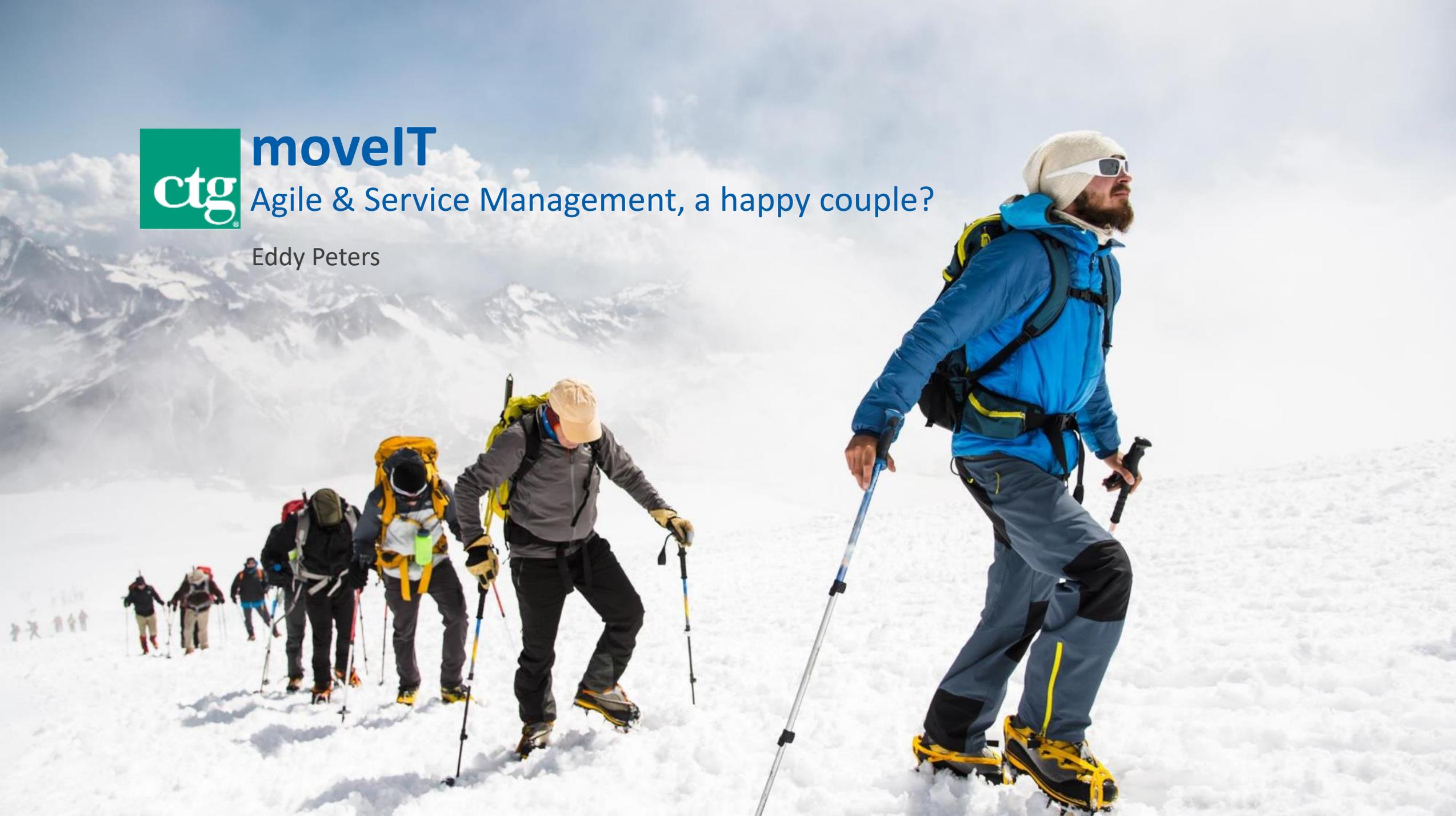




moveIT

