

# Digital Podcast Show Notes

## Episode 60 with No Guest!

**Hosts: Barclay Rae, Ian Aitchison**

(disclaimer: Show notes are approximations of topics discussed, not word for word exact quotations).

### **Greetings section**

BR: Seasons Christmas greetings, End of the year review podcast.

IA: 22 episodes in a year is pretty good.

BR: And some video interviews too. Any trivia Ian?

IA: <Talks about AI, ChatGPT> Big impact, AI is going to change everything. Is using an AI in an exam the same as using a calculator? It's amazing writing code, and it wrote us a poem. <which is not very good>

BR: Where do humans come in, do humans need to still be checking and validating?

-main section-

BR: What have been the highlights for you Ian?

IA: Simon Wardley was very good. Also Sally Bogg on the COVID/Health Service reaction. People doing amazing things under pressure, real value to real people, working from home to get the job done.

BR: No mission statement needed when everybody understands. And the UK National Health Service is an interesting story.

IA: What did we talk about more than expected?

BR: People? Experience?

IA: for me, yes, people but even more Experience. Alan Nance and many others talked about that. We moved from ESM to Experience in service management.

BR: As we also discussed with Duncan Watkins. Experience, AI, Automation and People are all developing areas. Can we ever to XLAs?

IA: I see XLAs being introduced successfully. Also everyone jumping on the topic, any connection to Experience and XLAs is being talked about.

IA: Remember, there are multiple streams and dimensions to Experience. Also consider that there are two overlapping circles - Service Management and Endpoint Management, and now there is a third : Experience Management which overlaps them both.

BR: And Product Management?

IA: Yes, the methods and techniques used for modern product management are very relevant to service management.

BR: One big thing for me, the interest in practical core subjects. Catalog. Portfolio. Configuration, Problem Management has been a big one this year. They have taken much time this year and I see more of the basics being important next year. Organisations are taking problem management more seriously.

IA: in the past, people struggled to get to Problem Management as a higher maturity activity, but more organisations are there now and can focus and automate to solve these.

BR: So, common factors include Automation, and also the people skills needed to do this. People. And Automation. Like ChatGPT, brilliant, but needs a skilled person.

IA: Where is the podcast heading next year?

BR: more guests, maybe invite back some previous guests to get updates on their stories and journeys. Long or short interview guests.

IA: Also we are going to start taking Questions. Email us at:-

[Enterprisedigitalpodcast@gmail.com](mailto:Enterprisedigitalpodcast@gmail.com)

Every week we'll try and to discuss topics suggested and answer questions asked.

That's all folks! Happy Holidays! Ho ho ho!