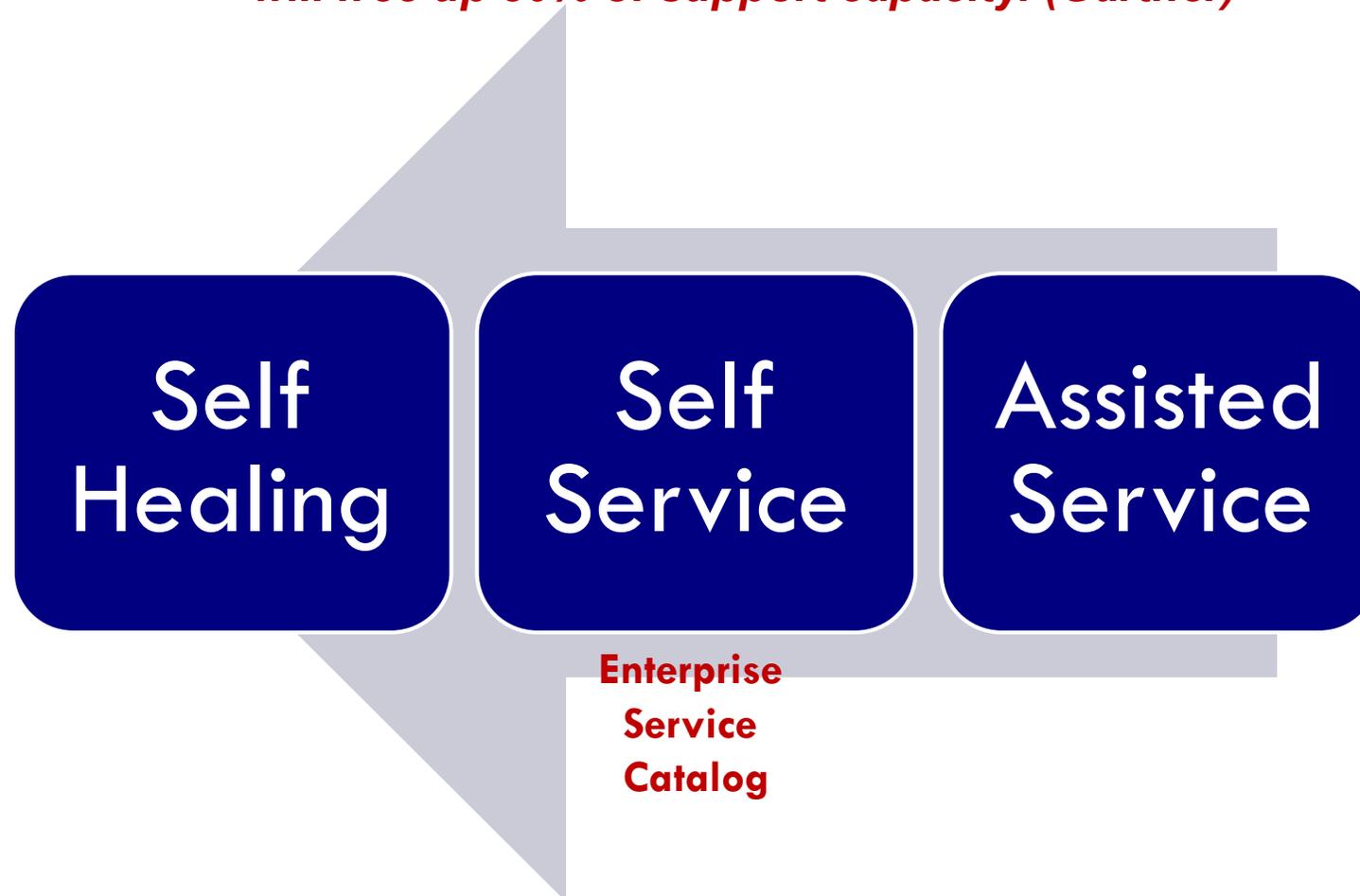
- Emerging technologies can be applied to ITSM in a variety of ways
- These technologies rely heavily on and contribute to the organization's historical data and knowledge bases