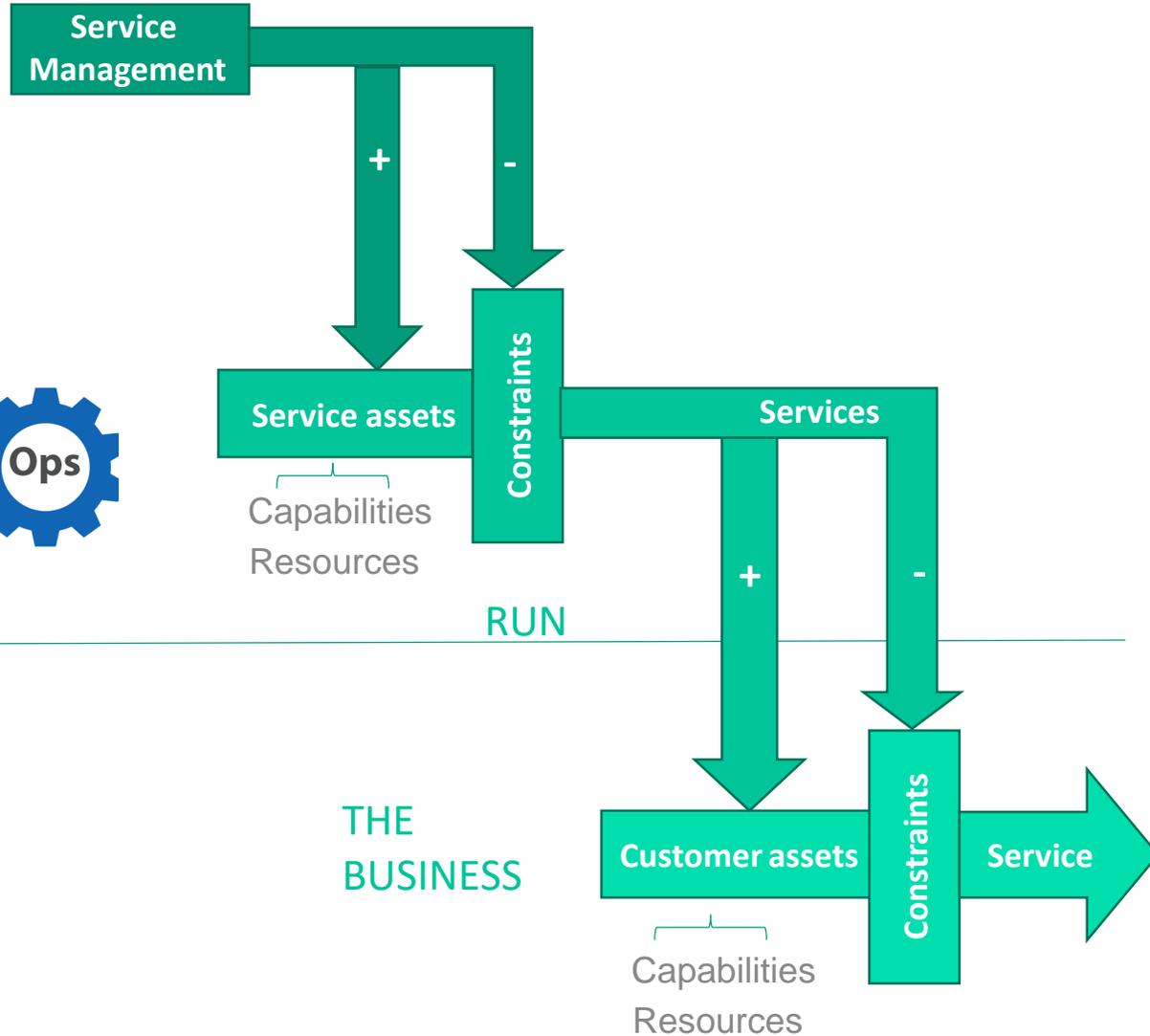
Agile & Service Management, a happy couple?

