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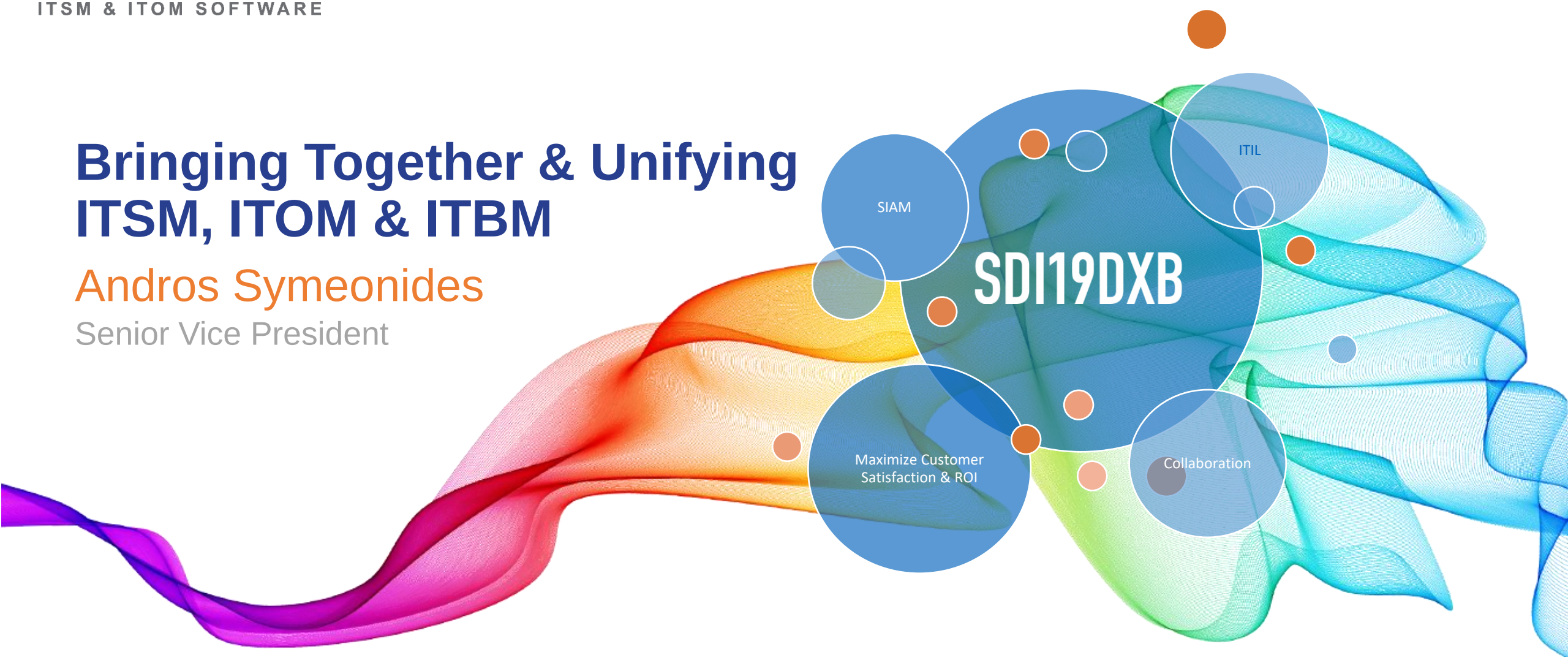
ITSM & ITOM SOFTWARE

Bringing Together & Unifying ITSM, ITOM & ITBM

Andros Symeonides

Senior Vice President



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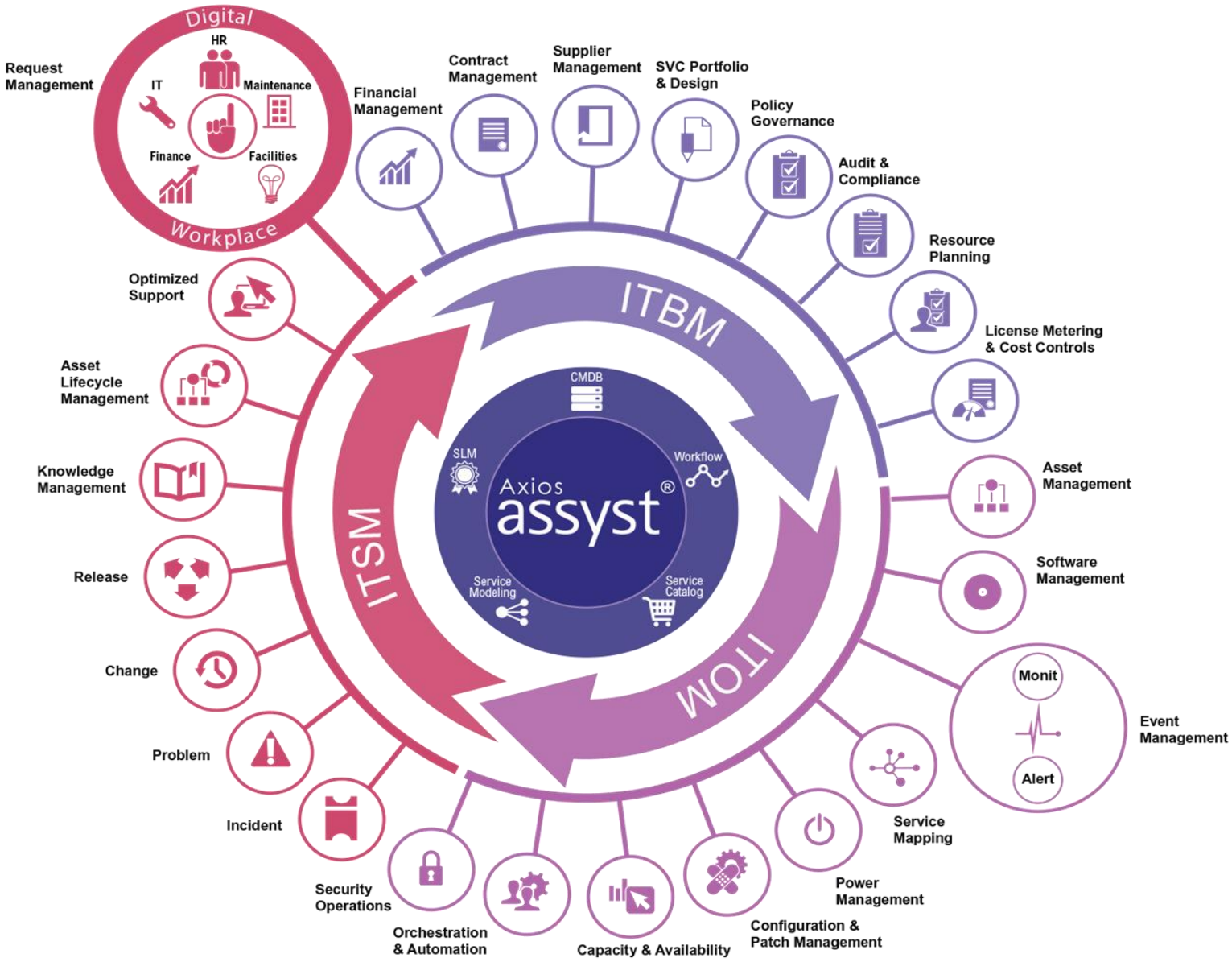

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Consumerization of IT: End users' expectations have changed forever

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How does this hurt the perception of IT ?