Through 2020, 99% of artificial intelligence initiatives in IT service management will fail due to a lack of an established knowledge management foundation. (Gartner)

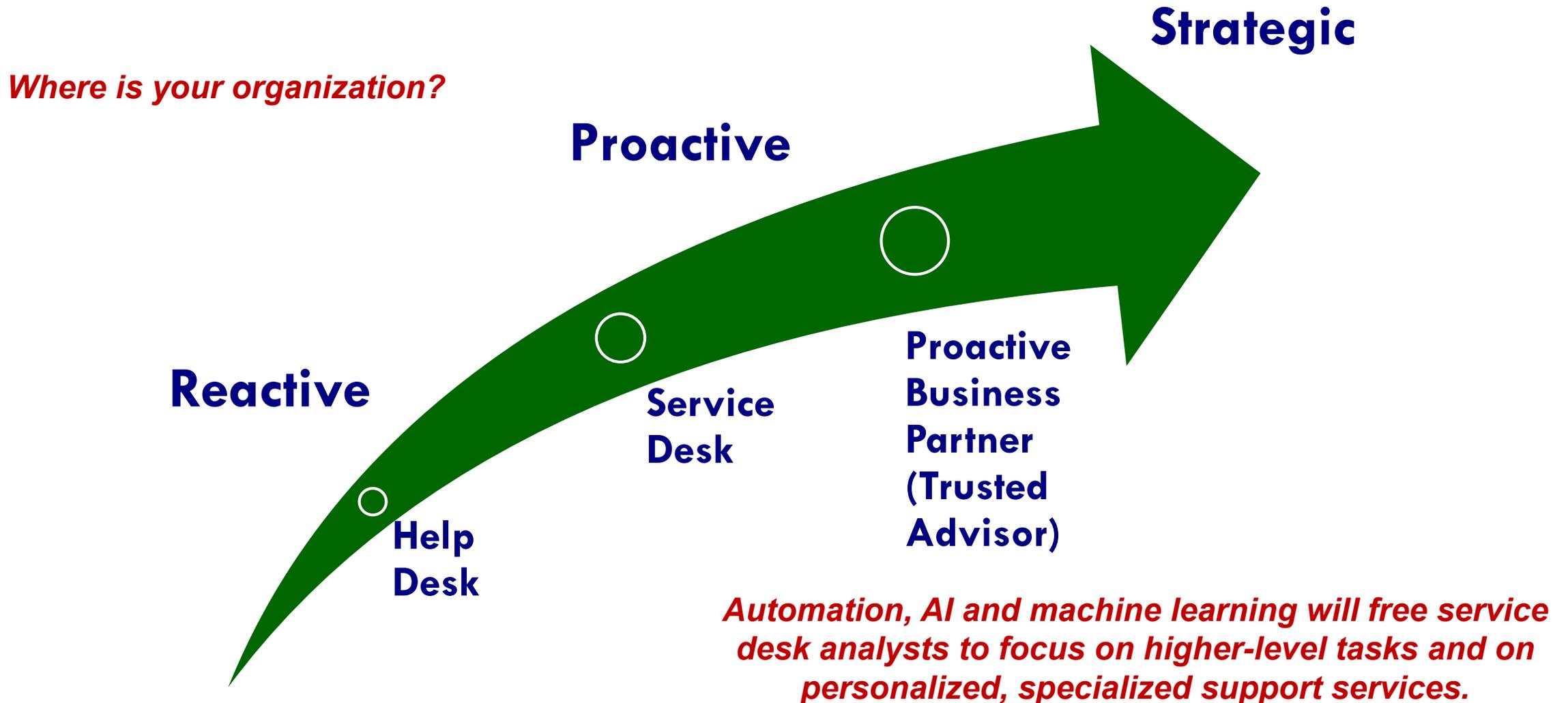
The Changing Role of Support

By 2019, service desks utilizing machine learning enhanced technologies will free up 30% of support capacity. (Gartner)



The use of virtual customer assistants (VCAs) will jump by 1,000% by 2020 (Gartner).

