Business and Technology Trends That Will Change The Way We Work!

ON THE AIR

Pete Talks

Hosted by Peter McGarahan
Special Guest: Jeremy Hart

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Join Jeremy Hart, Director of ITSM at First American Title as he shares his experience, insights and lessons learned regarding managing business and technology change and how current business and technology trends are impacting the way we work now and in the future.

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Peter J McGarahan

Jeremy Hart

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Business and Technology Trends That Will Change The Way We Work!

Join Pete McGarahan as he welcomes Jeremy Hart, Director of ITSM at First American Title. Jeremy will be sharing his experience, insights and lessons learned regarding managing business and technology change and how current business and technology trends are impacting the way we work now and in the future.

Key Learnings:

- How to establish a successful ITSM program against the cultural odds and make it work one process at a time.

- How to manage and lead change in a traditional Silo IT organization.

- The significance of industry and business changes (cloud computing (hosted services and software solutions), the virtual desktop, mobile computing, IT sourcing, and remote / virtual workers) as they radically impact IT organizations, cultures, professionals, and careers over the next five years.

The FA ITSM Team

Please share with us you ITSM Journey?

- Where you were?

- Where you wanted to go?

- What did your roadmap look like?

- What is the make-up of your team?

- How do you measure successes?

- Proudest moment / accomplishment?

- Best advice to others facing similar cultural change challenges?

Business / Service Desk / CMMI Maturity Model
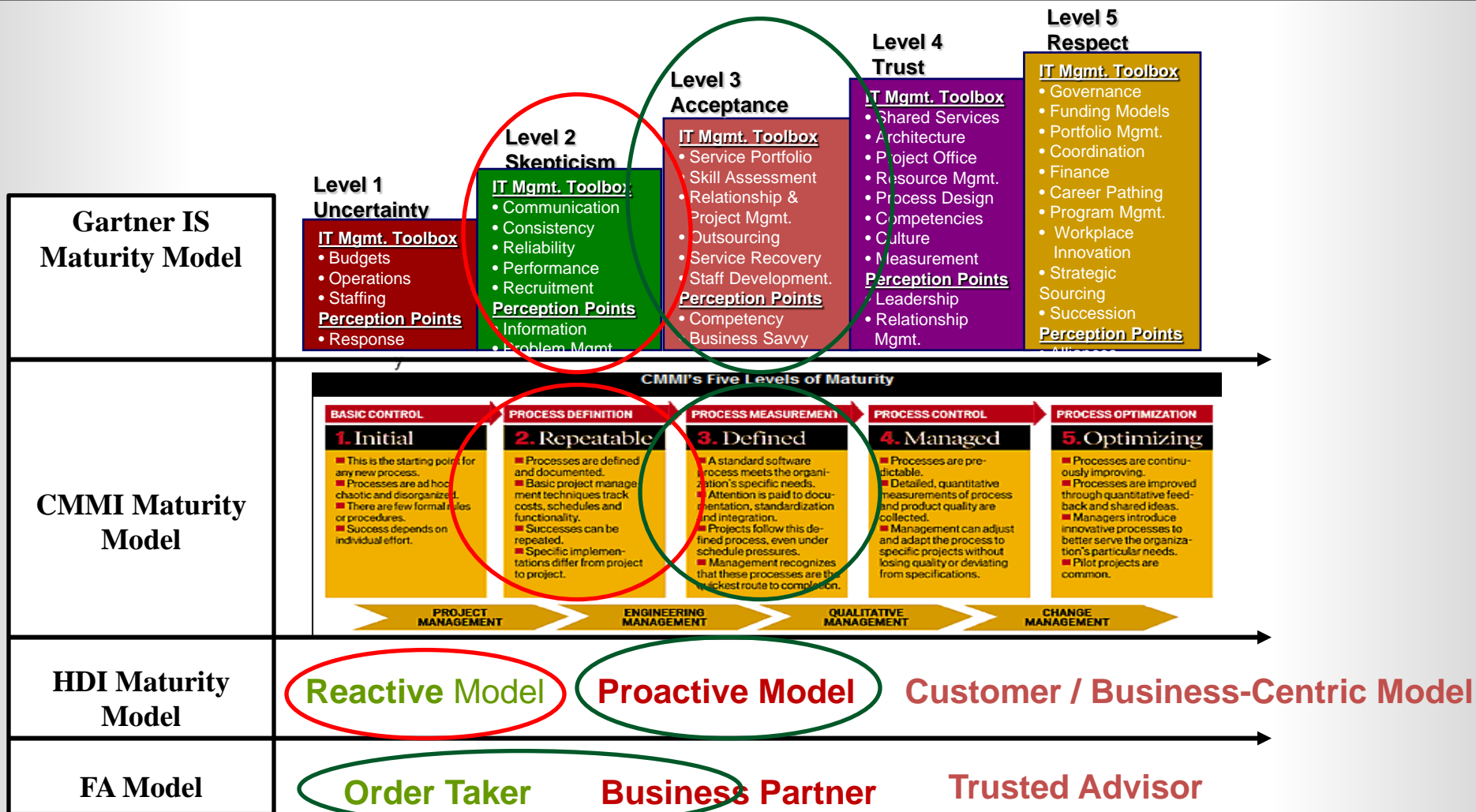
Business / Service Desk / CMMI Maturity Model

- Defining new accountable roles
  - Including Peter McGarahan, service leadership, customer advocates, a SME team and service owners for designing, delivering and managing the customer experience / culture.

