

Breakouts – Session 1

101 Psychopaths and IT Service Management

Dr Rodney Jarman

These and other failures occur despite 50 years of academic and industry research in what are the 'right' things to do to ensure implementation success. Yet, reviews of failed projects indicate the 'right' things do not get done. The premise for the presentation is based on the question of what kind of people do not do the right things. One potential answer is psychopaths. Not all psychopaths are criminals. There are reasons to consider they may be more prevalent in IT. This presentation discusses psychopathy, how it impacts organisations and can contribute to project failures.

102 People, Process, Tools: Don't Leave Your Tool Behind!

Leslee Piper

Implementing Service Management in a large government organisation is remarkably similar to herding cats. This session takes a light hearted look at implementing and then merging two different IT SM tools across a government organisation, in both the Business Services such as HR & Finance and Technical Services (meaning good old Incident and problem management) spaces. It will touch on the 'how' and 'why' of herding cats, meaning implementing ITSM tools. It will discuss the unique challenges, stories, hardships and downright laughable scenarios faced and the end results.

103 Visualisation of Work

Ed Cortis

Ed was a hardcore ITIL guy, long before he was an agile guy. Implementing Change, Incident, Problem*, BCP and DR into a couple of organisations. Starting life as a Microsoft Exchange administrator, he is as bemused as anyone that he's ended up running the largest development team in WA. Once, he too, believed that if he kept his head down and waited it out - this agile fad would pass. Until it didn't. Now he's passionate about sharing the lesson's he learnt and tricks he stole from developers that make the lives of Ops guys much easier.

104 Transforming a Procedure Bloated IT Operations Team

Damian Fasciani

Damian Fasciani took over an IT operations team at REA Group that was heavy on tactical procedures, with no clear strategy, a support queue of over 400 tickets and an SLA that simply didn't work. The team needed a re-structure. Now, almost four years later the transformation has been considerable, moving 90% of their corporate systems into the cloud, lifting their ITIL maturity and adopting a 'Lean Thinking' attitude. REA Group have built a solid culture, changed their team structure and built key lean processes around how to integrate new technology, embrace cloud, and manage relationships with customers. They have transform a procedure bloated IT operations team to a lean mean fighting technology consulting team, this is their story.

105 Using Metrics to Better Discover, Manage and Charge for Your Cloud Services Robert Stroud

Business innovation is accelerating and subsequently the business is accelerating their demands on IT. Your business management often claims that IT cannot react and deliver in a timely manner forcing a situation where the business itself is delivering technology directly! In response to the acceleration of change and the adoption of agile development methodologies to meet business change requirements, many are looking to alternative methodologies to accelerate the rate and pace of change such as leveraging DEVOps. This session will discuss how DEVOps will accelerate your change, release cadence and ensure you are both relevant and delivering business innovation.

Breakouts – Session 2

201 HOT TOPIC 1 - Back to the Future: How to Get SM Started

Kathryn Howard

Service Management is touted as an organisations key differentiator in adding value in the age of the customer. But just were to begin? Does it start with customer service and the service desk, or is it now all about collaboration and social media, or none of the above? Should we be getting our processes aligned first? And how would we begin to measure the value of all this anyway. Join with our wise and experienced panel as we explore all this and more.

202 Measuring Customer Satisfaction and Doing Something About It

David Krieg

Gathering feedback is something we all do at a personal or professional, individual or organisational level. This session is designed to give an overview of a range of feedback gathering tools, techniques and systems useful for gathering rich information from customers. Importantly, it will also discuss how to get maximum value from this feedback and overcome some of the pitfalls in closing the feedback loop. Based on real examples and the methodology used by a very successful Australian company this session is designed to be a thought provoking catalyst to ask the hard questions and brace yourself for the responses!

203 Leading ITSM from Scrum to Kanban

Ian Jones

This session is a continuation of a 2012 case study in the adoption of Agile Scrum and now Lean Kanban to lead Suncorp's ITSM. Agile is a group of software development methodologies based on iterative and incremental development and Lean is a leadership culture that focuses on delivering the most value while consuming the fewest resources possible. Basic implementation activities, differences, benefits realised and lessons learnt will be covered. The Agile Scrum practices and Lean Kanban concepts are presented in such a way that ITSM teams can adopt them to successfully pursue their various service improvement plans.

