Digital Podcast Show Notes

Episode 28 with guest Kevin J Smith

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

**Guest: Kevin J Smith**

**Greetings section**, Ian and Barclay chat about…

Digital Tools are hindering productivity? Or is it witchcraft?

Let’s meet Kevin J Smith

KS: 15 years with a service management vendor, moved to consulting service management and IT transformation. Writes books - he’s written 4 of them about IT, transformation and now Humanity.

**<mainbit> (very shortened and summarised)**

BR: Seeing service management beyond IT?

KS: Yes and No. We like to name things. Most CIOs dont know what ESM is, but the spread beyond IT. IT has done a good job over last 10 years with new ways of working and new best practices. Now other departments have not done so well, and now other depts are looking for help.Good CIOs lead the message from IT, but sometimes it starts outside of IT.

IA: Is the tool relevant?

KS: Yes, it can happen with the most basic of tools. Desire to get better is the key, and you can do well with the basics. But is it starts with the desire.

BR: Do we ‘sell’ this from the IT industry?

KS: Every part of the organisation can benefit. Look at finance as an example. Marketing and sales as well as HR. Because IT is already there it is a natural launching pad. Some vendors have achieved domination by looking beyond IT and focussing their message beyond IT.

BR: You;ve written about humanity. Is this the right time to move away from frameworks and now focus on people?

KS: Yes, the opportunity now is with the people. Tools help, but the next decade is about culture and people.

IA: Is this a focus on employee experience that the old frameworks didn’t appreciated?

KS: Absolutely. This is the Happiness Factor - Do little things. if we can build a happy employee they give a better service themselves. Happiness is contagious. Happiness leads passion.IT would never to this in the past. If we make user experience better then we make the business better.

IA: people that enjoy what they do spread happiness.

BR: I don’t.

KS: Covid made things very different. People are more productive and have a better work life balance now.

BR: But some do want to go into an office and to meet people, dont forgot that. Back to perception, what does IT need to do to improve it’s own culture?

KS: we need to make IT career and exciting career. We should reach out to the business. Be more diverse.

IA: But what about when IT is ‘too busy’ to do more?

KS: This is a CIO opportunity to have a conversation with the CFO. Conversation that leads to investment. Proactive not reactive. This is how we improve sales, finance and marketing.

KS: IT is still the hub of the wheel. If you don’t figure out the technology change then the whole business suffers. Move to proactive mindset

BR: On diversity - you are looking for many different people? Does our industry need to change to address this?

KS: Yes, if you have a backfill to replace, consciously look for someone that is different to the role being replaced. Seek diversity. Every hire should be viewed differently

**Kevin’s Recommended Drink**

Whiskey. Bourbon. Bookers, neat, at room temperature

**Useful Links**

Kevin on LinkedIn https://www.linkedin.com/in/kevin-j-smith-8464a92b/

IT transformation Institute: https://ITTransformationInstitute.com

**Bar Bio**

Kevin J Smith is not Kevin Smith the movie maker. Instead, this Kevin leads the IT Transformation Institute, consults on service management, writes books related to IT and humanity, and really likes a bourbon. (The drink, not the biscuit). He believes in the potential of humanity, and also used to work at Nasa. So possibly a rocket scientist as well. Cool huh?