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IT should guide users to productivity

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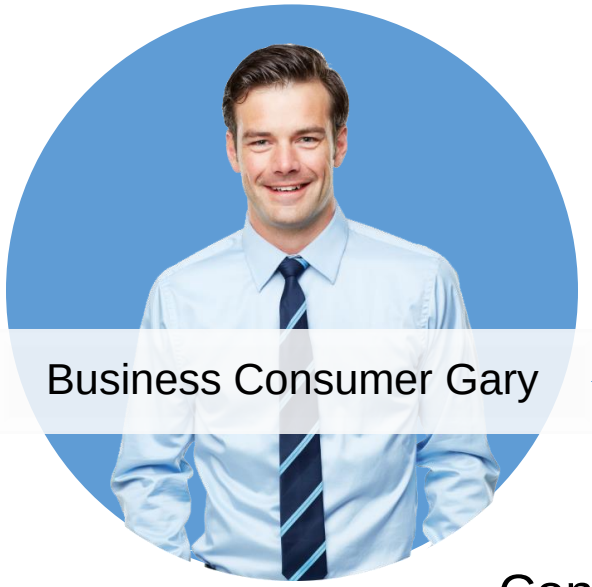
In the changing world, organizations support different personas



Business Gary

- Lives in email
- Lives on the old PC
- Uses 4 apps, rarely changed
- Avoids corporate social network
- Avoids Self-Service
- Ignores all IT communications

Consumer Gary

- Hates email
- Never on his PC
- Always on Tablet or Phone
- Uses 40 apps, always changing
- Uses Messenger Apps
- Embraces Self-Service, helps others

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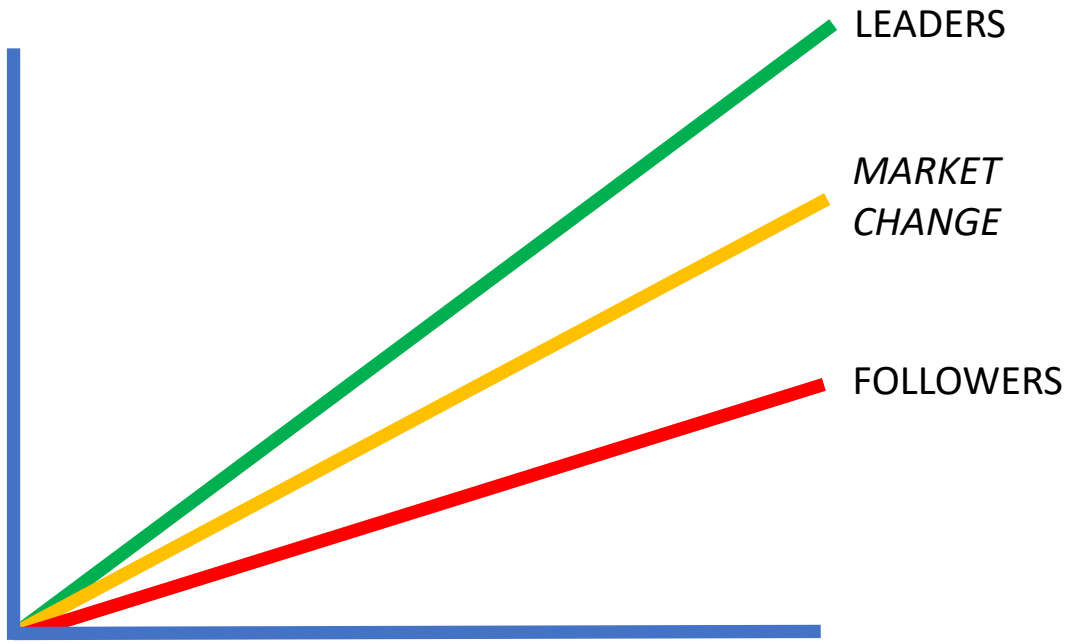
TECHNOLOGY CHANGE



- Uncertainty is the #1 challenge for businesses
- Developing your agility—the ability to adapt to change—is the antidote to disruption
- Disrupt before you are disrupted
- Neutralize threats before they hurt
- Changes in customer demands
- Technology change

Only 52 of original 1955 Fortune 500 remain

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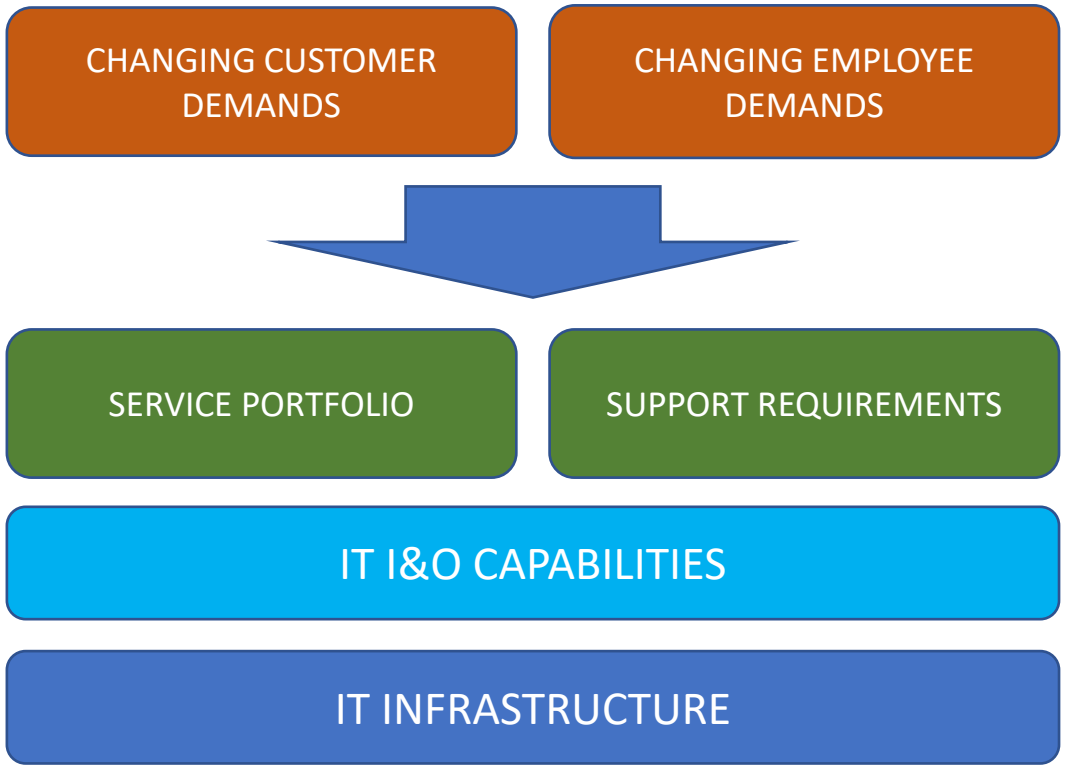
Change is the number #1 challenge



Gartner

"We used to build infrastructure to last. Now we must build for change."