204 The Secrets of Successful Virtual, Dispersed and Remote ITSM Teams

Korrine Jones

Many ITSM teams are now collectives of internal staff, partners and vendors dispersed across space, organisational boundaries and time. While there are compelling business reasons for creating virtual, dispersed and remote teams, these teams encounter unique challenges. Drawing on a wide range of case studies, this presentation provides delegates with real life tips and strategies to ensure their ITSM teams can overcome the challenges of operating virtually and leverage the significant business benefits.

205 Governing Agile 'build' and 'run' of New Generation IT Services

Harold Petersen

Market forces and changing customer dynamics are driving ubiquitous changes in the IT service offerings, IT service models and the ITSM capabilities that an IT service provider needs to possess. Just doing more with less is not enough. IT departments need to offer self-service catalogues, apps, an elastic infrastructure, agility and more, yet the services also need to be secure, cost effective and deliver the appropriate service levels. The business enablement intent of individuals, teams or even executives will not be fully achieved unless agile design, build and operational delivery of new Generation IT Services is governed. This session will provide an overview on how ITIL, COBIT and TBM can be used to offer new generation IT Services.

Breakouts – Session 3

301 Implementing Problem Management in a Tertiary Institution

Angela Bletas

Problem Management assists in preventing problems and eliminating recurring incidents. Problem management is the one process that can assist in improving services, by identifying root causes and finding a permanent fix. Yet implementing Problem Management is challenging, as it is dependent on stakeholder buy in to provide the resources required to find permanent solutions. Come along and learn how one institution dealt with the challenges, pitfalls and the successes of Problem Management and learn what to avoid and what to do for a smooth problem management implementation.

302 HOT TOPIC 2 – Working Smarter at the Service Desk to Engage the Business Peter Doherty

Why are the phones still ringing on the service desk, aren't we meant to be doing things differently? Well yes we are. So why is nothing really changing at either ends of the phone! Join the panel to answer these questions and to explore new technologies that improve the efficiency of the service desk as well as the user experience. Though technology is not the only answer, what can you do from a people and process perspective to make your customers want to interact with you. Learn how to sprinkle some magic sauce across the service desk and watch customer satisfaction soar.

303 Business & IT Alignment: From Theory to Practice!

Paul Wilkinson

Business & IT alignment has been a top CIO issue for many years, yet we still struggle to achieve this. With the growing importance of IT to all organizations and the explosive demand for IT we can no longer afford to fail. Why do we have so much difficulty achieving this? GamingWorks has conducted ABC of ICT (Attitude, Behaviour, Culture) workshops globally to capture the top barriers and issues for alignment. In this session we will look at the top reasons we fail and show how one company adopted an innovative approach using serious games to bring business and IT together in a dynamic environment that created insight, understanding and changed their attitudes.... all in 1 day!

304 BYOD is So Last Year

Ian Baxter

BYOD has been one of the most contentious topics in the IT support industry over the last few years. This session will explore BYOD in two ways, firstly it is an overarching statement that conceptualises how the IT support department has to make a fundamental shift to support a digital business and secondly, how it's already happened. This, with a combination of 'Social IT' is putting a lot of us outside our comfort zones. This interactive session will discuss what we can do to turn this into a positive and not something that keeps us up at night.

305 Things Will Improve: They Just Might Improve Without You

Mark Smalley

The relentless commoditization of IT is changing how IT is organized. The traditional centralized IT department is under pressure from both multiple business units and multiple external service providers. It has passed its sell-by date. This session explores three career directions for ITSM professionals who work for an IT department, the least traumatic of which is to quit. Anybody who works for an IT department should consider the implications for their career because things will improve, they just might improve without you. Reinvent yourself before it's too late.

Breakouts – Session 4

401 Service Transition Planning & Support: A Practical Perspective

Michelle Pearce

Everyone nods their head and agrees that organisations need to have solid service transition practices and we've all heard the gripes about projects that throw things over the fence and run for the hills, leaving operations staff to pick up the pieces. But what does 'solid service transition practices' mean in the real world? This session will provide some practical insights to where one organisation started their journey, the approach they took to achieving their business goals, and how they measured their success.

