EN LA CUMBRE DE LA EXCELENCIA

CIMA 2

2er CONGRESO **IBEROAMERICANO** DE **MEJORES PRÁCTICAS** EN **GOBIERNO** Y GESTION DE **SERVICIOS TI**

BARCELONA, 17 febrero 2014

LUGAR: **TORRE TELEFONICA**
Plaça Ernest Lluch, 5
08019 BARCELONA

ORGANIZAN

itSMF ESPAÑA CATALUNYA

ISACA Trust in, and value from, information systems Barcelona Chapter

Driving ITIL Forward

Chris Barrett

AXELOS GLOBAL BEST PRACTICE

Speaker Bio & Company Information

- Chris Barrett, Transformation Director
- Member of the AXELOS Executive Leadership Team
- AXELOS is the joint venture formed to own and manage the Best Practice portfolio previously held by the UK Government (i.e. PRINCE2, MSP and ITIL)
- Chris has a background:
  - In Consulting (20 years +)
  - Across sectors (Finance, Public, Military)
  - In complex delivery (business transformation, compliance and systems)

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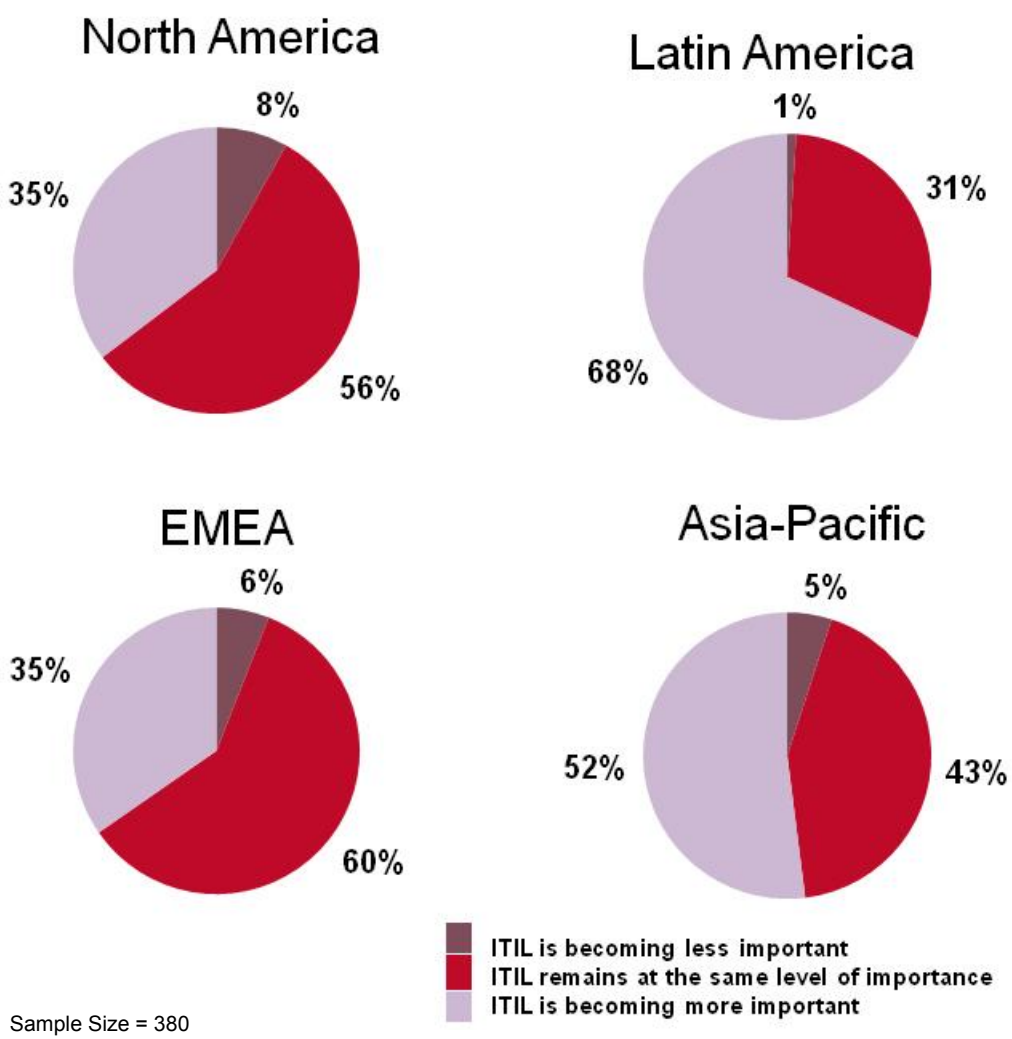
Agenda