Eddy Peters





BUILD



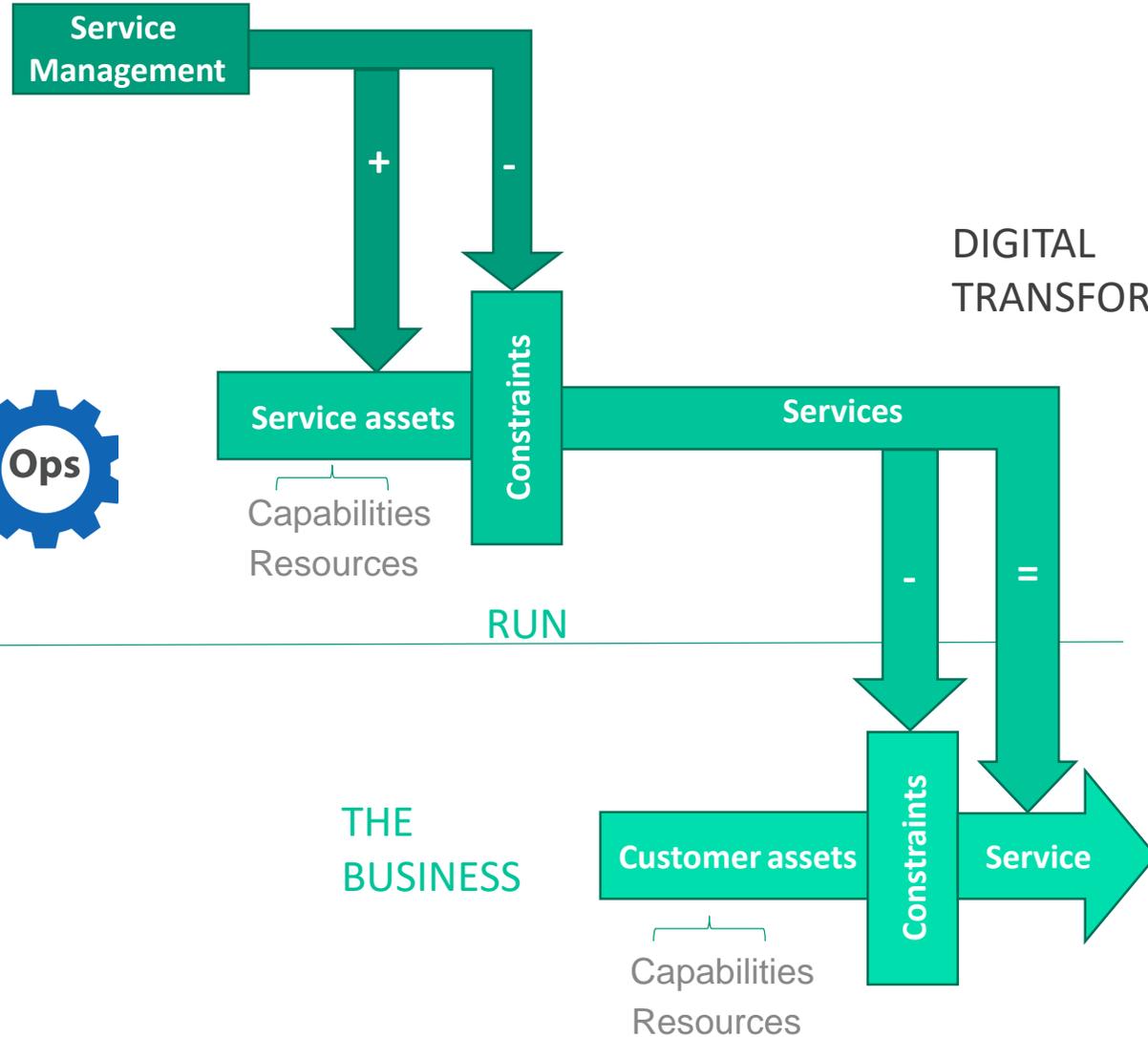
RUN

THE BUSINESS





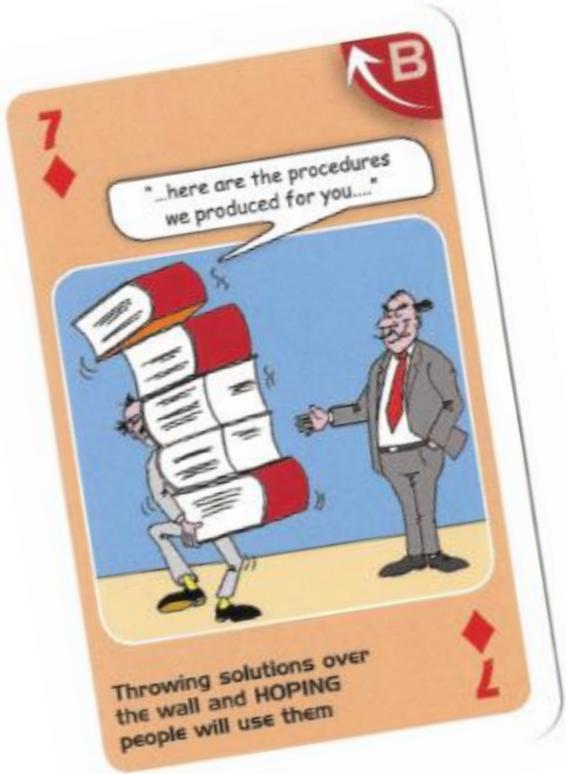
BUILD



DIGITAL TRANSFORMATION



THE BUSINESS

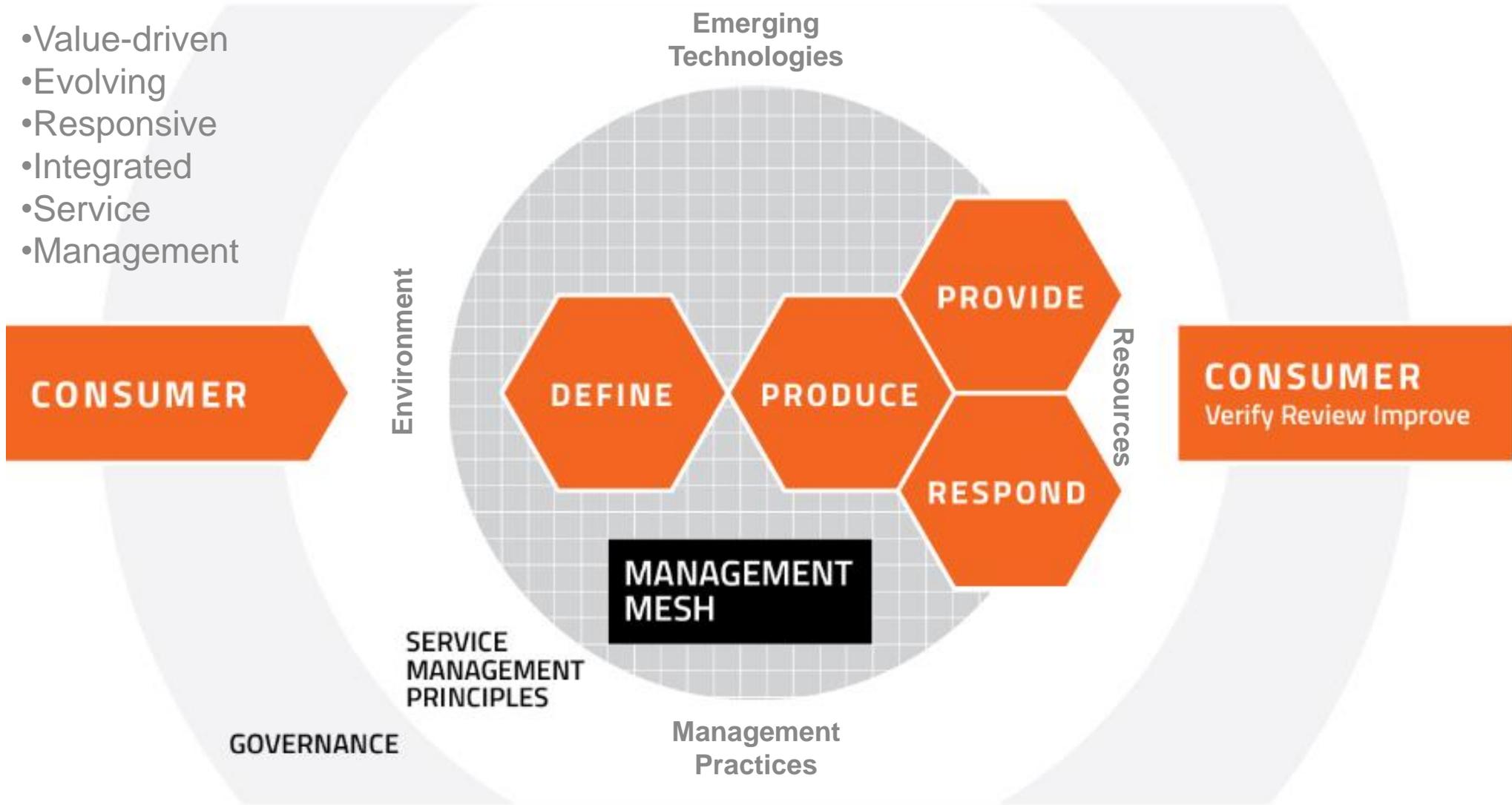


ABC of ICT carddeck
GamingWorks



Launch ITIL4 : Februari 2019

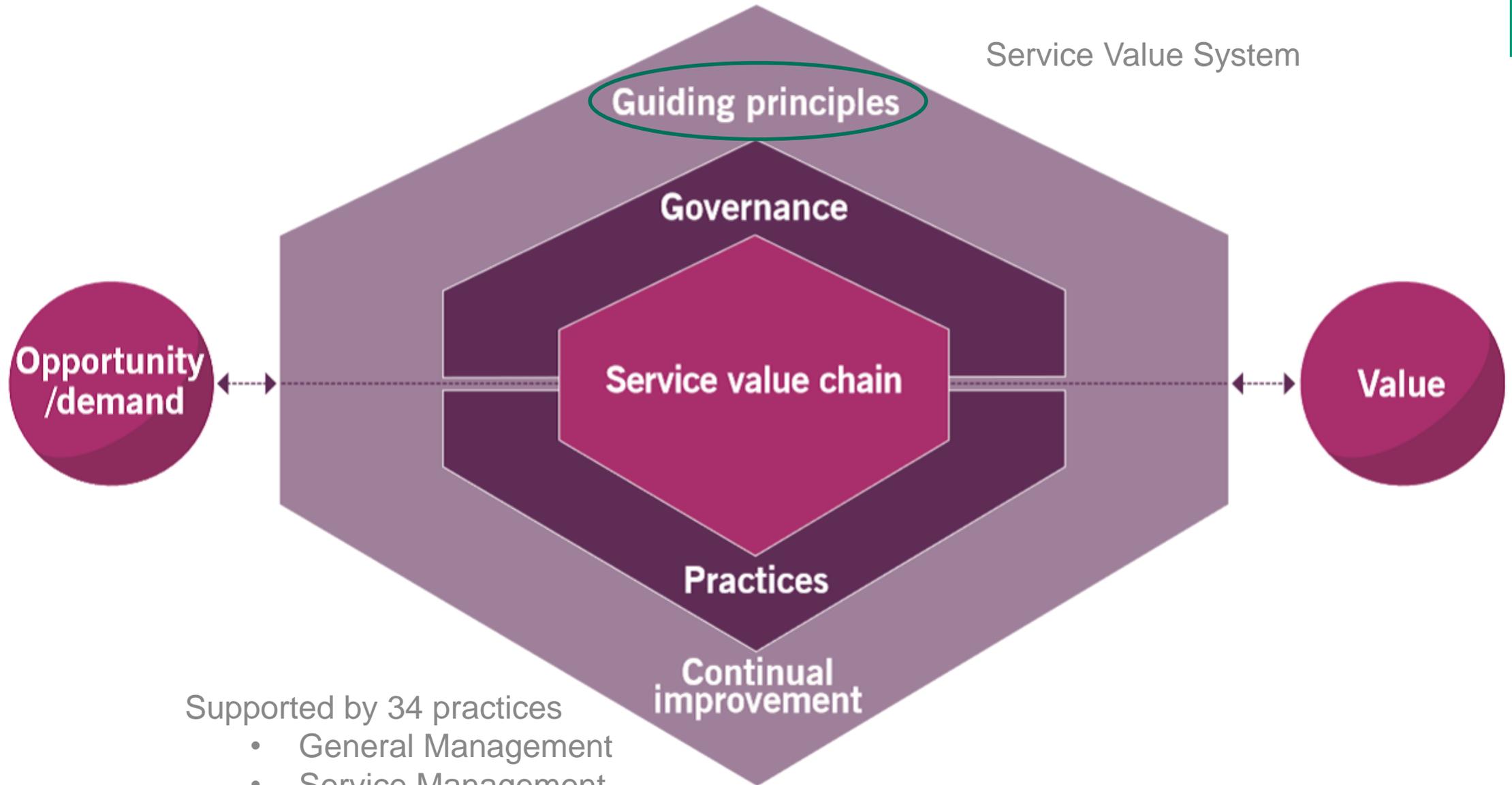
- Service Wrapper Frameworks
- Lifecycle driven
- Management Mesh
- ITIL processes
- Connectors to other models



© Van Haren Publishing, 2017



Service Value System



- Supported by 34 practices
