

ITSMF Jaarcongres 2009

What does Virtualisation and Green IT mean for IT Service Management?

Agenda

- Traditional View of ITSM
- Is this a complete understanding?
- Why is this a challenge?
- Round table Session

Traditional View

- ITSM Process Owners are under huge pressure from business management to gain insight & control of their IT function and infrastructure for the following business reasons;

#1 Commercial Performance and Advantage (Service Delivery Excellence)

#2 Cost Control and Reduction (Process Efficiency)

#3 Risk Mitigation (Governance & Compliance)

...essentially, the aim is to

align the IT function to meet Business objectives

But Is This A Complete Understanding?

- The IT Function Provides Critical Business Infrastructure
- Business Demands Must Directly Incorporate IT Strategy
- IT & The Business Should Not Be In Negotiation

...essentially, the aim is to
align the Business to meet Business objectives

Why Is This A Challenge?

- Technology is immature.
- Unique velocity of fundamental change.
- Continual change should be planned for strategically & operationally.
- Functional responsibility is in silos.
- Processes are cross functional.
- IT should provide the cross domain infrastructure.

....and to top it off, DEMAND for IT is constantly increasing, while budgets are constrained.

Round Table Session

- Series of questions to be debated
- Please participate and be open in your views
- Key points will be recorded on the flipchart

Round Table Session

What do we mean by:

- Virtualization?
- Green IT?
- Do we all agree on these definitions?

Round Table Session

- Is this view of ITSM valid? If not, why not?
- Do new technologies require new methods\processes of management? If yes, when and why? If not, why not?
- Do virtualisation and Green IT create this need? Are these technologies and demands well understood and being implemented in the your organisations?