



Nargis Mirza – Home Office

IT OPERATIONS COMMUNITY LEAD

Background

- ▶ 2003 – Change Analyst
- ▶ 2005 – Systems Security Analyst
- ▶ 2007 – Configuration Manager
- ▶ 2008 – 2010 – Maternity
- ▶ 2016 – Senior Asset & Configuration Manager
- ▶ 2018 – IT Operations Community Lead

Public Sector & ITIL

- ▶ ITIL was developed by the Cabinet Office (80's) as a means of managing IT services better in government
- ▶ In Feb 2019, AXELOS launched the latest update, ITIL 4 expanding on the current ITIL content to better reflect today's business/IT environment, introducing areas such as customer experience, value streams and digital transformation it can be integrated into new ways of working with agile, DevOps, lean, IT governance and leadership.
- ▶ So, how is the Home Office adopting ITIL 4?

DDaT Profession – IT Operations

- ▶ **DDaT Profession** - attract, develop and retain the people and skills needed for digital, data and technology roles
- ▶ Aligned to the **GDS Capability framework** which details roles with associated skills & competency levels to assist recruitment campaigns via standardised role definitions across government
- ▶ Home Office structure of roles for **IT Ops did not align (availability, capacity, SLM, BCM?)** so I mapped to ITIL 3, all ok until...**ITIL 4!**
- ▶ itSMF Conference – Nov 2018 (Akshay & Barclay)
- ▶ **Collaboration project initiated** with Axelos & other cross govt departments

Mapping of roles

- ▶ My focus piece of work is **mapping existing ITIL 3 roles to an ITIL 4 structure**
- ▶ **RRA, skills and competencies** are also taken into account – Our retainment package currently maps to job families and skills based on 3 levels; **practitioner, expert and guru** and need to be updated in line with associated skills/competencies (SFIA 7)
- ▶ The **guiding principles** for me personally are a key starting point of adopting an ITIL 4 structure as abiding by these principles showing a commitment to change for the better and offering a seamless blend of current working practices into the digital mindset with **'think and work holistically'** and **'collaborate and promote visibility'** emphasising the culture aspect in organisations that often needs to be addressed

Adopting the guiding principles

Guiding principles

Focus on value

Start where you are

Progress iteratively with feedback

Collaborate and promote visibility

Think and work holistically

Keep it simple and practical

Optimize and automate

Summary

- ▶ Lots of work still do but the excitement of the collaboration work has already created an infectious buzz around the organisation & industry that ITIL 4 has landed and has some great innovative ideas for the future of Service Management in terms of Digital Transformation bridging the gap between Dev & Ops to create a truly agile Service Mgt environment.
- ▶ Next steps are to make the guiding principles part everyday decision making ensuring co-creation of value is understood as well as the 4 dimensions of SM so that consideration is always given to:
- ▶ **Organisations & people, Information & technology, partners & suppliers and value streams & processes**

Thankyou, questions?