

# Digital Podcast Show Notes

## Episode 7 with guest Andrea Kis

**Hosts:** Barclay Rae, Ian Aitchison,

**Guest:** Andrea Kis, @AndiKis

One Giant ITSM Jumper

BR: Intro, welcome and chat chit with Ian and Andi, talking about ITSM.TV and working at TCS.

BR: Tell us about role now

AK: I'm working as a Principal Consultant at Devoteam, working on ESM and ITSM projects. Transformation, operating models and more. I always enjoy positive side of technology and #TechForPeople. Happy days!

BR: Welcome. What's new Ian?

IA: Anyone seen the number of ServiceNow acquisitions over the last 12 months. Very interesting as technology is converging towards smaller number of vendors.

BR: Yes, convergence and opportunity is happening. Interesting times.

### **Main discussion**

BR: Right, let's get into the main topic. Andi, tell us about your latest project - **why were you brought in and what did you have to do?**

AK: It's still an active project. All started with desire to upgrade the existing ITSM tool, and started as a tech implementation, but it quickly spread focus into what this means to wider business units, and what that means to people and culture and working practices.

We had to think about how to train other departments to use a ticketing tool where they had never had them before and to explain what a Service Request is.

Other business units are not set up in a classic SM hierarchy with frontline, secondline etc. It turned into **Transformation**, supported by rollout of a **common platform**.

The more other depts understand the platform, the more they are self sufficient in ideas on how to improve and be more efficient.

That leads to **Experience focus**, and management understanding of business improvement. It was amazing to see it blossom.

**BR: what would you say to an organisation that maybe hadn't started out originally planning to do this. What guidance to consider when you realise this is much more than a tool implementation?**

AK: Don't think that a new shiny technology alone will solve your problems. What needs to change in your operating model. How will your culture change. How will you serve your endusers without disruption? Assess processes and culture and service mentality. Understand your roadmap.

**IA: Does SM need a simpler language when outside of IT?**

AK: Yes, SM has been done for a long time, but other departments use terms differently. You need to use simple terms that are not confusing. Also assess how you describe processes and outcomes and values.

**IA: Is selfservice an important part of ESM beyond IT?**

AK: **You need self service from the very start.** All departments have standard answers to FAQs, which quickly becomes knowledge. You need that for ESM in self service. If I have a question and want a quick answer I should be able to use a self service portal. I'm used to that in my personal life.

IA: there is knowledge and self service yet again.

BR: Yes, same from Aprill Allen last week. The message around **a common platform** seems to be pretty clear and is coming both top-down and bottom up.

Back to the project, **are there still areas to adopt the new practices, or people to convince?**

AK: We started with HR, Finance and Procurement. But the client next started looking at the flow of tickets across departments, and the need to create end to end processes. And I introduced **OLAs** as well as SLAs and response-agreements. Led to end user experience conversations and even some ITIL4 concepts.

BR: I'm hearing more people referring to ITIL4 and there have been discussions about dropping the IT,

IA: I'm surprised to hear OLAs and ITIL4 and value chains. That's complex stuff. And you talked about Education... how did you get people trained up?

AK: I took the Design Thinking approach, and we did **scenario based training**, guiding them through the employees journeys as things are needed.

IA: Ah, role playing, and simulations. That's great.

AK: yes, the enduser and the fulfiller. All experiences are part of this.

**Human Experience.**

**Key Lessons from Andi Kis**

- 1 - ESM may start with ITSM tool upgrade, but needs to be about more than the tool
- 2 - Common platform enables transformation
- 3 - Think about user/employee Experience and their user-journeys
- 4 - Work needs to flow across departments
- 5 - You can use ITIL/ITSM terms, but also may need to simplify wording and concepts to avoid conflict,
- 6 - It's all about a Human Experience

**Andi Kis Top Drink Tip: Basil Crush**

Gin, Fresh Basil, Elderflower Tonic, Crushed Ice

**Useful Links**

Andi on Twitter : @AndiKis

Andi on LinkedIn: <https://www.linkedin.com/in/andiekis/>

Devoteam: <https://www.devoteam.com/>