- General Management
 - Service Management
 - Technical Management

<p>Focus on VALUE</p>	<p>COLLABORATE</p>	<p>START WHERE YOU ARE</p>
<p>WORK HOLISTICALLY</p>	<p>PROGRESS Iteratively</p>	<p>KEEP IT SIMPLE</p>
<p>BE TRANSPARENT</p>	<p>OBSERVE DIRECTLY</p>	<p>DESIGN FOR EXPERIENCE</p>



People and Interactions

over



Processes and tools

Outcome based thinking

Easier to understand, more likely to adopt



Working software

over



Comprehensive Documentation

The Customer Experience

Collaboration is a prerequisite

Focus on VALUE	COLLABORATE	START WHERE YOU ARE
WORK HOLISTICALLY	PROGRESS Iteratively	KEEP IT SIMPLE
BE TRANSPARENT	OBSERVE DIRECTLY	DESIGN FOR EXPERIENCE



Customer collaboration

over



Contract negotiation

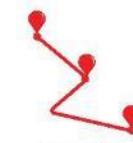
Remove Silo's

<p>Focus on VALUE</p>	<p>COLLABORATE</p>	<p>START WHERE YOU ARE</p>
<p>WORK HOLISTICALLY</p>	<p>PROGRESS Iteratively</p>	<p>✓ KEEP IT SIMPLE</p>
<p>BE TRANSPARENT</p>	<p>OBSERVE DIRECTLY</p>	<p>DESIGN FOR EXPERIENCE</p>