- AXELOS
- ITIL - the future and reasons to be positive
- The ITIL roadmap – #AXELOSdoing
  - Relevancy papers
  - Community portal
- The AXELOS Partner Programme
- New product
- Questions

AXELOS – five key aims

- **Quality**
  - To raise the quality bar for products and services
- **Relevance**
  - To improve the relevance of the portfolio to the business,
- **Growth**
  - To grow the international market for the benefit of all the communities
- **Innovation**
  - To adopt new ideas and standards in communication, learning and management
- **Collaboration**
  - To be a social business with open and transparent communications

ITIL and ITSM – a positive future



EMA: Sample Size = 380

- **Question**: How has the importance of ITIL changed in the past year due to trends like Cloud and Agile?
- **Conclusion**: ITIL is becoming more important

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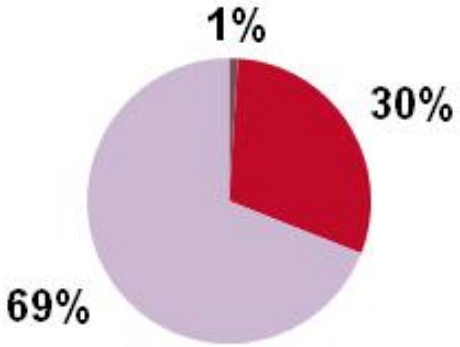
ITIL and ITSM – a positive future

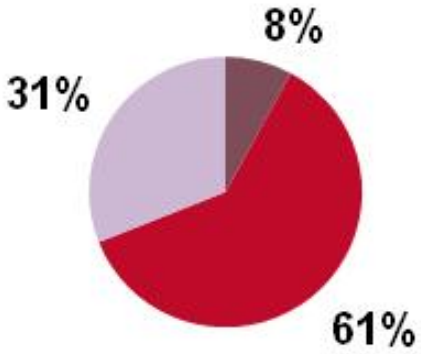
- **Question**: How has the importance of ITIL changed in the past year due to trends like Cloud and Agile?

KEY
ITIL is becoming less important
ITIL remains at the same level of importance
ITIL is becoming more important

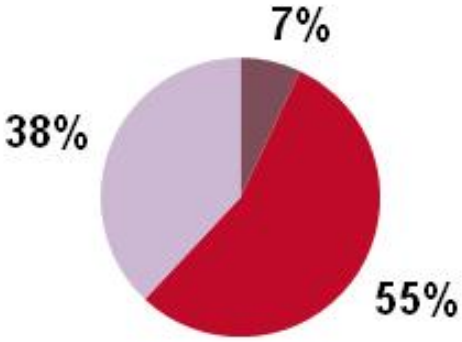
CIO/CTO, CISO, IT VP, and IT Director



All LOB/Corporate



All Other IT



- **Conclusion**: ITIL is becoming more important **across the business**. By association, IT Service Management is becoming better recognized

EMA: Sample Size = 380

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ITIL's Future Growth

- Integrate with new technologies and frameworks e.g.: COBIT, AGILE, Dev Ops, etc.)
  - Recognising that best practice means selecting the right tools for the job
- Advancing service management best practice
  - Service management is not just IT
- More specific guidance: geographies and verticals (e.g. Academia)
  - Relevancy can be improved

