

FEAR OF CHANGE

Lee Sexton
Independent Transformation Consultant

Who's Lee

Over 20 years of experience delivering enterprise solutions. Significant experience implementing 'lean thinking' approaches and delivering fit for purpose solutions in large enterprise environments.

Experience implementing disruptive solutions requiring stakeholder engagement at C-Level, Senior Management, and engineering levels.

Champion for Lean Agile processes and ensuring people and process side are considered along with technology decisions.



The Wall

Change
Management

Service
Introduction

Incident
Management

Problem
Management

Service
Management

Service
Desk



Processes

The right process will foster the right results

Service teams have very well documented processes.

The aim with any process is to ensure waste is removed and all actions have a value



People

We're all wired differently

You do what you do,
because you believe in
it.

Your role attracted you
because it fulfilled
your needs

Most of you feel safe in
your jobs

OutSourcing

How much is your business
reliant on outsourcing

What value does it add to
your business

Is there a better way to do
it?





Automation

If you have a process, its repeatable and it can be automated

If you have a checklist it can be automated

If your teams are not already Digital with everything in code and automated then perhaps Operations can drive the Digital Transformation



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