



Future of IT Support

Agenda

- Personal intro
- Where IT support was
- Where are we today?
- Where is the IT environment heading?
- Where is IT support going?
- Is your ITSM tool fit for purpose?
- Are you ready for the journey?



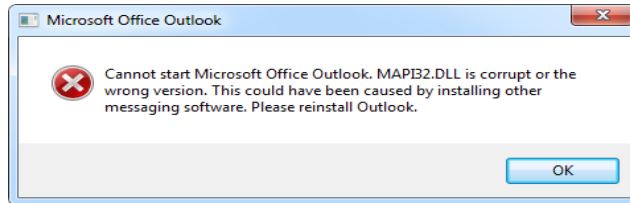
Introduction - Simon McKenzie

- IT Service Delivery Manager at Premier Foods.
- All production services operating within a SIAM model.
- 17+ years experience in ITIL methodologies



Where IT support was..

- Local IT
 - Physical presence at each site performing multiple tasks
 - Incidents not logged, limited knowledge sharing / reporting
- Single Help desk
 - Contact by Phone only
- Constant reporting of error messages
 - Remember this one?



Where are we today?

- Centralised Service Centre
 - Insourced / Outsourced / Off-shore / Near-shore
 - Follow the sun / On call rotas
- Multiple contact methods
 - Phone / Portal / Email
- Incidents (generally) driven by
 - Business Process / Data Issues
 - Infrastructure Failures
 - Change

Where is IT support going?

- Business Process Focused Service Desk
 - Shift from traditional IT 'fix'
- Localized IT / Care Labs
- Contact methods
 - Is there life in the phone call?
 - Chat / Social Media / Forum style
- Focus on Customer Experience
 - SLA RAG report – XLA

Where is the IT environment heading?

- Cloud / Managed services
 - Are you creating a spaghetti junction?
 - Do you have a strategy?
 - Complexity to support by a service desk
- Automation
 - Chat Bots
 - Robotic Process Automation



Is your ITSM tool fit for purpose?

- A well-designed user experience
- Automation and orchestration, including newer automation technologies
- Multipurpose knowledge management
- Consumer-like support services such as self-service, multi-device access, and the introduction of new support technologies
- The ability to change to match business needs

Are you ready for the journey?

- Do you know your customer?
 - Demographic / social
 - Is their demand of services going to change?
- Do you know your business?
- Are you fully documented today?
 - FTFs / FAQs / KBs

Key Take-Aways

- Know your customer
- Do you fully understand where you are today?
- Check your motives

Questions?