ARCHITECTING FOR UNCERTAINTY

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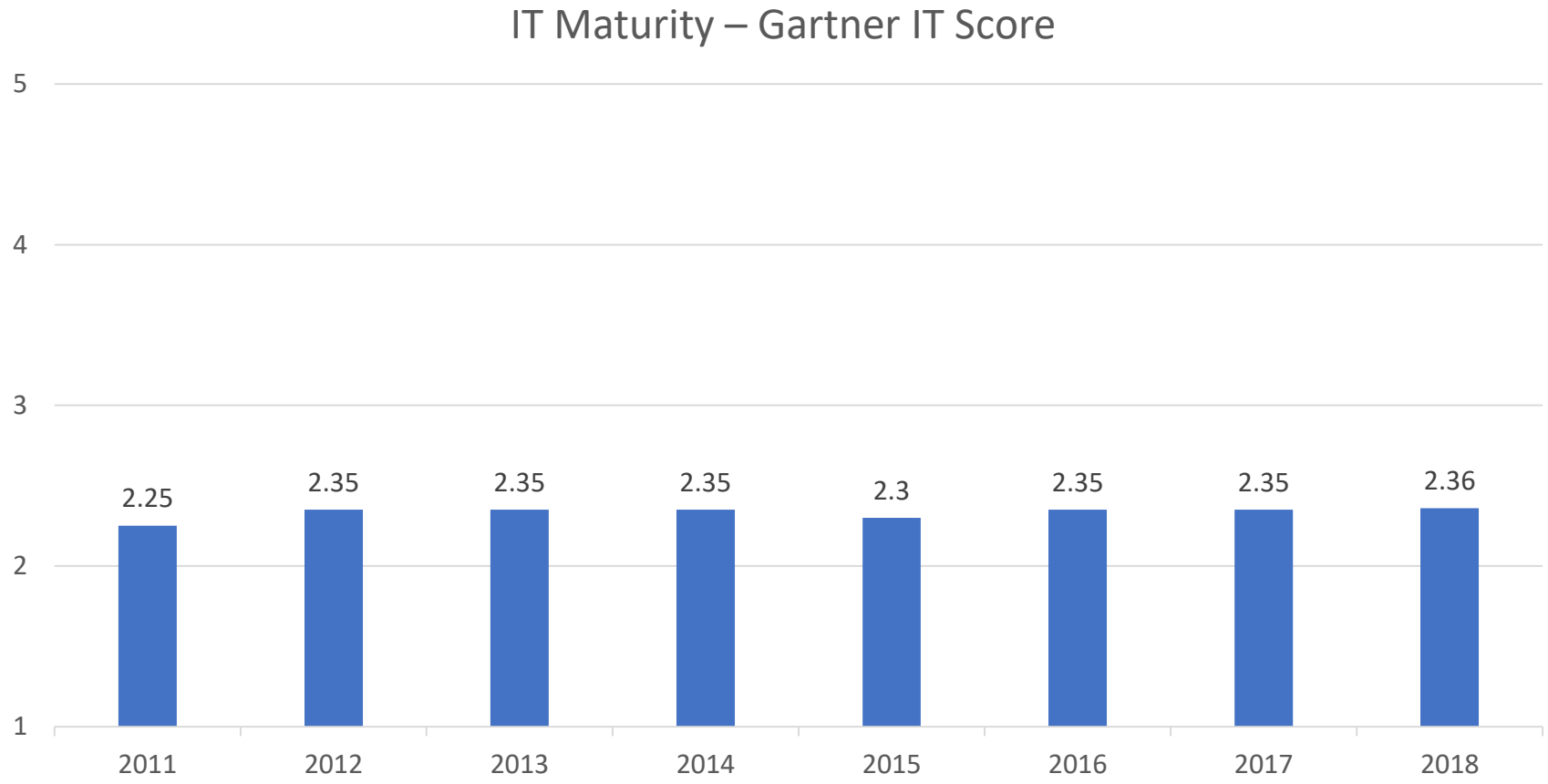
How well are we doing?



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ITSM maturity is more than tools

Example Functional Activity Map Showing Objectives in Dark Blue and Associated Activities in Sky Blue

Evaluate, Plan & Design	Measure & Optimize	Transition & Operate IT Services	Plan & Manage I&O Talent	Manage the Function of I&O
Articulate Customer Needs	Measure Staff Performance & Requirements	Transition Services	Develop Workforce Strategy	Develop I&O Strategy
Rationalize New Requests	Monitor Infrastructure & Operations Performance	Support IT Services	Attract & Hire Talent	Design Strategic Sourcing Approach
Establish Service-Level Expectations	Align I&O Metrics With Business Goals	Ensure Future Service Availability	Develop Employee Skills & Competencies	Design & Evolve Organizational Models
Build a Business Case	Optimize IT Service Management (ITSM) Processes	Provide Service Governance	Manage Employee Performance	Manage I&O Finance and Budgeting
Design Solution Specifications	Automate Operations		Build Effective Teams & Culture	Embed Security Into Solution Delivery
			Manage Talent Retention & Career Growth	

Source: Gartner
ID: 389478

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ITIL 4 PRACTICES

Service management practices

Service desk	Incident management	Problem management	Change control	Service catalog management	Service request management
Business analysis	Service design	Service validation and testing	Service continuity mgmt	Service level management	Service configuration mgmt
IT asset management	Release management	Availability management	Capacity and performance mgmt	Monitoring and event management	

General management practices

Strategy management	Architecture management	Portfolio management	Project management	Risk management	Information security mgmt	Measurement and reporting
Relationship management	Supplier management	Service financial management	Knowledge management	Continual improvement	Organizational change mgmt	Workforce and talent management

Technical management practices

Deployment management	Infrastructure and platform management	Software development and management

Practices that should be part of ITOM

Practices that are already part of ITOM

General Management Practices: Span ITSM/ITOM

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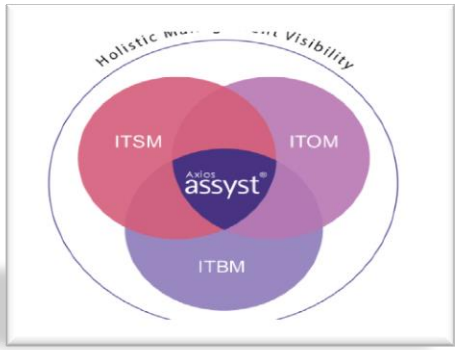
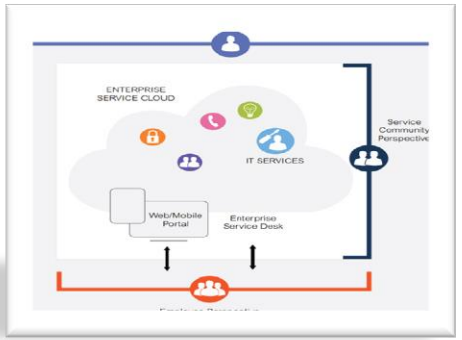
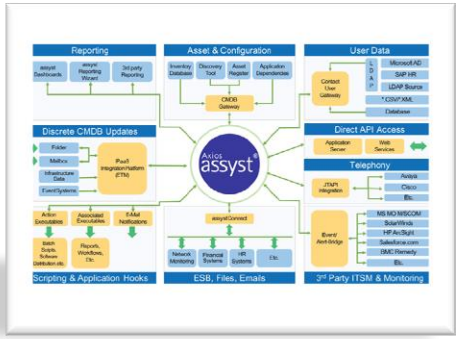
Unification & Integration



