

#gigatic15

gigaTIC 2015

Congrés de la Governança i la
Gestió avançada de les TIC

16 abril - Barcelona
Torre Telefónica - Diagonal 00

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

itSME
E S P A Ñ A
Catalunya



Business Engagement - BRM made simple

Simon Kent

Sessió #####



#gigaTIC



Business Engagement - BRM made simple

Background

IT Service Management

- We've done a great job of Business As Usual



IT Service Management

- But the business doesn't always see the value in Business As Usual



IT Service Management

NEW

ways to engage

with our business

colleagues

Listen

Guide

Consult

Advise

Business Technology





Business Engagement - BRM made simple

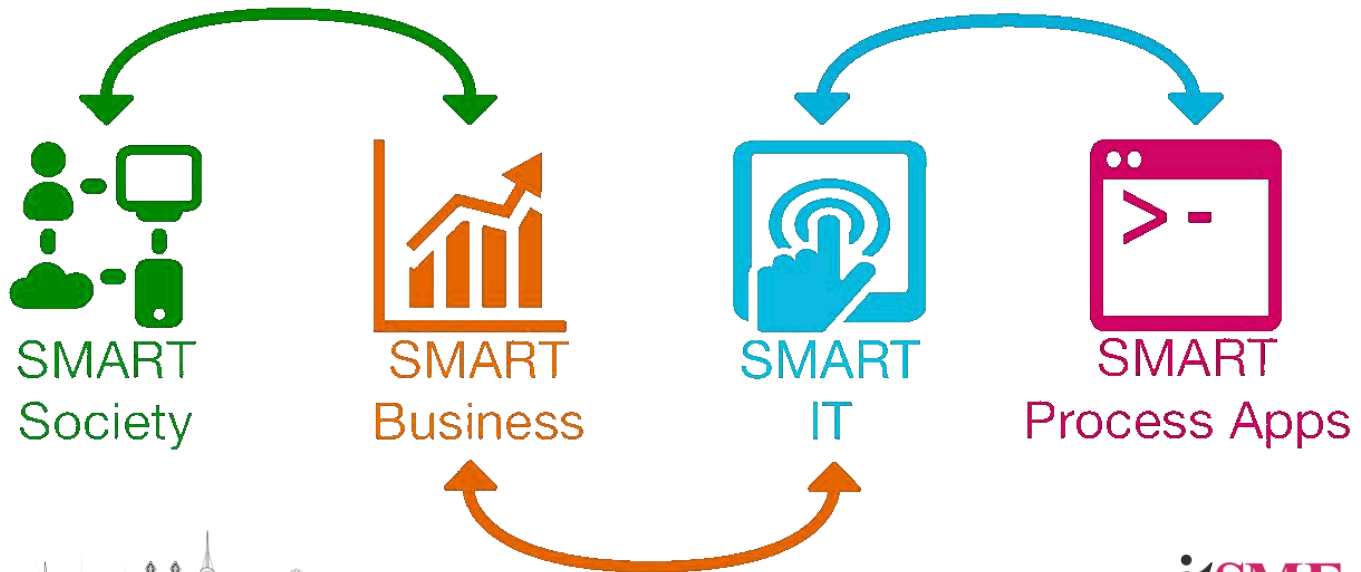
SMART ITSM

SMART IT Service Management

The

BIG

picture



SMART IT Service Management

What's in it for

YOU?

ITSM suitable for 21st century SMART business

Integral business partner - valued and revered

Capitalise on existing investment in ITSM tools

Do more with less and deliver outstanding service

SMART IT Service Management

5 core tenets

Business Relationship Management
Customer Experience
Service Integration
* Continual Service Improvement
Process Automation



