Digital Podcast Show Notes

The Christmas and New Year Edition

Episode 37 with James Finister

**Hosts: Barclay Rae, Ian Aitchison**

**Guest: James Finister**

**Greetings section**

BR: This is the Christmas and New Year Edition!

IA: <in costume>. Ho ho ho. Today’s trivia…

There was an experimental WW2 bomb with 1000 compartments, each with a living bat in it.

Also, in Victorian Britain, people used to play a Christmas game called snapdragon, but children got badly burned.

Let’s meet our guest. Welcome James Finister. Who are you?

JF: Long time service management and ITIL contributor and now in the IT strategy and transformation team at TCS (Tata Consulting). I mostly strategise, and get people to look at strategy from a multidimensional perspective.

**Main Section**

BR: Looking back at the last year - what do you see looking back?

JF: Seen some organisation embrace change really well and come out strongly. Some companies have been shown up as being bad at Service Management. Also seen people come to terms with tech as an enabling tool.

IA: Pandemic has forced change that would have been slow that became fast.

JF: use of MS Teams is a good example.

BR: Service provider staff now seen more as successful. Not sure sure about MSTeams and Zoom, I like to phone people. What else?

IA: Relationship between employer and employees is more about retaining and attracting talent. It’s much more important to retain valuable talent.

JF: Yes, I see the same - as an example, we now get doctor service as an employee perk. We are seeing more intergenerational interaction (in a good way), and a better relationship across the whole ecosystem. You are more aware that you are talking to human beings now.

IA: Yes, you get to see inside people’s homes, it’s good.

JF: There is a shift to greater focus on environment and climate.

IA: Organisations now have a morale imperative to do the right thing.

BR: Sustainability, more than environment, includes human level. Supplier and vendor management has changed a lot, no longer about supplier beating up the vendors. Old behaviours have gone.

IA: What about the future and a post agile world?

jF: Not saying agile is dead, but now some are starting to say ‘dont use the a word’, and the there is a rising interest in governance. There was a lack of coherent purpose, and agile didnt help there. Seeing moving away from ‘agile as the answer’.

BR: Governance - tell us more?

JF: Read ISO 38500 standard on governance. It’s about an environment of control. Governance is a guiding force that helps us get things done. Governance is becoming an everyday job and nonIT people governing IT.

BR: Governance is important, It should be dynamic, a living ideal. What are you seeing more of?

JF: There are 6 principles of governance, and organisations are starting to see things in a multidimensional way, and looking beyond IT to achieve strategic aims.

IA: So is post-agile basically governance? Agile alone can lead organisations to go around in circles, does governance provide guidance and direction?

JF: Yes, look at the north star model where an ethos is needed to focus on objective and purpose. I grew up in Bournville, where the town and my school was paid for by Cadburys.

IA: And there is a rising reputation ‘hit’ if you work for a poor reputation company (facebook/meta as an example).

BR: back to governance… I have the 6 principles of governance here… responsibility, strategy, acquisition, conformance, performance and human behaviour.

JF: We are seeing more people making career choices based on the employers industry and reputation.

BR: and it’s not just the work the do, it’s also how they treat their employees.

JF: In SM we see organisations struggle with the purpose of service management. If you are trying to achieve a tick in the box then you are not doing it right.

IA: Is that similar to focussing on the wrong things?

JF: yes, and experience is a good example - lets look at AI and bots that may provide an answer and still offer a poor experience.

IA: And, people need to look beyond ‘fixing broken things’ and more to stopping things from breaking so people are not interrupted in work.

 BR: Yes you see that with internal service providers, but MSPs increasingly now are qualitative as well as quantitative.

JF: Look at the recent AWS outage. My feeling is that we’re in a golden age of stability.

IA: Yes, service availability is a utility.

BR: focussing on practical things - what do you look for in the future?

JF: multiple dimensional requirements, and recognition that the world is not homogenous. Be more tolerant and more loving. Inherently benevolent organisations are more successful.

BR: It’s a societal and ethical requirement with sustainability.

JF: At the end of the day we are human, and we interact as humans. Technology is no longer a barrier.

BR: goodwill to all humans!

**James’ Recommended Drink**

* A bottle of tawny port.

**Useful Links**

Twitter: https://twitter.com/jimbofin

LinkedIn: https://www.linkedin.com/in/jamesfinister

**Bar Bio**

James is Practice Partner at Tata Consultancy Services and author of many industry bodies, including at least one ISO (38500). Also a lifetime achievement award winner. So he knows a thing or two. And, when not strategizing, it is rumoured that James has a keen interest in trains. He also likes a glass or two of port. Ho ho ho!