Digital Podcast Show Notes

With.. no guests!

**Hosts: Barclay Rae, Ian Aitchison**

**Greetings section**

This week it’s just us! This week’s trivia is… also not here. This week no trivia either.

This week is all about looking back at what we’ve done and where we’re going. So slightly introspective but hopefully not maudlin.

BR: What have we seen so far in the guests that have joined us?

IA: Analysts, Consultants, Vendors, Practitioners

BR: And we are always looking for more.

**Main Section**

BR: Interesting titles of previous episodes are interesting. ‘You don’t have to be a bastard’.

IA: Yes a focus on wellness and health is clearly visible, the humanity matter.

BR: we started with the ITSM-ESM relationship. What have you learned?

IA: The title ESM has become a bad title, but the concept is clearly there.

BR: We often talk about language, titles, and philosophy, and culture as well as technology.

IA: And some things keep coming up - the relationship with Product Management and Service Management

BR: Yes the ‘thinking’ is all moving in the same direction now.

IA: Another one that keeps coming up is Experience

BR: Like the Moments that Matter. What else should we look at?

IA: Technology and how automation is affecting people and how wires are changing people’s lives. Very interesting. Are we seeing Microsoft Clippy coming back - close-to-human technology.

BR: What else? There are many roles and people that have a good contribution to make on this.

IA: How organisations can get advice on how to work better. How can they learn from each other? Interested in that, and the techniques and tricks that others can learn from.

BR: And also maybe AI is one people can learn from.

IA: And How To Get Started advice and tips

**Ian’s Recommended Drink**

* Mojito ! By the water as the sun sets.

**Useful Links**

Enterprise Digital Podcast : https://enterprisedigitalpodcast.com

**Bar Bio**

Ian is VP Product Management at Nexthink and also chats about things a lot with Barclay. As cohost on the podcast, I guess he is probably one of the barmen behind the bar. And when he gets a break from serving delicious exotic drinks to our wise and insightful guests, he likes a mojito, sitting by the water as the sun sets. Yeah man.