SMART IT Service Management

Business Relationship Management



ITIL 2011
Service Strategy



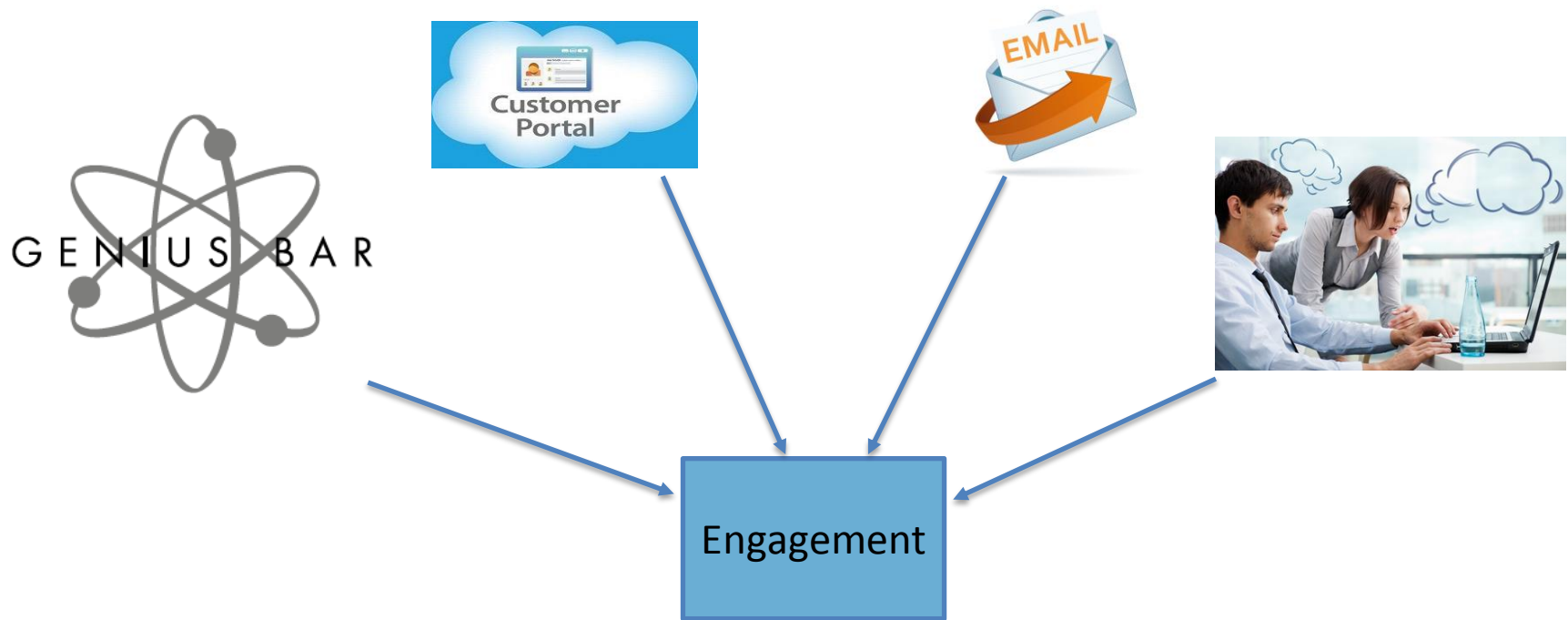
BRM Role



NY based formed in 2013
10000 members



SMART IT Service Management



Business Engagement (Topics)




Business Engagement

Engagement 1


Status **In Progress**

Priority **2**

Logged By:

 **Tracy E Aubin**
Tracy.Aubin@RiverTCorp.com
(719) 386.7000
VIP!

Owned By [Assign To...](#)

 - select owner -
3rd Level Support
henri.bryce@RiverTCorp.com
833-898-8787

I Want To:

[Create Topic](#)

New In Progress **Completed**

Engagement Note(s): Priority: **2** Source: **Genius Bar**

It would be excellent if IT would bring around ice-creams on a Friday pm.

I'm rather annoyed by the IVR hell I have to go through every time I call the service desk

I called the service desk last week and I still haven't heard a thing!

Can someone help me with my parental controls on my new tablet at home

The department needs a flexible solution to manage new documents and need access to this on any device and from anywhere - especially when meeting with clients.

Unstructured text and narrative

Create topics from the above notes to carry out specific actions and instigate formal processes.

Simply highlight any area of text in the notes field above and hit [Create Topic](#)



Business Engagement Topic (Complaint)

Topic 69 Complaint New In Progress Completed


Status **New**

Priority **1**

Logged By:

 **Tracy E Aubin**
Tracy.Aubin@RiverTCorp.com
(719) 386.7000 

Owned By Assign To...

 **You**
3rd Level Support

I Want To:

- [Link Service](#)
- [Add to Service Portfolio Pipeline](#)
- [Link to Application](#)
- [Start Complaints Procedure](#)
- [Create Incident or Request](#)
- [Add to Improvement Register](#)

I'm rather annoyed by the IVR hell I have to go through every time I call the service desk

All Comments: [Add Comment](#)

Added by Henri Bryce on 19/03/2015 11:50
This topic is categorised as a complaint but we do not need to invoke the formal Complaints procedure.

Added by Henri Bryce on 19/03/2015 11:49
We should give Tracy a call and explain why we have the IVR but also listen to any suggestions she may have to enhance the experience.