402 Mind the Gap

John Hagley

How can you provide an excellent customer experience when operating in an ITIL centric world? How can you meet the customers' expectations and deliver in a sustainable way? Bridging the gap between service delivery and customer service, the greatest challenge is aligning customer expectations with how your ITIL centric operation delivers services to them. In this presentation John Hagley will share his experience working with both operations and customers, outlining some practical strategies to assist with this transition.

403 The Role of IT and ITIL is Changing: A Revolution is Underway

Paul Thomason

The role of IT and ITIL is changing and those that recognise this will become ever more critical to the business. This session will explore the opportunities, understand the requirements being driven by C level executives and trends seen emerging in the Hagley market. There is a revolution underway in the application of ITSM. In this session you will see the future of ITIL today.

404 The BYOD Revolution Means ITSM Evolution

Karen Ferris

By 2016, Gartner predicts 38% of companies worldwide will have stopped buying devices for employees; by 2017, half of employers will require employees to supply their own devices and by 2020, 85% of companies will provide a BYOD program. This is giving us CIO, IT and security nightmares. BYOD brings many challenges. The BYOD revolution means that there must be an ITSM evolution. The presentation's audience will be equipped to establish the required processes that may not have been a priority up until now or revise existing processes to meet the inherent challenges the organisation will be faced with.

405 Business Value Dashboards: Demonstrate IT Value and Change the Conversation Clive Smith

Infrastructure and Operations Business value dashboard (IOBVD) initiatives are used to quantify the business value of infrastructure and operations (I&O) performance in a way relevant to supporting business and IT leaders' decisions. IOBVDs are composed of audience-specific sets of business value metrics (themselves combinations of prioritized business objectives, business performance measures and I&O performance measures) and delivered through a variety of presentation and reporting mechanisms. This session will outline how and why the conversation changes shape from detail data into a dialog that the business would like to discuss.

Breakouts – Session 5

501 The Personality of Process

Mansoor Styer

This session will explore the value of considering personality types when implementing or seeking to improve processes in the context of Incident and/or Problem Management. The case will argue that considering personality preferences is often deliberately overlooked as a success factor due to the level of complexity and/or limited experience available to explore the impact of this area. Reflecting on suggestions made via tools such as the Myer Briggs Type Indicator (MBTI), this topic does not suggest a move from the 'one size fits all' approach but rather developments to the approach, particularly in environments where people are considered the most important asset.

502 Towards the Technology Concierge

Kathryn Howard

Is your service desk locked into a highly constrained incident and service request management model? We're not supporting services, we're servicing a customer and we are doing it in an integrated service provider environment. The traditional blended approach of BAU processes with super hero intervention no longer provides value - it's simply not adaptable or agile enough. Do you understand the diversity of the new collaborative workplace from Gen-Z through to veterans? Are you articulating the intent of your services in business terms through service charters? How are you influencing and adapting to your customers behaviours? We must evolve to become the 'Technology Concierge' the gateway to IT services, providing real value to our customers' business with a blended service approach of high touch, self-help and social media.

503 Agile, DEVOps, Continuous Delivery: Friends or Foes?

Jason Gray

As your business demands more 'speed' from its engine room, techniques are emerging that are putting your Service Management processes and Service Reliability under pressure. Do you defend or adapt? Are Agile, DEVOPS and Continuous Delivery your 'friend' or are they your 'foe'? Is service availability under threat? Is ITIL under attack? This session takes a look at the new demands and challenges facing ITIL with the emergence of Agile, DEVOps and Continuous Delivery. It will reveal the motivations and philosophies driving the change, discuss ITIL process pain points, what processes will benefit, and what processes will need to adapt.

504 HOT TOPIC 4 – Pitfalls & Challenges, Mobility & BYOD

Suresh GP

How are we coping both as IT and business towards the latest trends on BYOD, Mobility? Are we completely aware of the pitfalls, challenges and best practices before confidently voicing our benefits to enterprises? What has been the industry adoption so far and what lies ahead for the future? In this session, panellists will brainstorm with pragmatic insights and perspectives how to manage the complexities of the working environment and how to leverage the power of BYOD and Mobility while being prudent to aspects of compliance and governance.