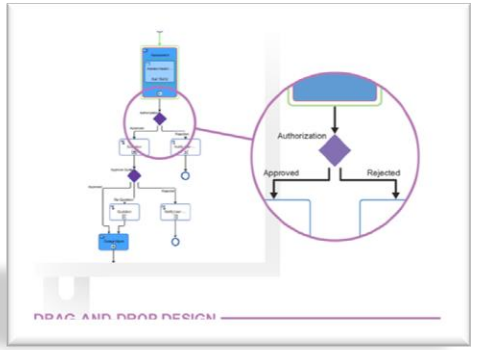
UNIFIED ITSM + ITOM + ITBM



UNIFIED SERVICE PORTFOLIO



UNIFIED INTEGRATION



INTEGRATING AUGMENTATION

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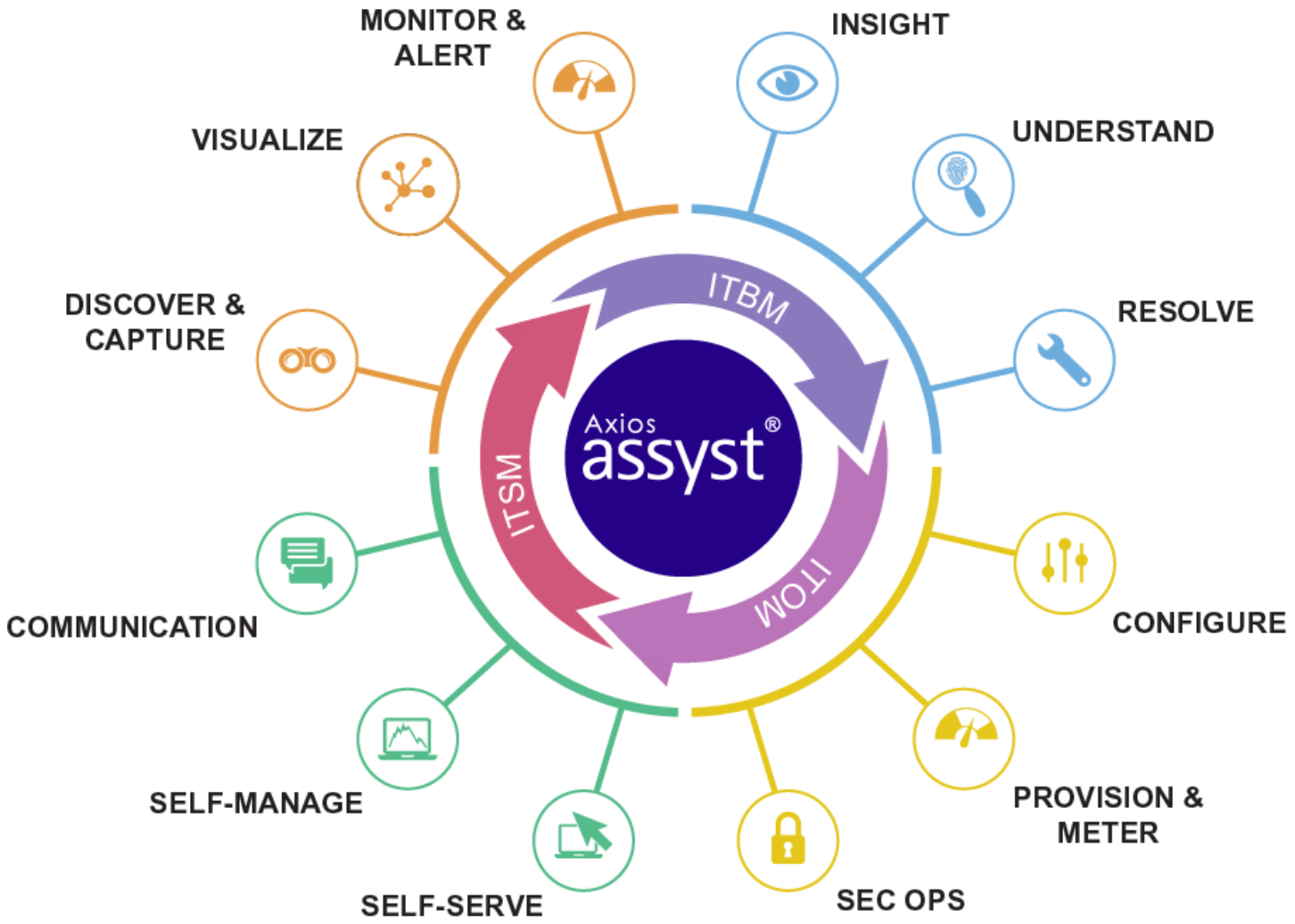
Benefits of unified ITSM & ITOM

Be Aware

Respond



Empower

Deliver

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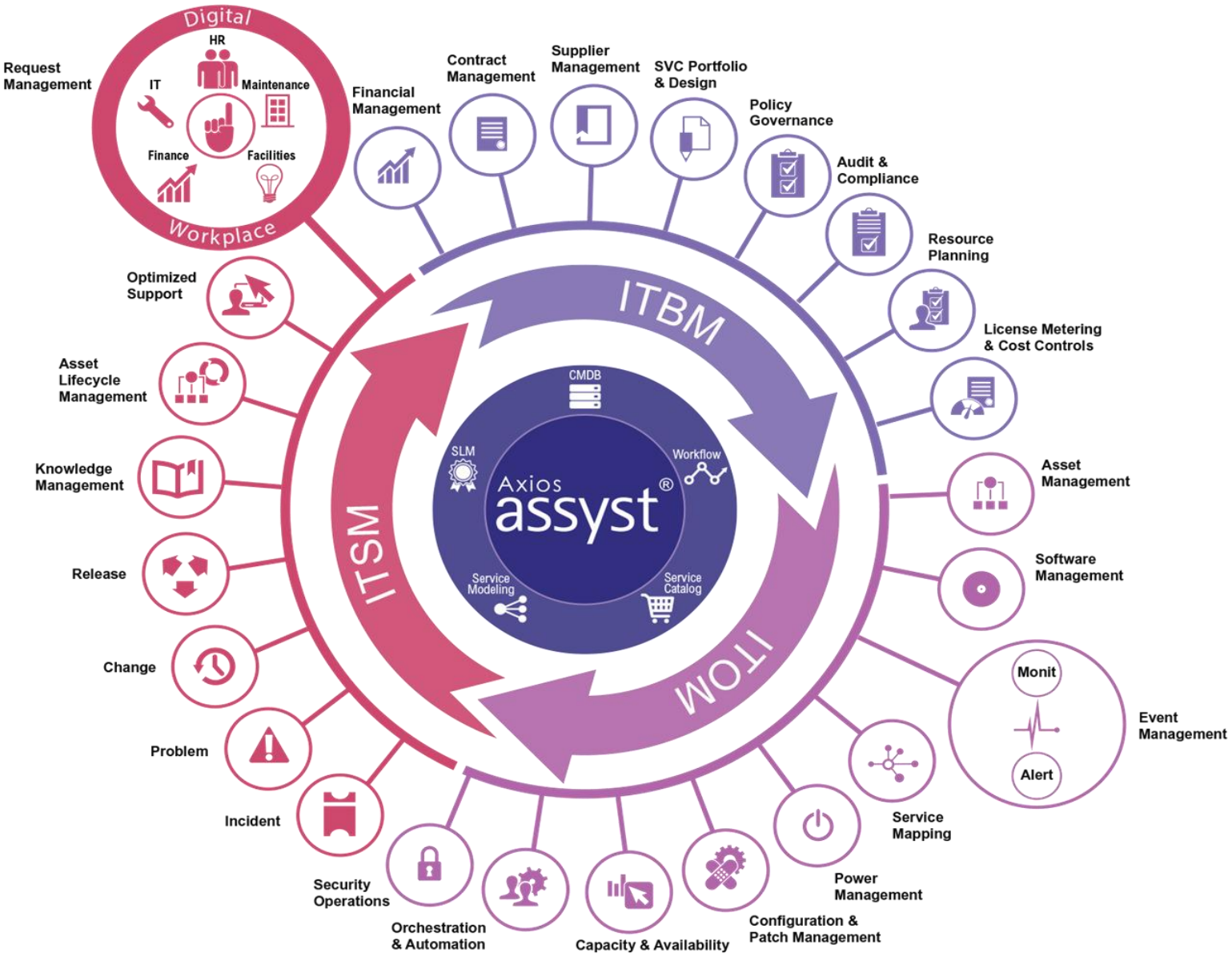