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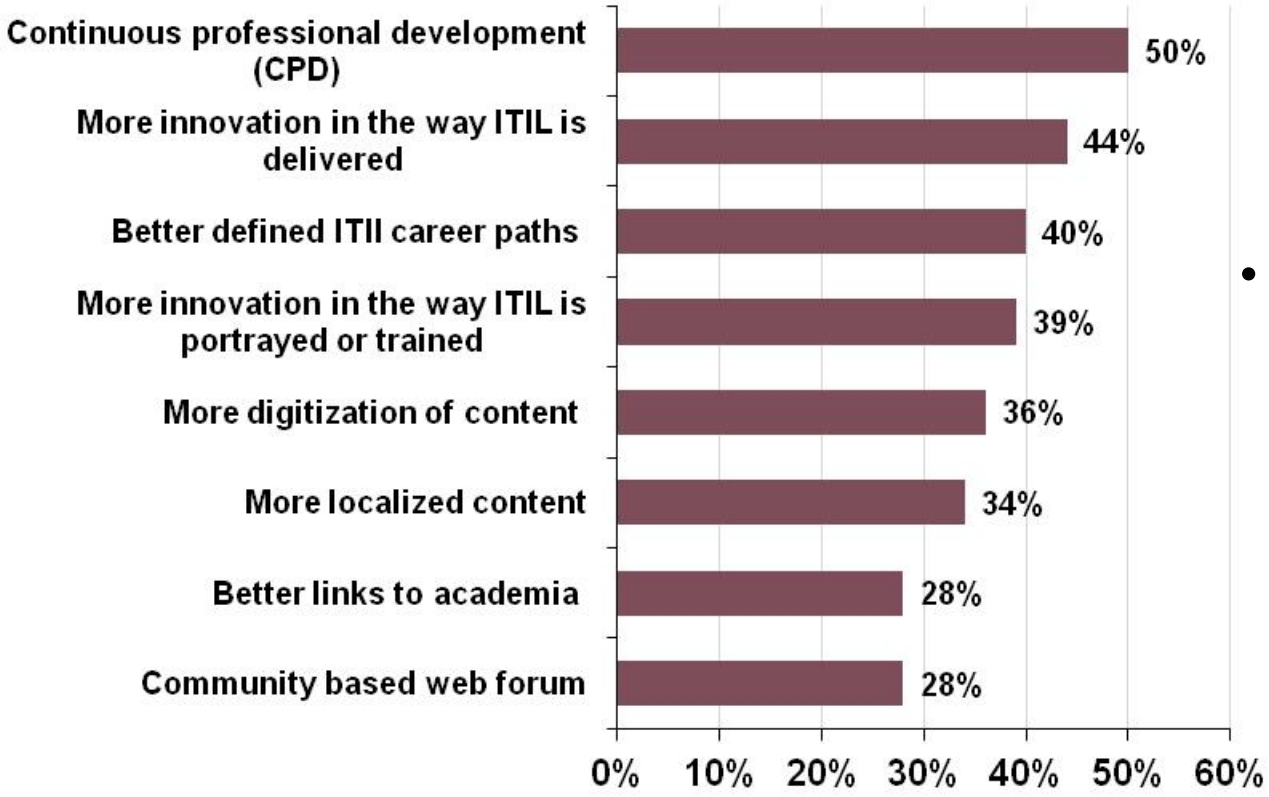
ITIL Supported Improvements

- **Question**: Which areas of improvement would be most beneficial to ITIL?



- **Conclusion**: Common improvement themes emerging – a roadmap?