505 Capability Oriented Service Transition Approach

Dinsha Palkhiwala

Traditionally IT projects focus on delivering a IT asset like Technology infrastructure, application, data base etc. assuming these assets once delivered will create business benefits, albeit by some magic. The 'Capability Oriented Transition Management' is a life cycle approach based on the principal that service transition is a transformational process of converting current capability state to a future (and transformed) capability state. This session will cover the key attributes of the service transition, highlight the pitfalls and challenges, identify specific competencies for service transition project managers and explore key benefits and results.

Breakouts – Session 7

701 It's A Trap! SACM

David Chambers

It's A Trap! SACM will discuss the many traps that organisations fall into when implementing SACM. There are many reasons why SACM has a reputation of being expensive and difficult to implement, however it does not have to be. Real life examples of failed implementations will be presented with solutions that would have avoided the traps and ensured success.

702 Staffing Your Desk for Success

Carlos Nunes

Successful IT Service Management is reliant on the component triangle of People, Process and Technology working together harmoniously. ITIL V3 underpins this notion in stating that the three components must interact with each other to perform, adding that they are therefore interdependent. However, it is the People component that adds value through its capacity for elements such as creativity, analysis, learning, judgement, leadership, communication, empathy and trust. This capacity in turn is manifested in teams and individuals within the organisation through the level of knowledge, experience and skills. Given this obvious importance then, how do you go about to ensure you are staffing your desk for success?

703 Audits and Auditors: Love Them, Hate Them, Most of All Embrace Them! Sandra Hinchcliffe

This session will focus on guidelines to partner with your auditor and reveal myths about audits and auditors which will allow you to decide if they are true or false. If they are true then there are seven simple and practical steps which you can take to embrace and partner with your auditor for a successful audit. If they are false, then you can reflect about your past audits and your next audit, on how to love and embrace your auditor to reach the combined objective of continual improvement.

704 The Future of Mobility and BYOD

Anthony Orr

Technology is changing at such a fast pace today and changing our lives. A major factor in these changes is the adoption of mobile devices. Mobility is not just the latest phone or tablet device but so much more. In this session, the future of mobility, social, analytics and cloud technologies will be discussed as the nexus of things to come. Also discussed will be how these technology changes will help improve consumerization, industrialization and your overall practice of service management in your organizations.

705 HOT TOPIC 5 – Moving Production to the Cloud

Robert Stroud

We have invested significant money time and effort in getting our change management practices 'just right' so they work well for our production environments. Now along comes mobility and the cloud which demands agility and speed of execution and we find that many of our processes do not work as effectively and efficiently as they once did. What changed? A change is still a change, isn't it, or is it? Should production even be in the cloud? This panel will debate not only the relevance of cloud it will also discuss tips and techniques for getting there. Bring your questions and scenarios in an attempt to get them tongue tied!

Breakouts – Session 8

801 Improving Service Lifecycles with Fewer Surprises

Chris Madden

Sydney Water has been on a long journey to develop methods for improving service lifecycles. Along the way they have updated ITSM processes and tools and introduced new ones, changing program delivery culture and language. Project teams now are part of the Early Lifecycle Support phase and better understand the service lifecycle. This journey hasn't stopped as IT strategies, technologies, frameworks and approaches change. This session relives the journey and focusses on how ITSM processes, service activation and design can adapt and support these new approaches.

802 How to Do Service Desk Surveys Brilliantly

Dave O'Reardon

How would you like to increase overall customer satisfaction with IT by 25%? It's been done before, within 6 months, on a shoestring budget and all driven by the lowly survey issued when a customer's ticket is closed. Many organisations already run these surveys but few enjoy the full benefit. This lively session will show you how to do them brilliantly and how to enjoy a rare thing in IT, a big bang for small buck. If you're a Service Desk Manager or Service Delivery Manager, can you afford not to come?

803 Are You Leading Change in Your Organisation?

Peter Doherty

Are you leading change in your organisation, or just doing admin tasks? Many organisations look to mid-level managers to provide function and administrative support to those who report to them, often with little enablement. Is it any wonder in the era of shrinking budgets that it is this layer of management that often gets reduced?