Service Desk Current State





"Many significant innovations in the past have been associated with a transition period of temporary job loss, followed by recovery, then business transformation and AI will likely follow this route.

AI will improve the productivity of many jobs, eliminating millions of middle- and low-level positions, but also creating millions more new positions of highly skilled, management and even the entry-level and low-skilled variety."

Svetlana Sicular, Gartner

The Future is Here...



...And It Needs Leaders

A transformational leader's influence is seen in their support of their teams' work, both in technical practices and in the teams' product management capabilities.

The positive (or negative) influence of leadership flows all the way through to IT performance and organizational performance.



Source: 2017 State of DevOps Report
<https://puppet.com/resources/whitepaper/state-of-devops-report>

Becoming a Transformational Leader



Great leaders develop through a never-ending process of self-assessment, self-study, education, training and experience.

Leading the Way

Embrace guiding principles

- Start now
- Start where you are
- Progress iteratively
- Continuously experiment, learn and improve

Learn from high performers

- Put the business first
- Master technology
- Invest in speed
- Make customers a priority
- Be proactive

Source: Atlassian/HDI Research – 5 Qualities of High-performing IT Teams

Figure out how progressive practices and emerging technologies (e.g., AI, machine learning) can augment your work to increase efficiency, improve productivity and free you up to innovate.

Want to Learn More?



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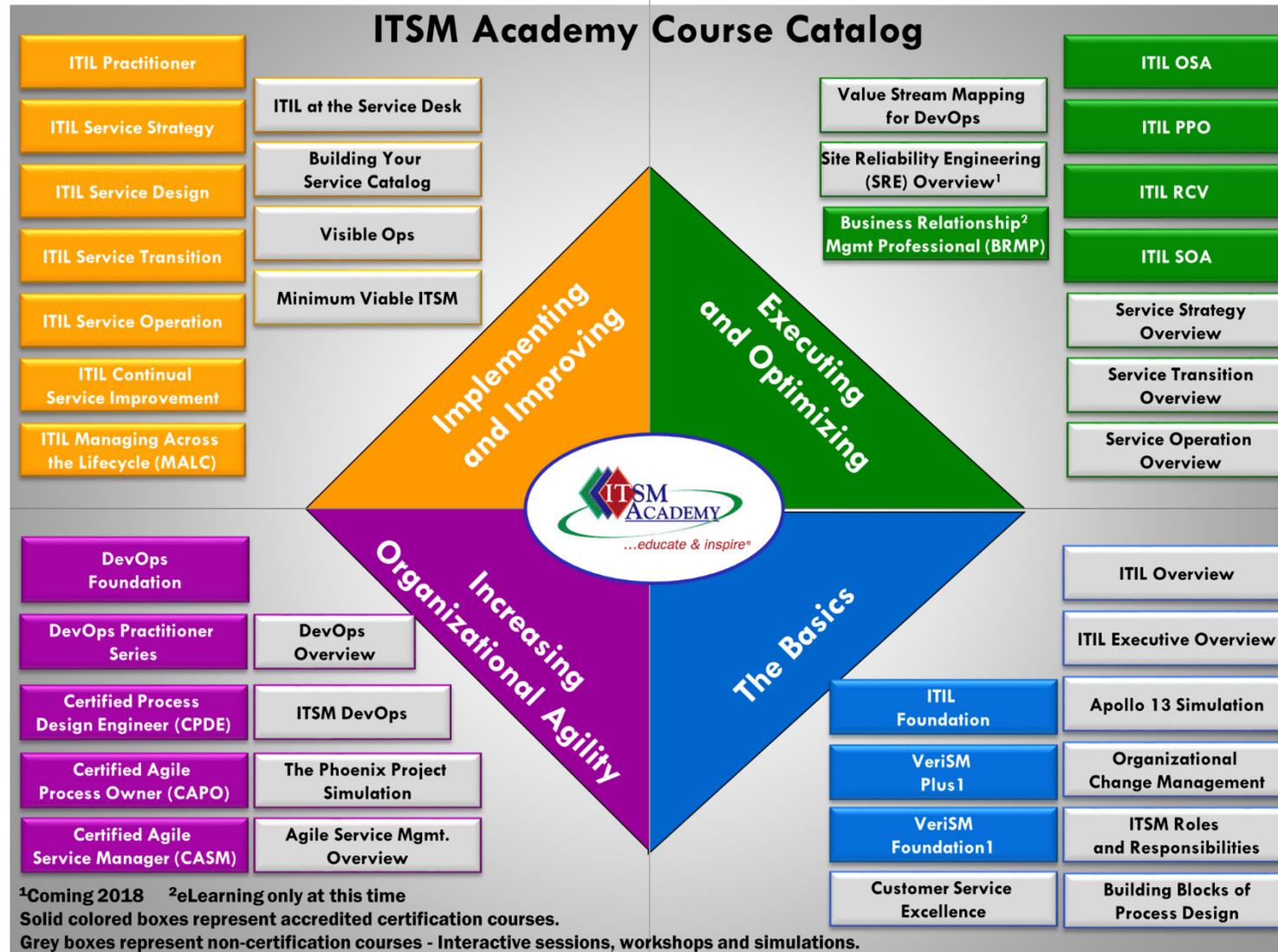