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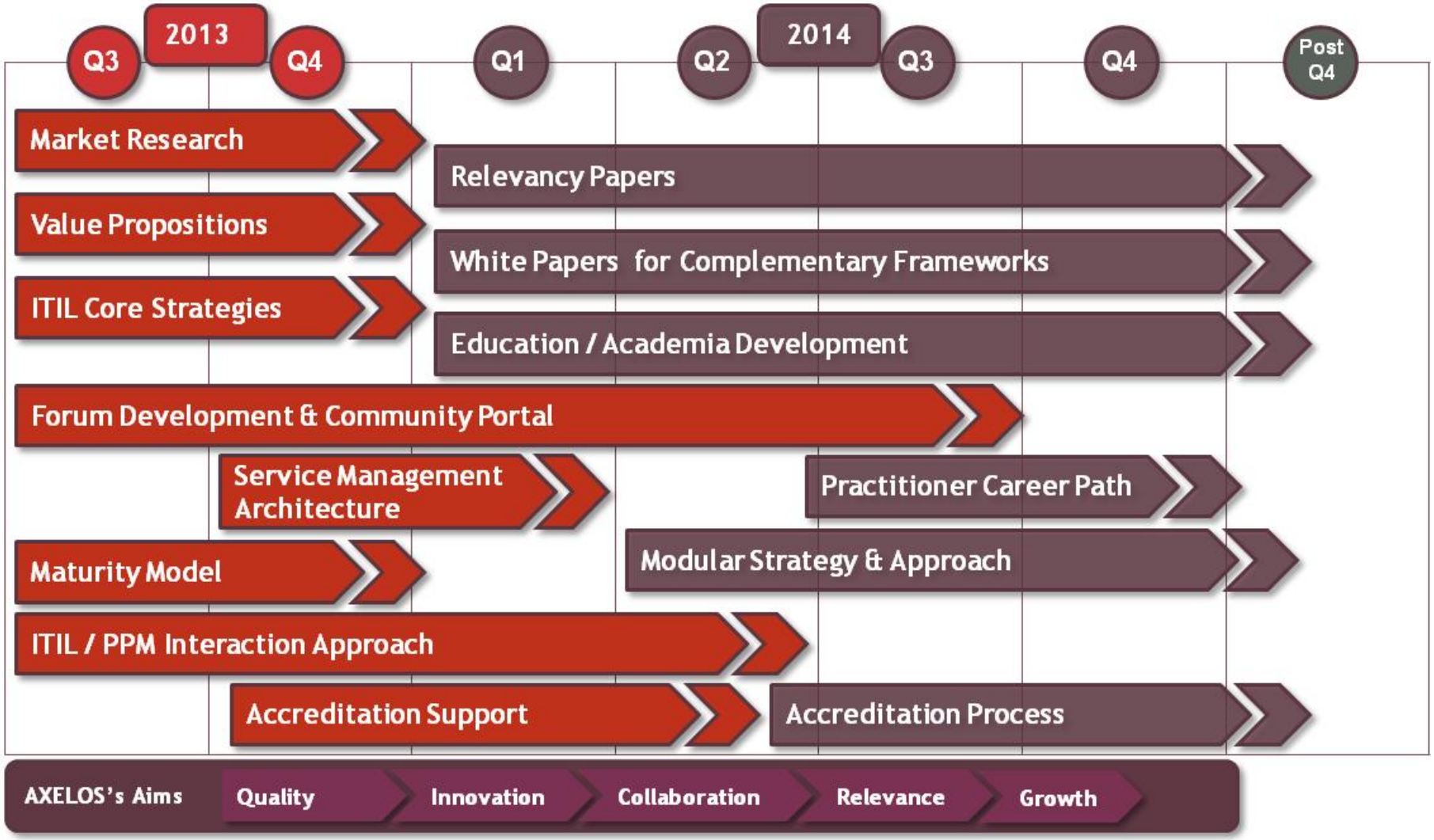
ITIL Roadmap Update



Continuous Professional Development

Multiple needs:

- Individual recognition for knowledge and capability
- Guidance for employers
- Currency of knowledge
- Moving ITSM into line with other professions
- Not just a single set of qualifications and exams

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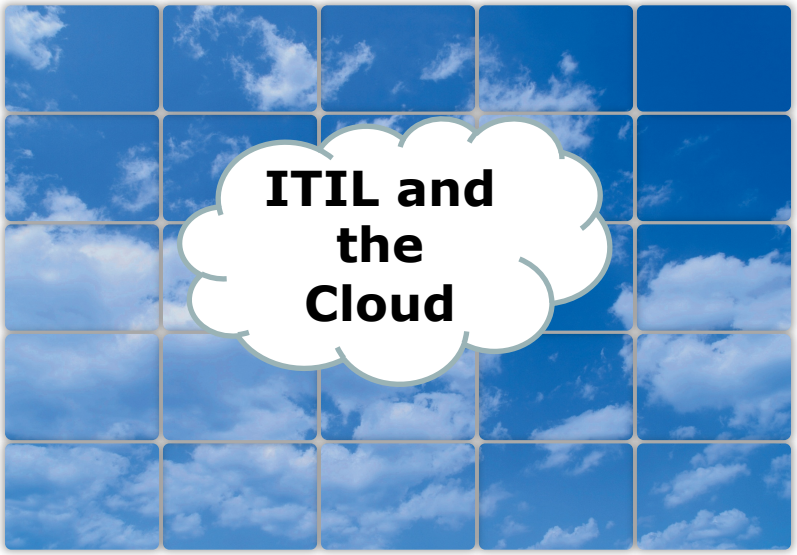
Relevancy Papers – coming soon



? ?