Business Engagement Topic

I Want To:

Link Service

Add to Service Portfolio Pipeline

Link to Application

Start Complaints Procedure

Create Incident or Request

Add to Improvement Register

Improvement Register - CSI

Improvement 1 New In Progress Completed

Status Category: Priority: Source:

Priority Service: Config Item:

Logged By:
No Image
- no email on record -
- no phone on record -

Owned By [Assign To...](#)
No Image **You**
3rd Level Support
henri.bryce@RiverTCorp.com
833-898-8787

I Want To:

Description:

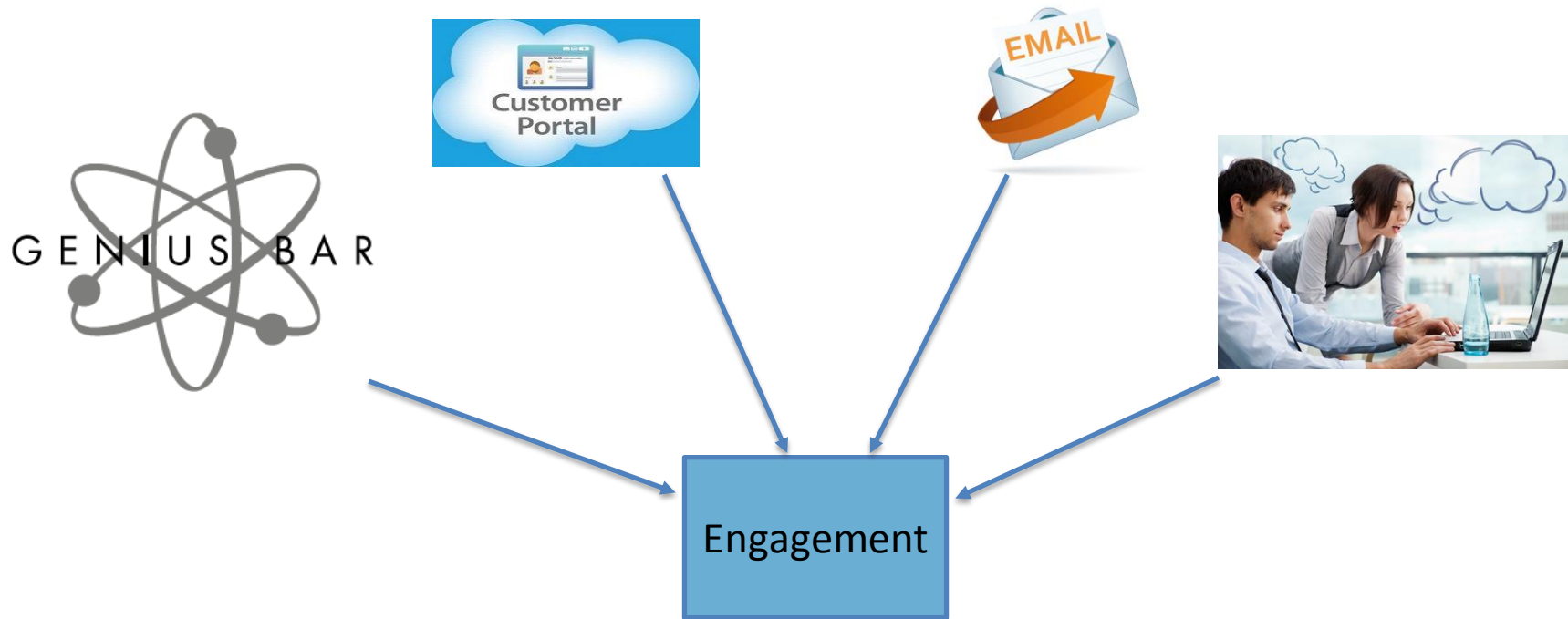
Expected Outcome:

Cost Estimate:

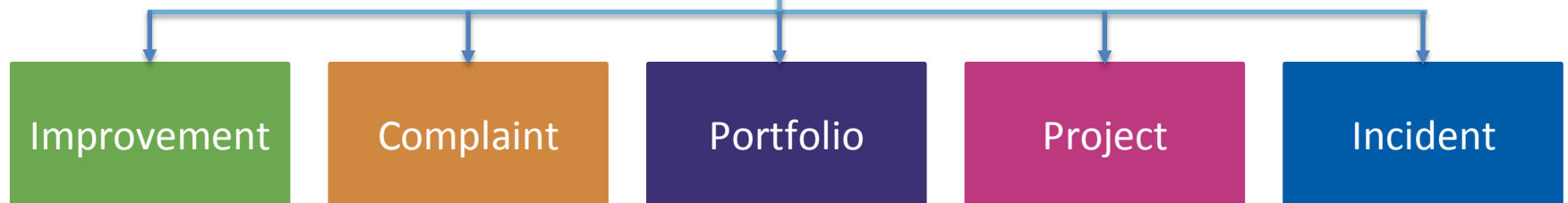
Business Goals Approvals Tasks Journals
New Business Goal No records View



SMART IT Service Management



Business Engagement (Topics)



Sessió #####

Business Engagement - BRM made simple

Detalls Contacte



SOLLERTIS
your goal is our objective



Nom del ponent

Simon Kent



Adreça Correu

Chief Innovation Officer



Telèfon Contacte

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Moltes gràcies !