New to Our Portfolio

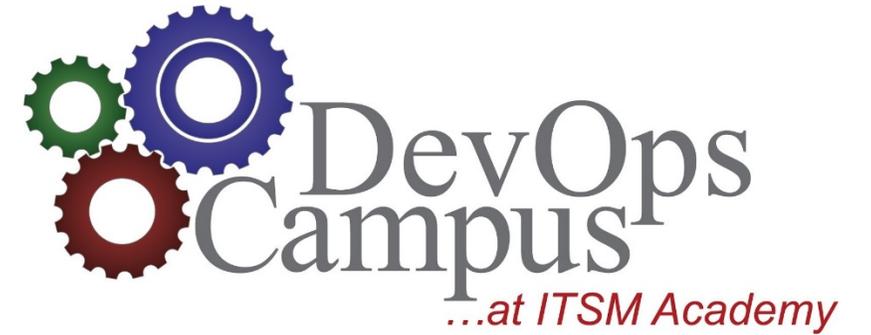
- ITSM for DevOps – March 22-23, 2018
 - ✓ 16-hour, non-certification workshop
 - ✓ How to accelerate and modernize your IT service management (ITSM) processes in support of DevOps
 - ✓ Change management, release management, configuration management, event management, incident management, problem management, knowledge management
- Value Stream Mapping for DevOps – great onsite workshop
 - ✓ 16-hour, non-certification workshop
- VeriSM Plus – coming soon
 - ✓ 8-hour certification course
 - ✓ Pre-requisites must be met to sit for exam
- VeriSM Foundation – coming soon
 - ✓ 16-hour certification course
 - ✓ Combines VeriSM Essentials and Plus