New papers delivered by new AXELOS names

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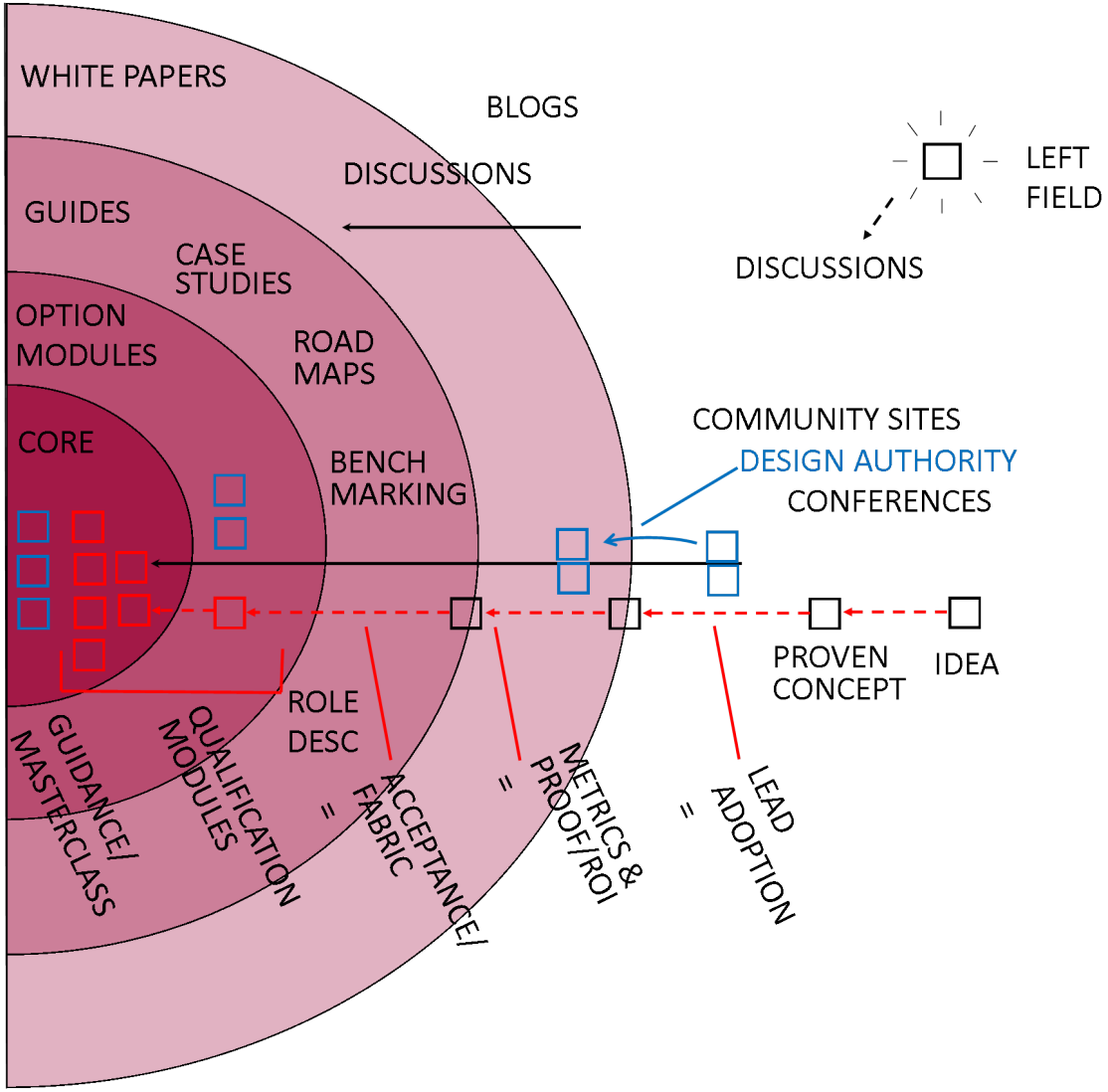
AXELOS Onion – Community Portal Implementation



- Community portal
- White paper development
- Community Initiatives – e.g. Taking Service Forward
- Future modularization

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AXELOS Partner Programme

- Introducing the Global Partner Programme

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AXELOS Partner Collaboration