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WHY? Drivers for unified ITSM & ITOM

Holistic visibility

Let people see the whole environment—empower roles with broad visibility.

Digital transformation

Enable rapid digital transformation through a holistic approach to services, infrastructure and operations.

High availability

Harnessing intelligent automation to eliminate service outages and increase resilience.

Change agility

Respond to change faster (and reduce risk) with better coordination between elements of IT.

Efficiency

Transform IT with end-to-end automation of previously disjointed services and operations to reduce waste.

Security

Get a complete view of your assets, end points and vulnerabilities. Apply multi-layered security.

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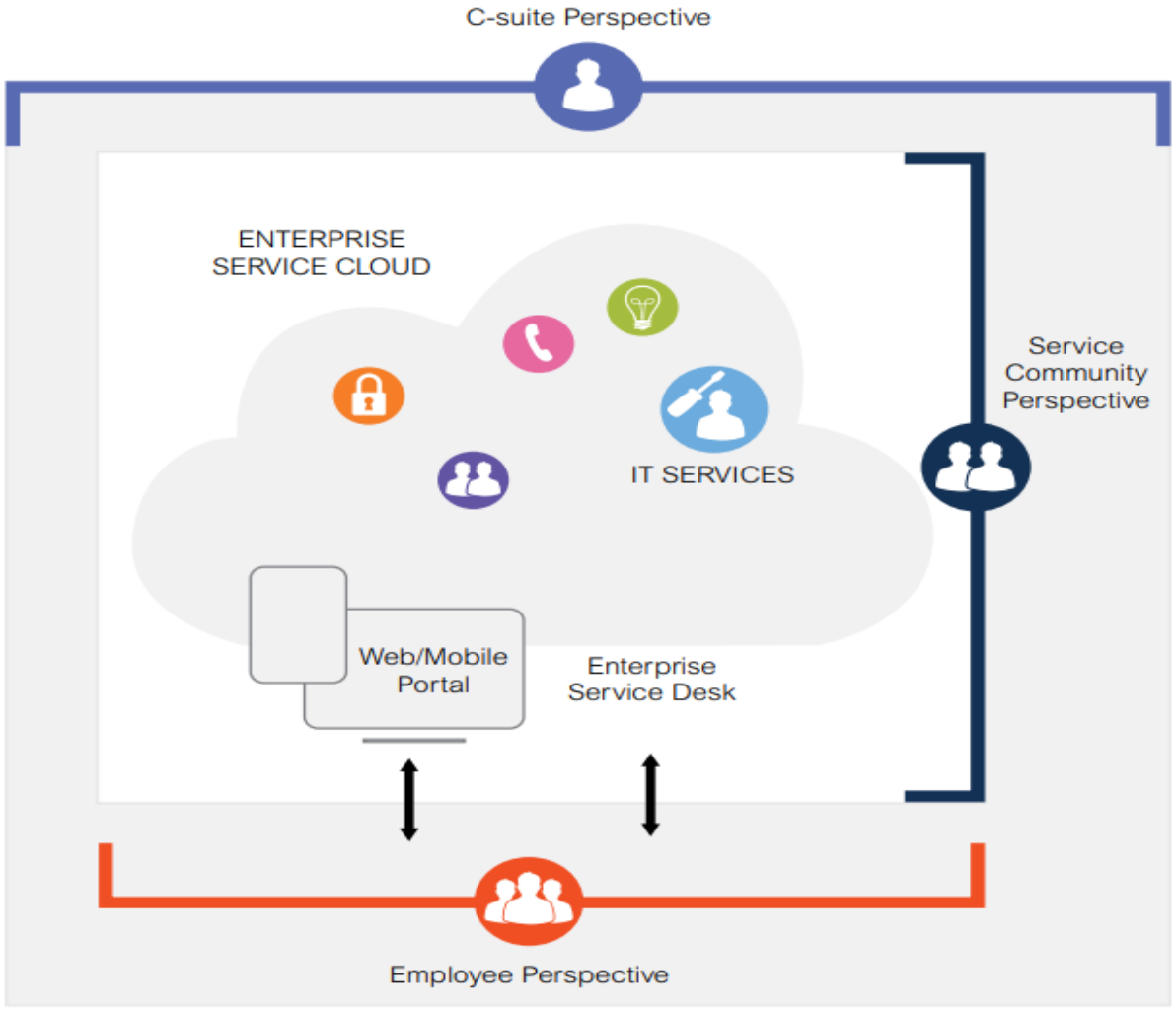

ENTEPRISE SERVICE CLOUD

- The Employee Experience (EX) that employees want to see
- All organizational services, one portal, one number

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ESM in the Digital Workplace

