The future of ITSM:
Global Best Practice development

An AXELOS workshop

AXELOS
GLOBAL BEST PRACTICE

AXELOS has a mission

To make individuals and organizations more effective

by providing practical guidance, content and qualifications

distilled from real world experience and developing practices

AXELOS
GLOBAL BEST PRACTICE

Axelos has a product development team

Kaimar Karu @kaimarkaru

Akshay Anand @bloreboy

Julia Harrison @JuliaFromIT

Roman Jouravlev @jour_civil

AXELOS GLOBAL BEST PRACTICE

AXELOS "Onion model"

We listen

We observe

DATA, INFORMATION → Core guidance

Guidance papers

We communicate

Discussion papers

We capture and share

Whitepapers / discussions / new ideas

AXELOS GLOBAL BEST PRACTICE

Who are you, service managers?

- Working in internal IT
- Working in an IT service provider organization
- Working in a consulting organization
- Working in a training organization
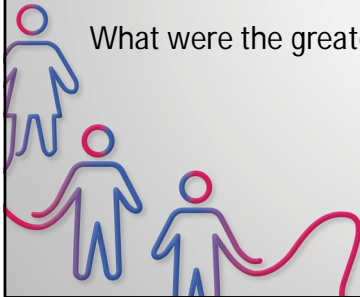- Working elsewhere
- Why working?

AXELOS
GLOBAL BEST PRACTICE

Let's reflect on the past and present

What works best in your (your clients' ITSM)?

...and why?

What were the greatest failures? What did not prove to work?

...and why?

AXELOS
GLOBAL BEST PRACTICE

An ITIL question

What you expect(-ed) from ITIL?

_____

What have you got from ITIL?

AXELOS
GLOBAL BEST PRACTICE

Let's plan for a good future

What would you like to see and hear
at the itSMF conference in 2018?

What do YOU plan to do in 2017-2018?

AXELOS
GLOBAL BEST PRACTICE

Köszönöm!