ITIL Practitioner in a DevOps World

26th September 2016

#ITILDEVO
@ITSMFUK
Agenda

09.30 - 10.00  Registration tea/coffee
10.00 – 10.30  Welcome and introduction - Barclay Rae, ITSMF UK
10.30 – 11.10  Stuart Rance, Optimal Service Management
11.10 – 11.25  Tea/coffee break
11.25 – 12.10  Barry Corless, Global Knowledge
12.10 – 13.10  Lunch & Networking
13.10 – 13.55  Christian Tijsmans, Connect the Dotz
13.55 – 14.25  Kaimar Karu, AXELOS
14.25 – 14.40  Tea
14.40 – 15.10  Q&A and open discussion
Introduction and ITSMF UK Update

Barclay Rae
CEO ITSMF UK
@barclayrae
You Retweeted

ITSM Goodness @ITSMGoodness · 2h
Think of #servicecatalog as a multi-level service database from which you extract views for different stakeholders #ITSMGoodness #ITSM

You Retweeted

ITSM Goodness @ITSMGoodness · 1h
SLAs are useful, but they are only part of the service delivery picture #ITSMGoodness #CIO #ITSM

Barclay Rae @barclayrae · 7h
Great to catch up with @pathb0512
ITSMF UK Update
September 2016
Background

IT Service Management is at a critical crossroads.
The pre-eminence of ITIL® is being challenged

New ideas like

DevOps, Bi-modal IT, SIAM IT4IT

are gaining adoption and challenging
existing ways of working
Many support tasks can be eliminated or automated.
Organisations need to invest in hiring a wider range of people and skillsets for successful IT.
New skills and competencies are needed.
New IT Skills

Organisational change and people development

Key business knowledge/skills

Contract and supplier management

Supply and demand management

Marketing and communications

Relationship management

Contract negotiation
PSMF – what is it?

A competence framework

An umbrella model – that incorporates other CPD and skills frameworks

Developed in response to demand from members and the ITSMF UK Leadership Council

Defines what a professional can do, without being prescriptive

Aims to build a body of knowledge and experience around ITSM professionalism

Defines what is means to be a professional in Service Management

Raises the profile of the profession
An ‘umbrella’ competency framework
This category focuses on the IT professional’s soft skills and competencies in relation to their relationships with and working with colleagues and external contacts.

This category is intended to cover the ITSM professional’s key personal qualities and abilities which give them the ability to lead others.

This category covers a wider range of supplementary/ancillary business & management skills of which some skill/knowledge/experience would be beneficial to an IT professional.

Key Knowledge and Skills

<table>
<thead>
<tr>
<th>Organisational structure</th>
<th>Technologies</th>
<th>Plan</th>
<th>Communication skills</th>
<th>Confidence, drive &amp; assertiveness</th>
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<tbody>
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<td>Corporate/business strategy</td>
<td>Products/services/applications</td>
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<td>IT frameworks, models, processes &amp; methodologies</td>
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**itSMF UK**

www.itsmf.co.uk
Becoming a Trusted System

A review and endorsement of the systems you use for assessing staff performance and competency

Areas of focus include:

- Integrated management system
- ITSM policy and processes
- Top management commitment
- Leadership accountability
- Control and monitoring
- Evidence of use
- Compatibility with PSMF
The member scorecard and resources

All members have a scorecard and access to PSMF resources

Scorecard is transferable between employer organisations

It records **recognitions** against the PSMF framework for specific achievements and competencies

Recognitions received from Trusted Systems will qualify for ITSMF **credits** and **digital badges**
PSMF – next steps

Developing partnerships to:

- Provide content and populate the PSMF portal
- Build links to courses and relevant industry resources
- Extend access to other service management communities, including chapters and partner organisations
Further information

Visit the website at www.itsmf.co.uk/psmf

or

Read ‘PSMF - How it works’
CONNECT

RESOURCE SOLUTIONS FROM THE SERVICE MANAGEMENT EXPERTS
ITSMF UK Connect is the resourcing function of ITSMF UK.

A team of experienced consultants within the service management industry.

Specialists in:

- Retained search within IT service management
- Permanent hires
- Flexible resourcing
- Interim resourcing
ITSMF UK Connect – meet the team

David Bentley
Head of Resource Solutions

Penny Emmett
Resource Partner

Alix Devey
Resource Partner

Ellie Shackleton
Marketing Executive
ITSM16 is our 25th annual conference

Two excellent keynote presenters

Opening with Dr Sue Black OBE, award-winning computer scientist

Closing with Dave Coplin, Chief Envisioning Office at Microsoft.

This year’s conference includes:

• Four dedicated tracks of educational presentations, interactive sessions and case studies

• Numerous networking opportunities

• ITSM exhibition featuring over 40 exhibitors

• Celebrated ITSM awards dinner

• Luxurious venue close to London Heathrow airport

The over-arching theme: ‘Professionalism in ITSM’
Forthcoming Events

4 October  Shift Left Workshop
5 October  Scotland Region
13 October DevOps masterclass
14 October Northern Ireland Region
18 October London SE Region
20 October South West and Wales Region meeting
1 November  Proactive Problem Management Masterclass
3 November  North Region Meeting
8 November  Change and Release Management Workshop
21 November ITSM16 Conference
8 December  SIAM Workshop

Further details at www.itsmf.co.uk
Further information

Visit the website at
www.itsmf.co.uk/ITSM16

or

call the office
on 0118 918 6500
ITIL Practitioner and DevOps Introduction
ITSM and DevOps?

**ITSM?**
- Structure + process
- Waterfall, silos
- Taylorism
- Dated, mainframe based
- 80s and 90s
- Suits and button downs
- Whitehall

**DevOps?**
- Cool and collaborative
- Transparent
- Fast and continuous development
- Generation Y
- T-shirts, hipsters
- Bay Area
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<th>DevOps</th>
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<td>Agile based collaboration approach</td>
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<td>Bodies of knowledge</td>
<td>A way of working</td>
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<td>Training programmes</td>
<td>Fast development approach</td>
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<td>Process and technology models</td>
<td>Getting it right first time</td>
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<td>Associated with large organisations</td>
<td>Blame free – new culture</td>
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Service Management

ITSM

DevOps

Customer Engagement - BRM
Service Definition - Catalogue
Metrics + Measurement - CSI
Thanks for Listening..!

Barclay.Rae@itsmf.co.uk
Stuart Rance
Optimal Service Management
@stuartrance
Coffee Break
Barry Corless
Global Knowledge
@barry_corless66
Lunch

and

Networking
Christian Tijsmans
Connect the Dotz

@ctijsmans
Kaimar Karu
AXELOS
@kaimarkaru
Q+A
Open discussion
Thank you!

Any Questions?
SIAM: Principles and practices for service integration and management
Launched at ITSM15, the new SIAM book from Van Haren has been reviewed by numerous ITSMF members and offers an excellent introduction to a complex subject.
Member price £25.00

ITIL Practitioner Guidance
ITIL® Practitioner Guidance is the essential reference text which accompanies the ITIL Practitioner qualification. This publication is also a practical guide that helps IT service management (ITSM) professionals turn ITIL theory into practice through case studies, worksheets, templates and scenarios.
Member price £50.00

All orders to publications@itismf.co.uk or via the website