- Designing simple, customer friendly and effective processes
  - Including customer handling, knowledge management (UFFA) and Quality Assurance.

- Setting consistent service level expectations across all of First American

- Partner and build relationships with business stakeholders
  - Go directly to the people doing the business (state, office and county managers) (tours, calls, etc.)
  - Be in control over what and how we report our performance to the business and get real-time feedback to create action plans and show continuous improvement

- Implementing a Continuous Improvement Cycle with dedicated resources
  - Plan-Do-Check-Act (Deming / Six Sigma)

- Operationalizing knowledge so that it's ingrained and integrated with processes (Use, Flag, Fix & Add) and tools (ServiceFirst, RightAnswers)

- Create a special team to handle, market & train Service Requests while offering customers training on how to create Service Requests via the Self-Service channels (e.g. Web, phone, chat, etc,)

The IT Change Imperative

"IF YOU DON'T LIKE CHANGE, YOU'LL LIKE IRRELEVANCE EVEN LESS

FOUR-STAR US GENERAL (RET.) ERIC SHINESKI

- The development of all IT professionals should be a priority of IT Leaders.

- It's a continuous process of learning, acquiring and utilizing highly valued and marketable skills.

- Prepare and position them for a long-term, successful and rewarding career in IT and Business (soon to be one-in-the-same).

Mobility Underlying Impact

- Mobility is the biggest single trend across tech industry investment and innovation (outpacing even the cloud trend).

- The pace of smartphone innovation will be ferocious.

- Social Computing and mobile phones will expand their love affair.

- The smartphone will become the crucible for disruption.

- Organizations will have dedicated mobile staff.

Mobile technology is the driving force that underlies the forces influencing where IT will go and what it will become ("technology as a service").

- – Workforce (generational, virtual, project-based)

- – Ubiquitous data (anytime, anywhere). Business Intelligence anyone?

- – Cloud Computing (Where physically is my data again?)

- – Social Media (end-of-life email?)

Traditional IT Roles – Seriously Impacted

STILL
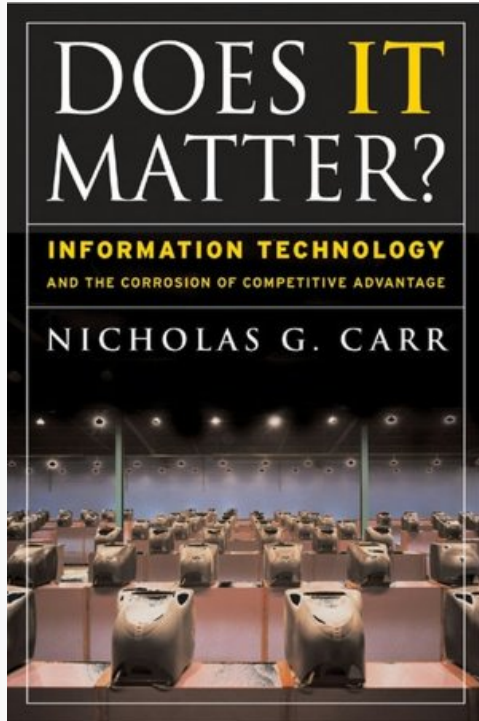
- Consolidation and virtualization over true cloud capabilities.

- IT infrastructure (Server and Data Center) consolidation / virtualization will continue to be the dominant priority.

- Automate the management of virtualized servers to gain flexibility and resilience.

- Complexity of managing across the enterprise delivering end-to-end business services.

Mobility Underlying Impact

- The business finding support outside the Service Desk and IT (Rogue / Shadow IT).

  - A natural result of the tensions between the consumerization of IT (mobile, social media, cloud and consumer technologies) and the traditional security and standardization of IT.

- Can't say 'NO' forever - - it's an unstoppable tide of change.

- Partner, work with them; find a way to say 'YES'.

  - Come as partner to help them, not as the enemy to stop them.

  - Placing key IT people into the business to further partnership and collaboration on business-technology-innovation.

- More of a focus on speed to market, new revenue lines, competitive advantage and profitability (revenue per employee) rather than one traditional 'bottleneck' funnel into IT.

At Risk: The nature of the enterprise business model and its dependency on effective, connected, & secure IT

Rogue (Shadow) IT

The New Social Knowledge Worker / Customer

From the perspective of adoption, use, productivity, and training, the "new" professionals are very comfortable with browser based collaborating, texting and Instant Messaging (IM).

The development opportunity for this soon-to-be-dominant platform lies in the ability to simulate features and capabilities that mimic the social media sites and tools younger workers exploit today.

Separating professional from personal computing (e.g. Social Media Restrictions) will become increasingly difficult as each graduating class transitions into the workforce.

"Never Forget That YOUR Career is YOUR business"

- Grove says a "mental fire drill" can help every career.

- Although your career may be on track, don't ignore "turning points" that could lead to greater success -- or bitter failure.

- You've got to keep track of the market (demand for skills), watch for industry trends and look for better ways to do things or blow things up!

- Read (Leaders are Readers) , listen, travel, attend industry conferences, leave the comfort zone, volunteer, get picked for a cross functional team.

- The number one stumbling block for managers – arrogance – it hampers listening, learning and growing.

Andy Grove, former Intel CEO & Author of "Only The Paranoid Survive"

Thank You For Attending!

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in a dynamic, unpredictable talk-show format.

We'd Love To Hear From You!

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