Responding to change

over



Following a plan

Seek Feedback

Simplify before automating

Focus on VALUE

COLLABORATE

START WHERE YOU ARE

WORK HOLISTICALLY

KEEP IT SIMPLE

BE TRANSPARENT

DESIGN FOR EXPERIENCE

ITIL® Practitioner Guidance
AXELOS
GLOBAL BEST PRACTICE
ITIL® OFFICIAL PUBLISHER

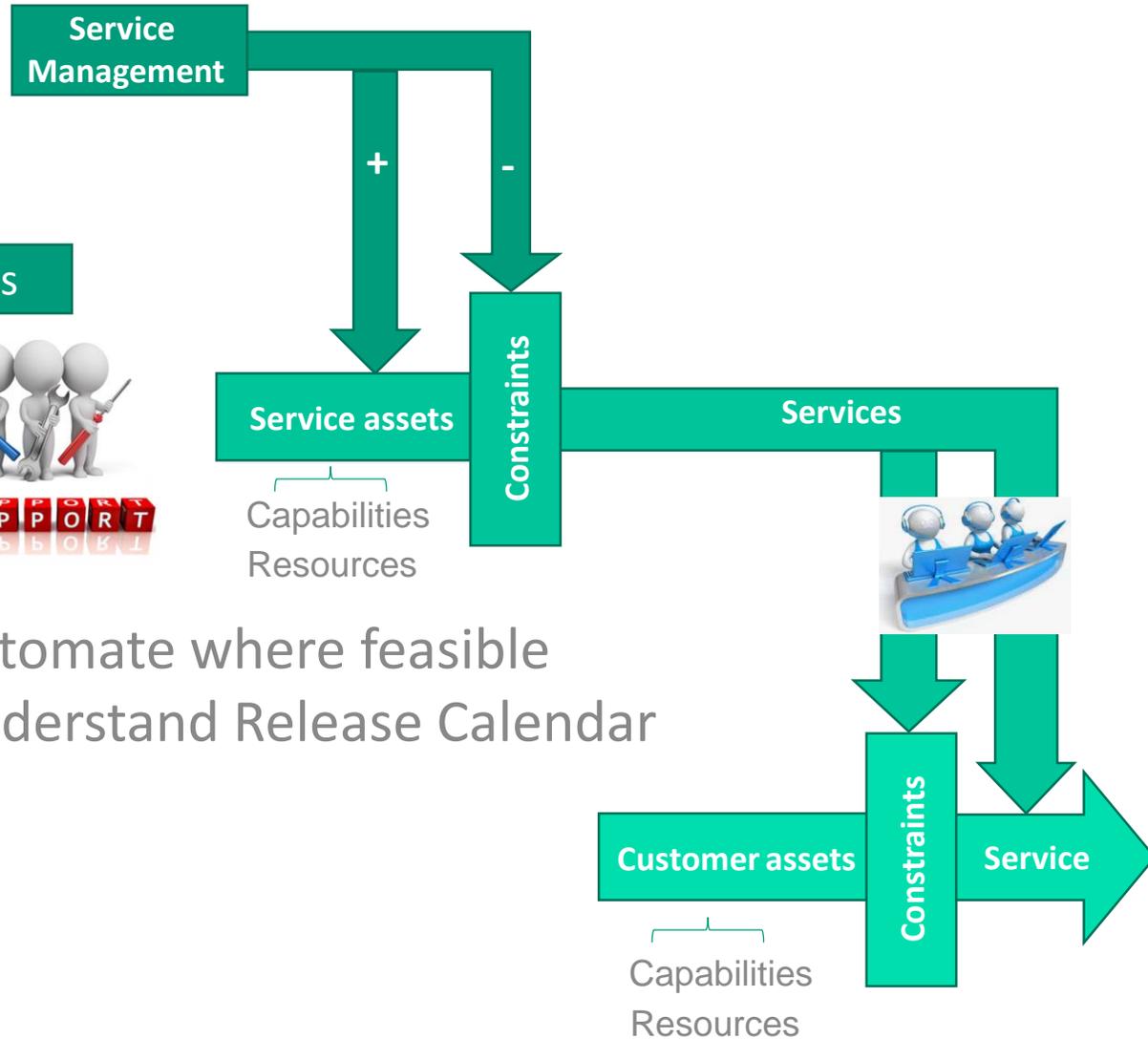
Involvement
in dev & tst practice

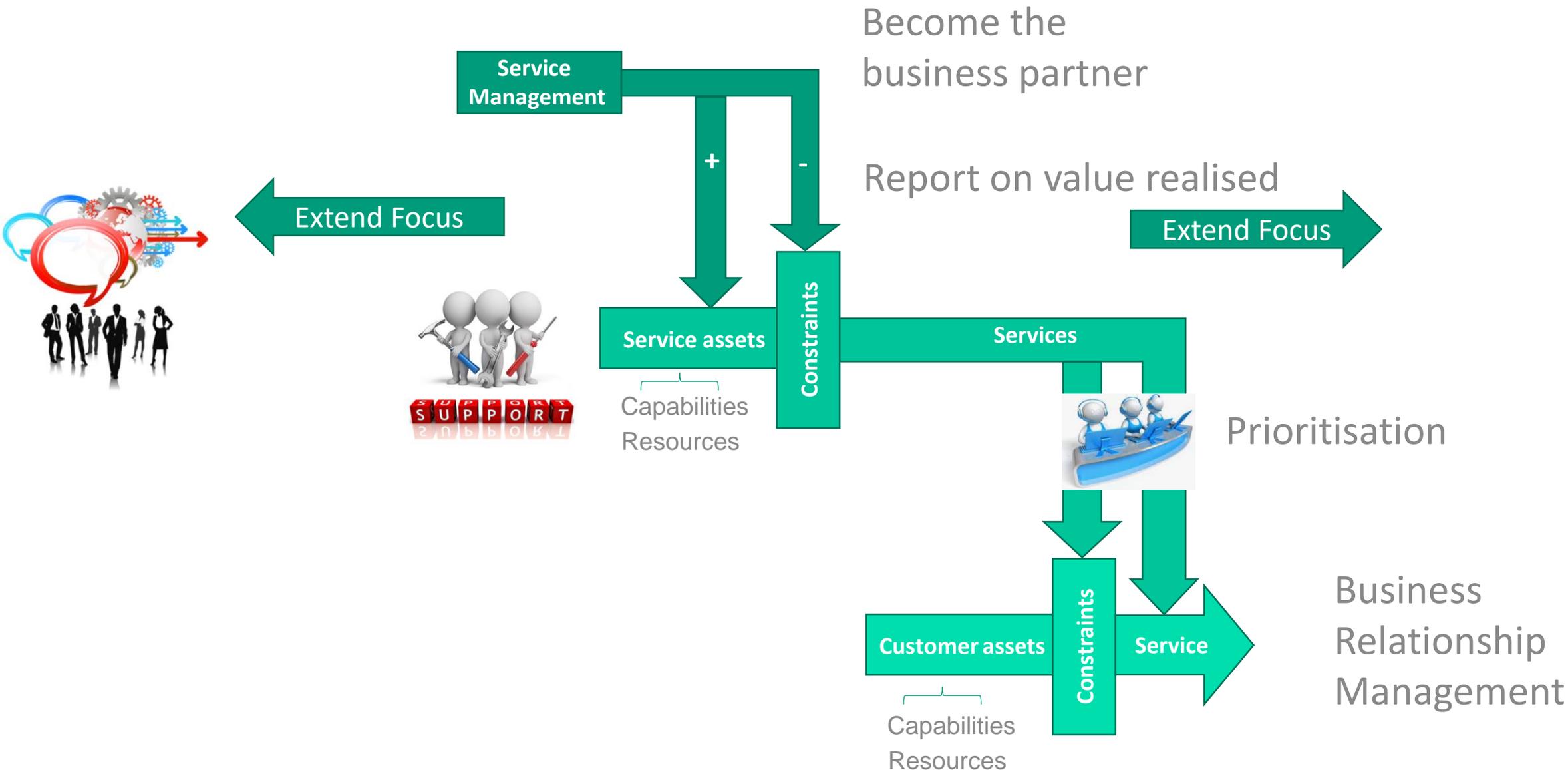


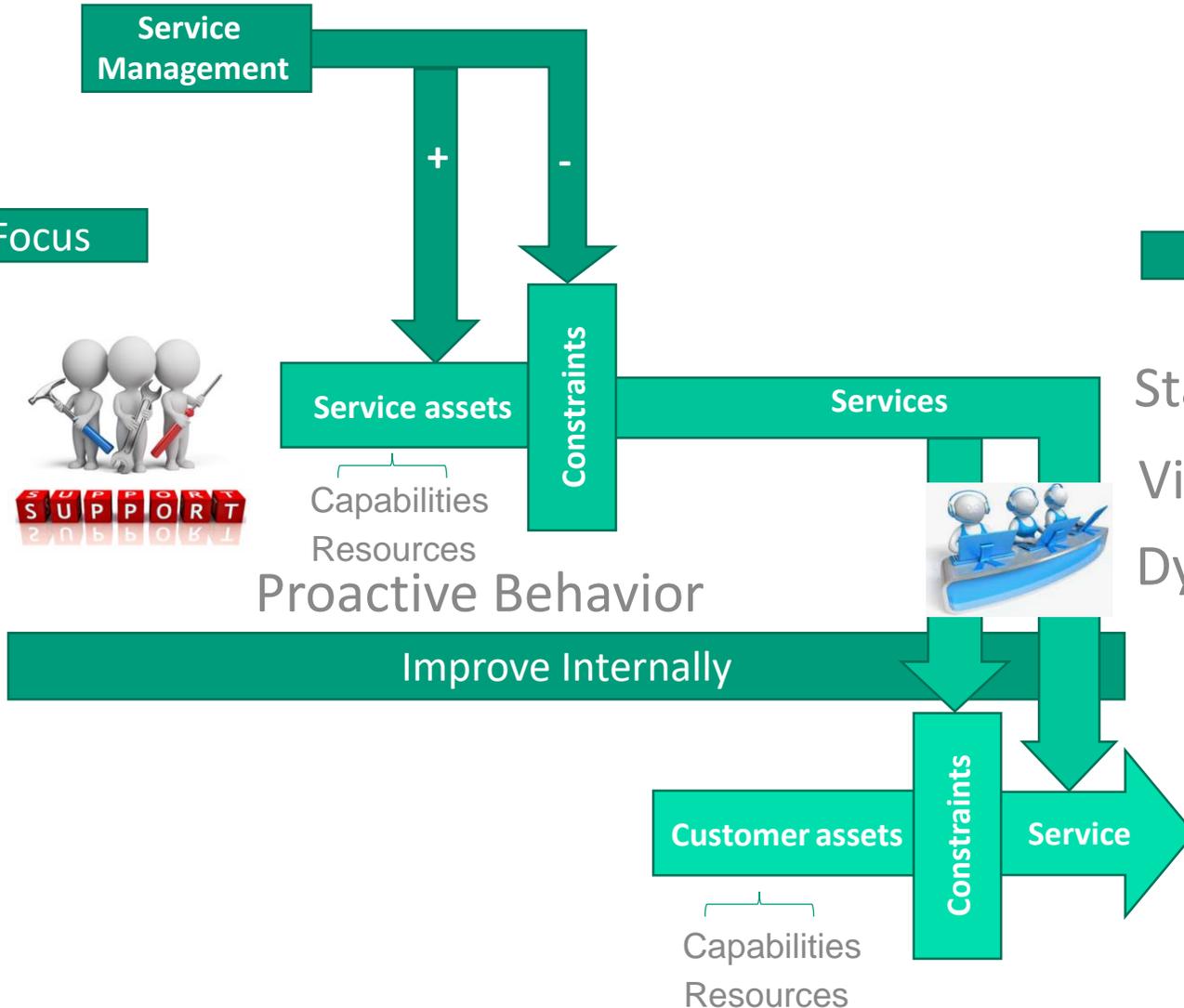
Extend Focus



Automate where feasible
Understand Release Calendar







Extend Focus ←

→ Extend Focus



Stand-Up sessions
Visualise flow (kanban)
Dynamic Knowledge Mgt

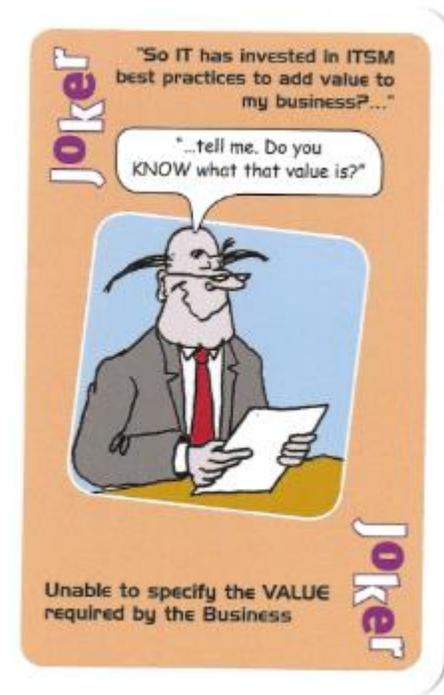




Build to connect



ABC of ICT carddeck
GamingWorks



ABC of ICT carddeck
GamingWorks