- Local Market Intelligence
- Marketing Segmentation & Profiling
- B2B Field Sales Support
- Public Relations & Speaking Engagements
- Co-branded instantly deployable content
- Co-funded marketing initiatives

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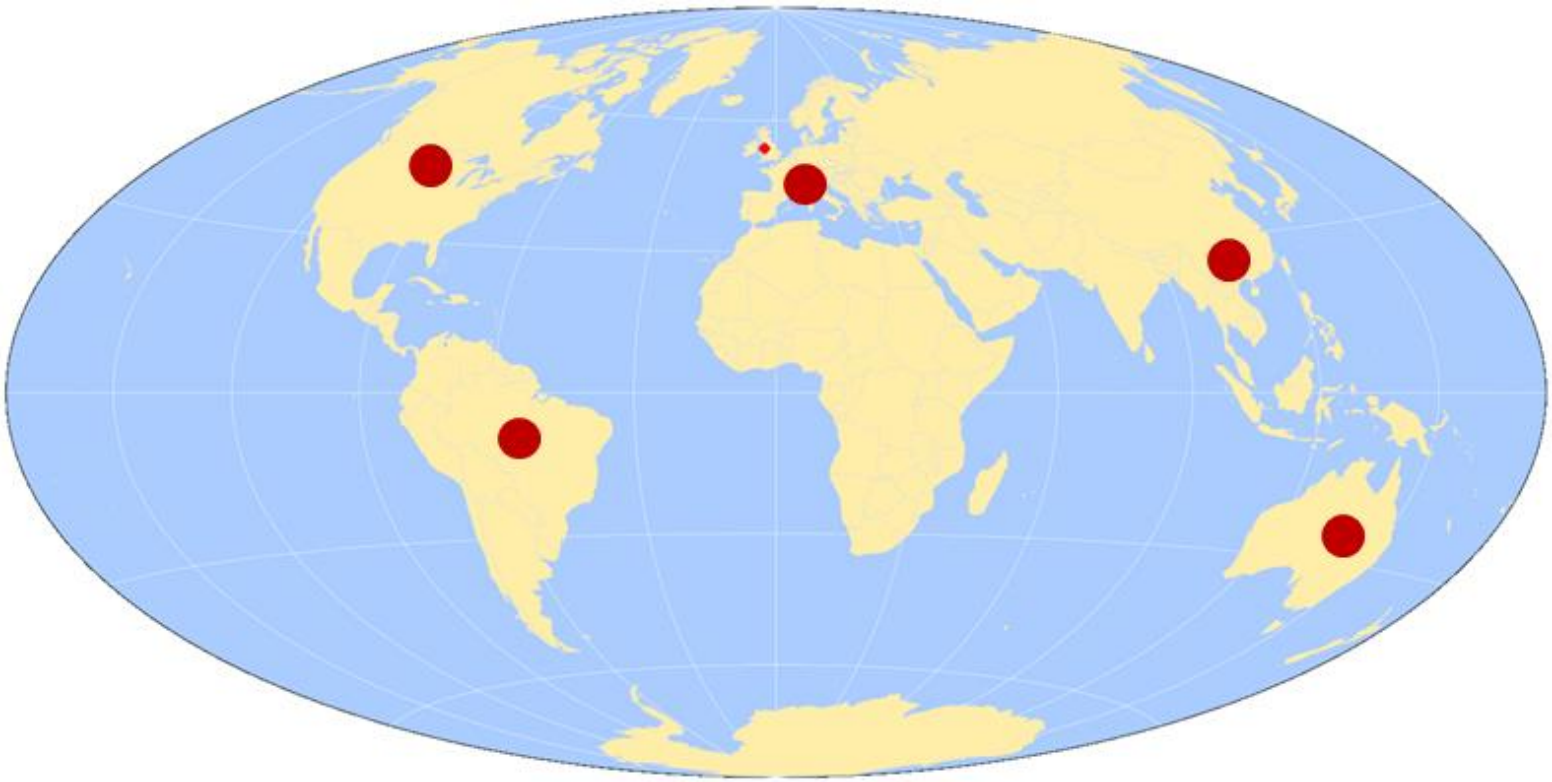
AXELOS Partner Collaboration



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New Product Launch – Placeholder!

New product launch to be announced this evening (Barcelona time)
Relevant to ITIL and the

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¡Muchas gracias!

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