ITSM Academy Course Catalog



DevOps Campus



Prerequisite



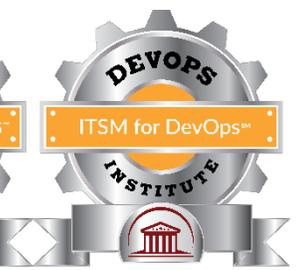
Coming 2018

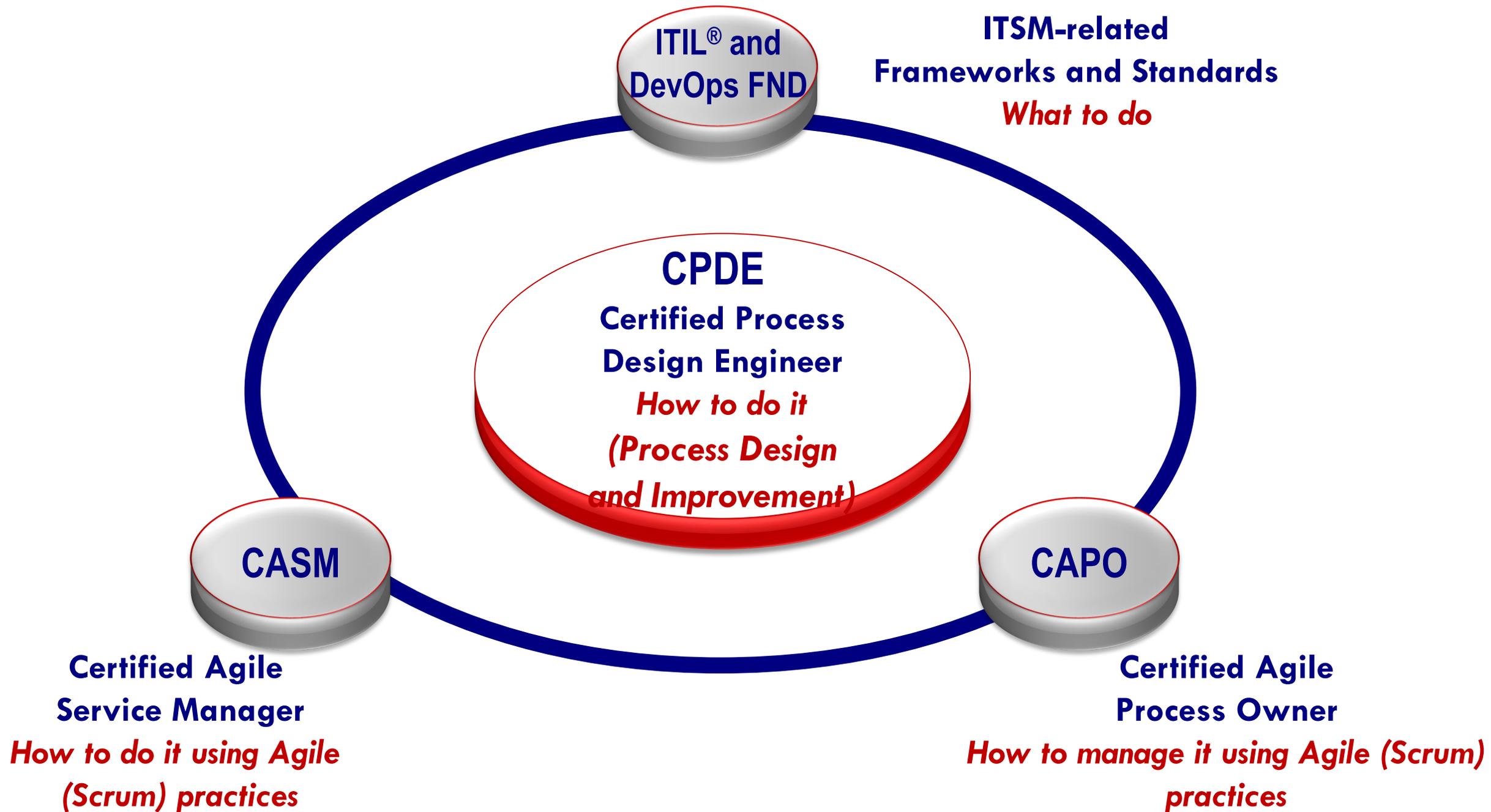


Coming 2018



Coming 2018





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Thank You for Attending!