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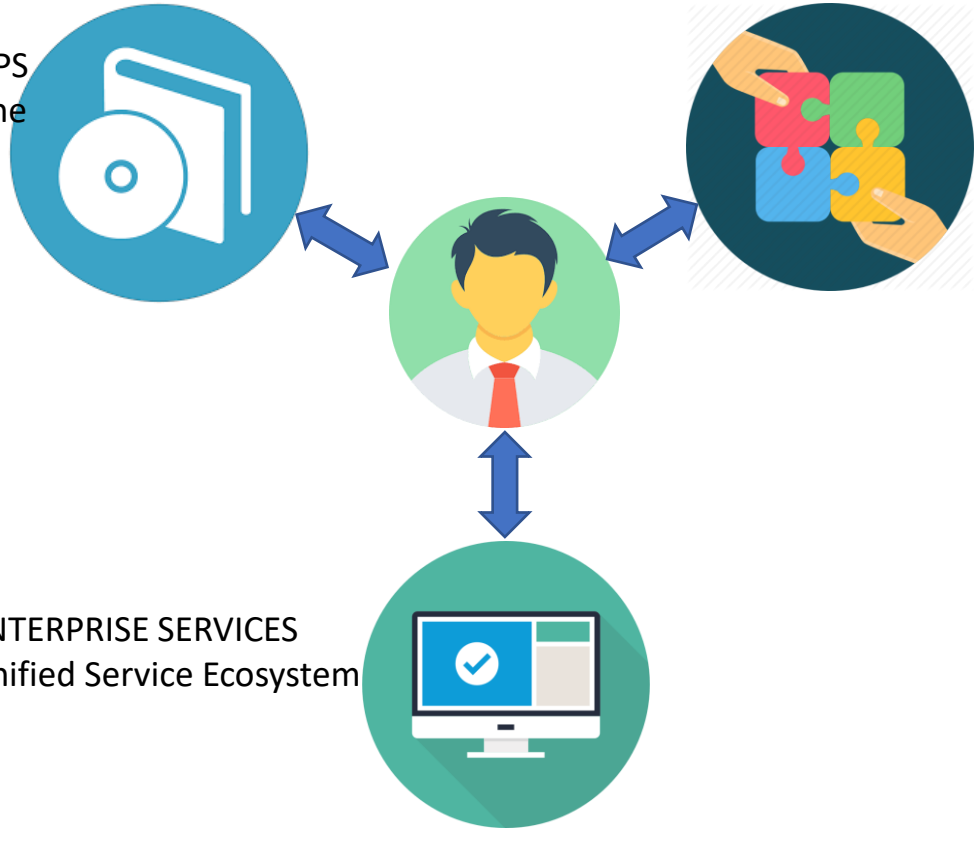
salesforce
NETSUITE
HOTdocs automated document processing
workday
sage
HubSpot

FUNCTIONAL APPS
Getting work done



ENTERPRISE SERVICES
Unified Service Ecosystem

assyst® by AXIOS SYSTEMS

ENTERPRISE COMMUNICATION AND COLLABORATION
Interaction, problem solving and knowledge sharing

Workplace by facebook
jive
SharePoint

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FRAGMENTED SERVICE ECOSYSTEM

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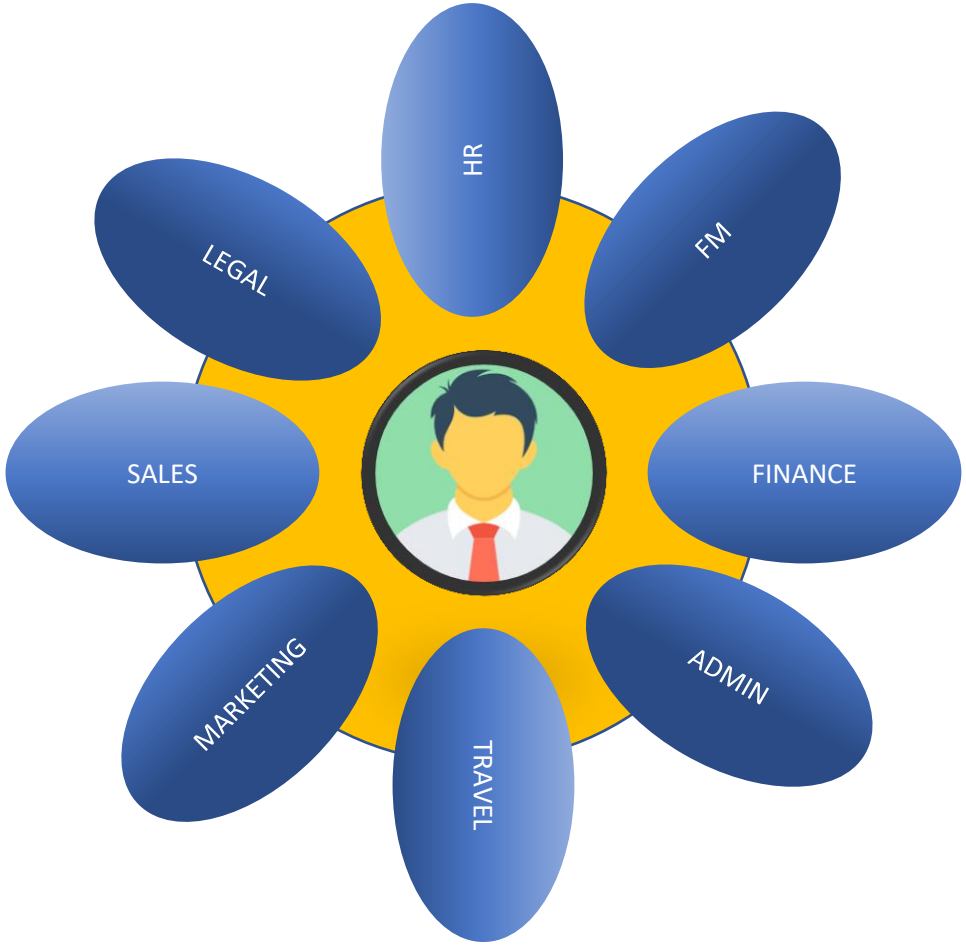
UNIFIED SERVICE ECOSYSTEM



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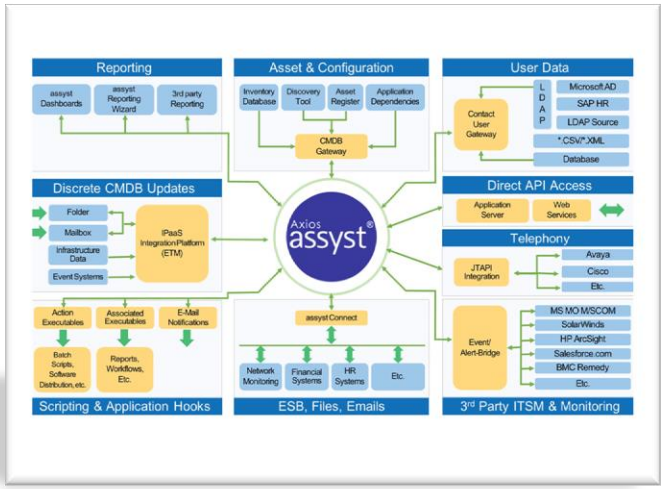

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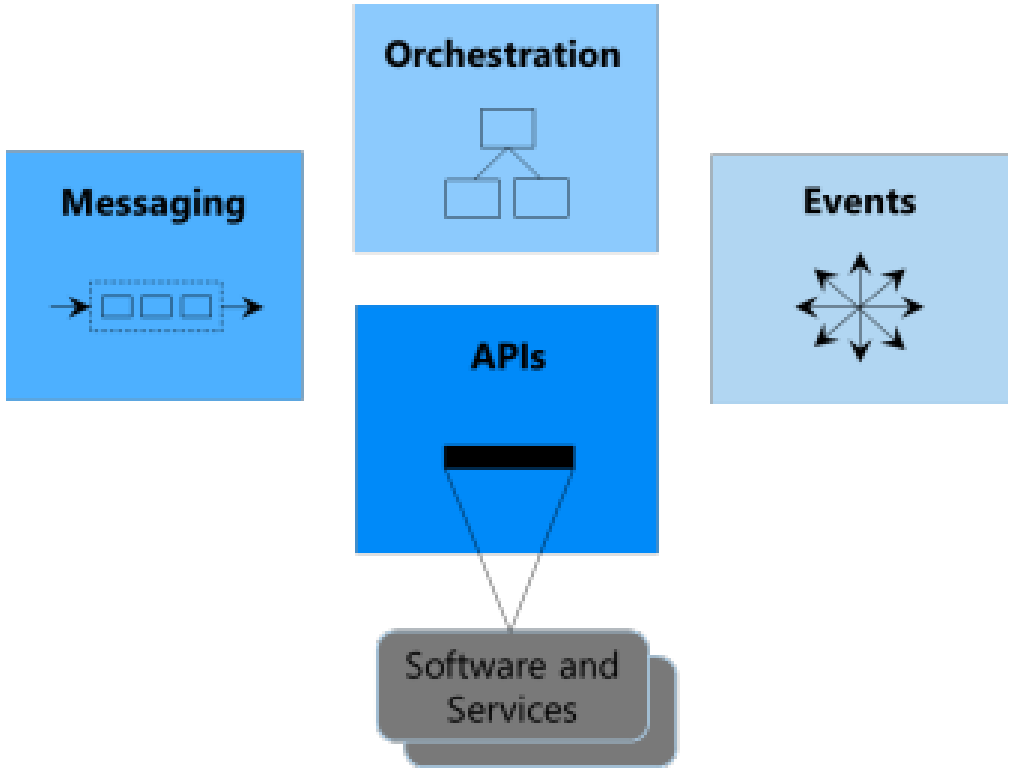
Integration allows for seamless service delivery



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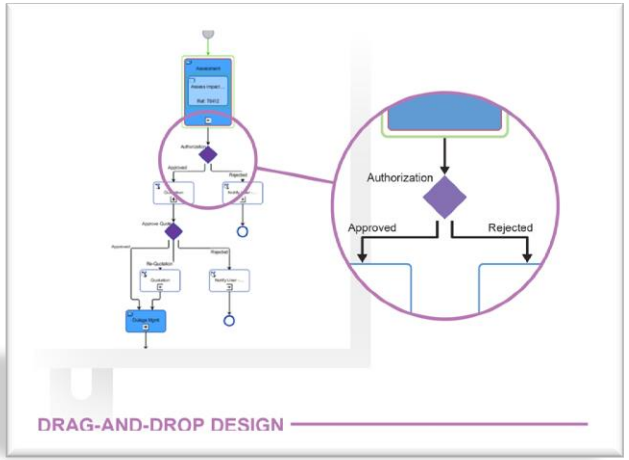

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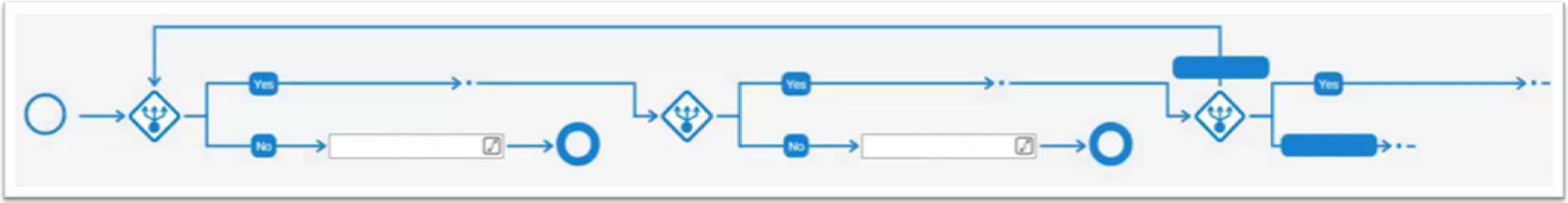
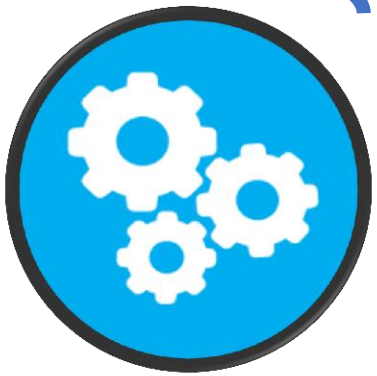


KNOWLEDGE

COLLABORATION

GAMIFICATION



AUTOMATION/AI

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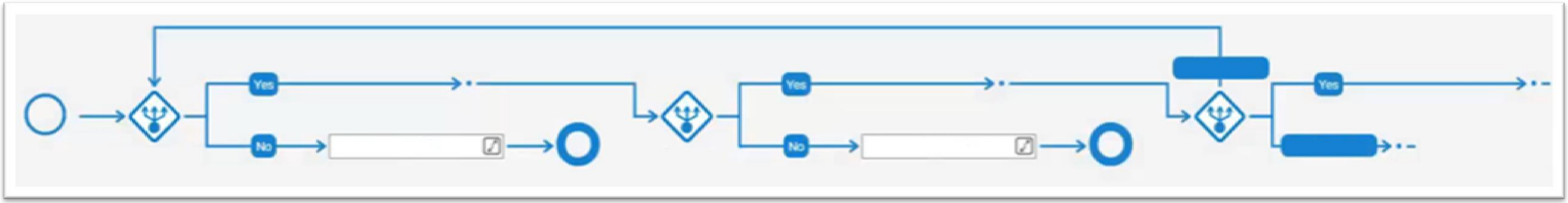

KNOWLEDGE

COLLABORATION

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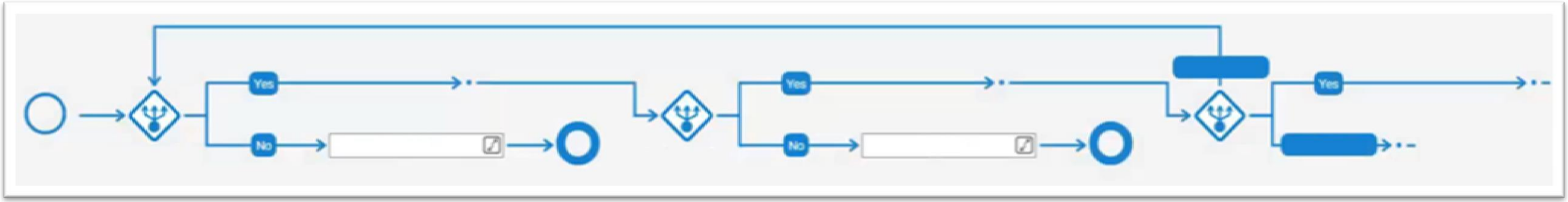

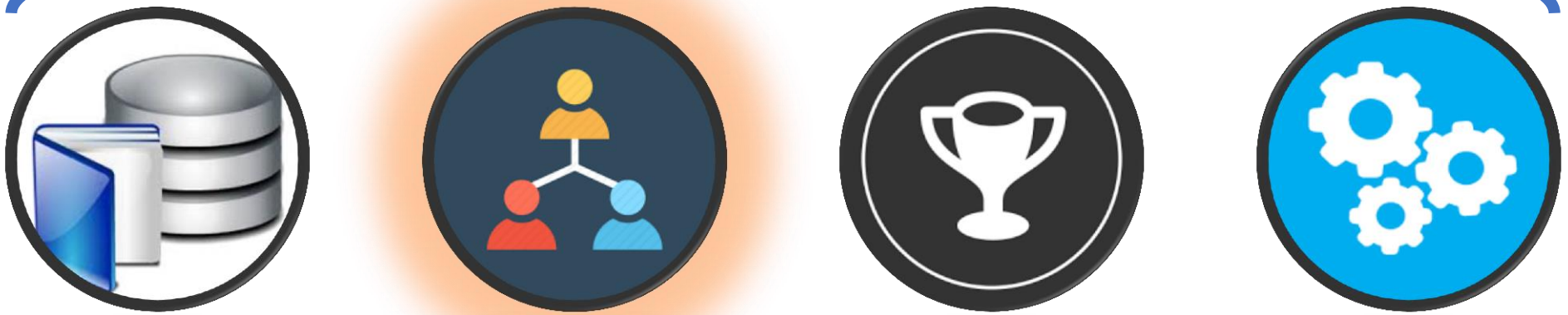

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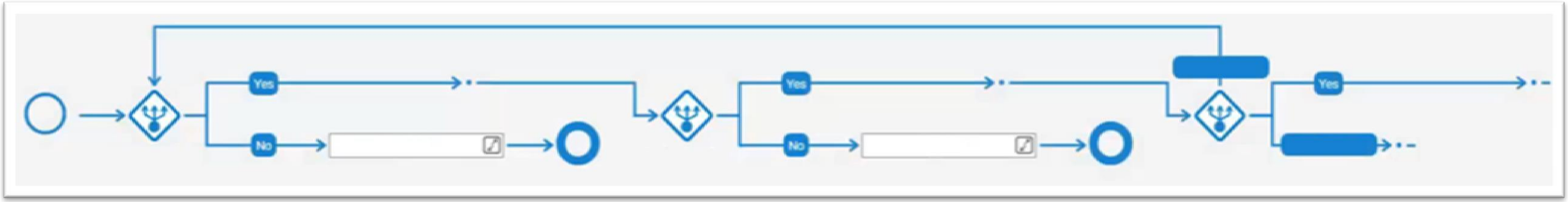

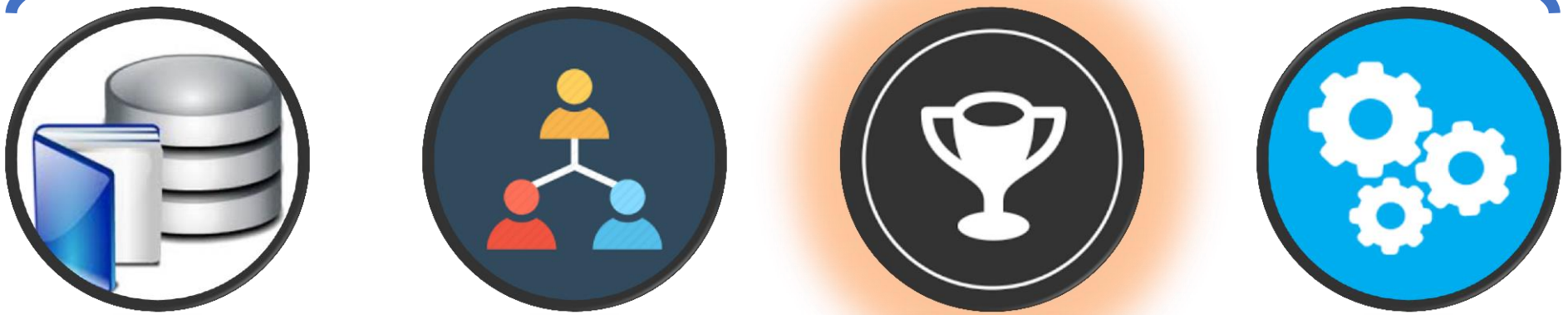

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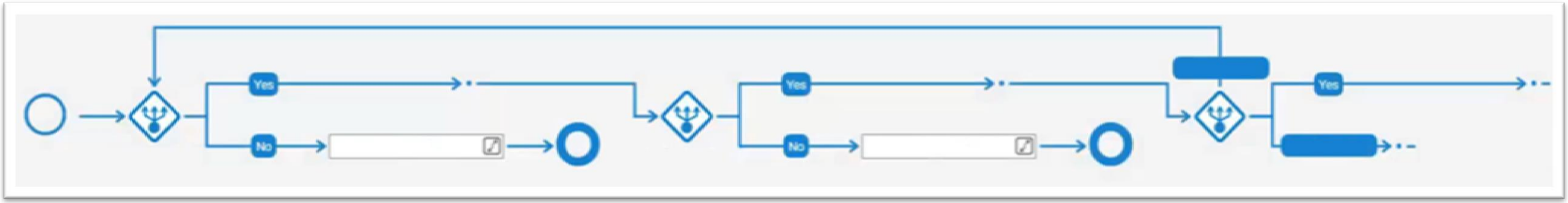

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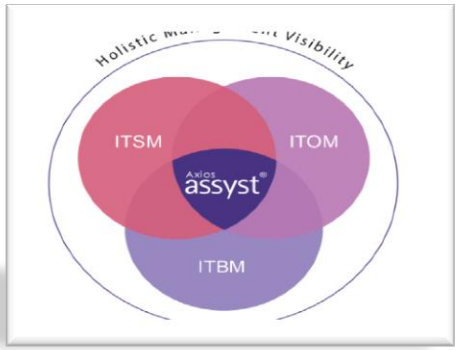
Unification & Integration



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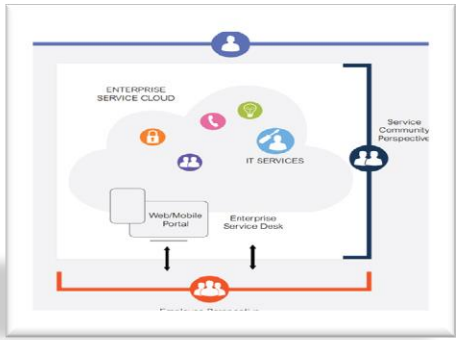

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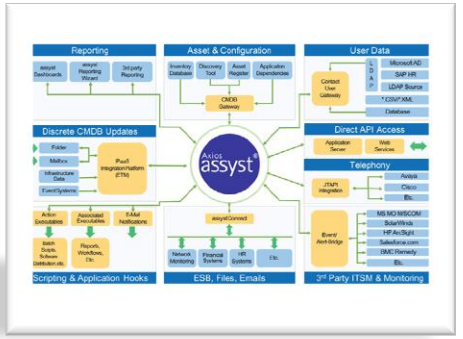

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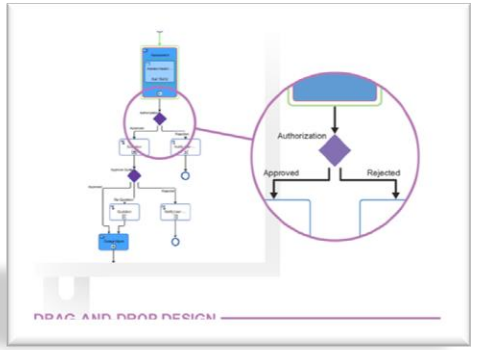

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