804 Enterprise Mobility: A University's Service Strategy

Jason Lunghsen

The enormous popularity of tablet devices is catapulting this platform to become a serious challenger to laptops and desks as the primary interface device for personal computing. Given this market shift, combined with smartphone adoption, every organisation must be able to deliver high levels of support to mobile devices whilst maximising value from its investment. RMIT is starting down the path to enhance our end user experience both now and into the future; this session will share their approach and lessons learned to date.

805 RMIT's Cloud Journey

Ben O'Neill

RMIT University is in the midst of an exciting IT transformation, taking a customer centric approach with an innovative mindset. They have recently developed both a private and public cloud offering for students, researchers and IT projects, offering compute and storage with a simple and functional self-service offering. Along the way, RMIT have learned some hard lessons and avoided some even nastier pitfalls. This session will explore their journey, a genuine war story.

Breakouts – Session 9

901 Service Management in a Multi-Source Environment: The ATO Experience Shane Johnston

Establishing and running IT service management processes can be a challenge in any organisation. In 2009-2010 the Australian Taxation Office established a multi-vendor partially outsourced IT service provider model, with Lockheed Martin acting as the service integrator. The case study covered the range of decisions, assumptions and lessons learned in creating a viable service management framework that was sustainable across multiple organisational boundaries. This session will cover key outcomes including strategic drivers for multi-vendor sourcing, the service integrator role, establishing and sustaining multi-vendor collaborations and the customer experience.

902 The Journey to ITSM Maturity Craig Lindley & James Flanagan

With IT being at the core of many business processes, it is important to ensure that IT services supporting business processes are realigned to their ever-changing needs. A strong procedural layer underpinning the frontline will ensure that new, changing or expanding services will not undermine core delivery. This session will focus on going beyond the basics, encouraging a culture of continual improvement, embedding regular and accurate reporting and developing your staff to provide excellent service.

903 Hot Topic 3 – Disrupting Service Management Ed Cortis

In software development, we're in the middle of a revolution moving us away from traditional waterfall techniques and into a world of Agile, Lean, visual management and continuous delivery. These principles and techniques are having a big impact on the way IT teams communicate, collaborate and deliver value to the customer. But how is this 'new way of doing things' changing the world of service management? In this session, panellists will provide their insights into how service management is being disrupted by these changes, how we can adapt service management processes to work better with software development, and how to borrow some of these new techniques to make our own processes more effective.

904 Governance: Custodian to Changing Business Trends and IT Landscape Suresh GP

We are in an era of rapid technological changes, complex operating environments and demanding consumerization of IT. Enterprises are forced to change gears to make the paradigm shift imminently not only to be competitive but to secure their place in business. While organizations are spending time, effort and resources to scale up to new frontiers, there is no blue print to guarantee success in their endeavours. Over and above, changing regulatory and legal compliance requirements make it a difficult proposition to sail through seamlessly. This session will focus on pragmatic examples on how Governance is instrumental to help organizations adapt to changing business trends and IT landscapes, achieving their strategic business objectives.

905 Cloud vs On-Premise ITSM: Is There a Clear-cut Winner? Kevin Smith

When it comes to choosing a cloud vs. on premise IT Service Management solution, is a cloud-based model inherently superior? CIOs and IT managers have been wrestling with this question for some time now. A key stumbling block has to do with the binary nature of this question. The either/or options are overly restrictive, because no two organizations are identical, nor are their ITSM requirements, they don't fit neatly into one or the other deployment model. This session will weigh the pros and cons of cloud and on premise solutions and discuss the merits of the emerging trend of Hybrid ITSM.

Breakouts – Session 10

1001 Practical CSI: Getting Started with Continual Service Improvement

Stuart Rance

This session will start by discussing how CSI can form the backbone of an ITSM programme. It will explain how easy it is to create a CSI register and how this can be used to manage improvements. This will be followed by practical advice structured around the steps in the ITIL Continual Improvement Approach. For each step there will be examples and practical suggestions for things to do, ending with a summary and examples from other organizations. Attendees should leave with the enthusiasm and confidence they need to start creating value with CSI.

1002 Knowledge Centred Support: Introduction to Integrated Management Framework Paul Jay

You're already using your knowledge, why not capture and reuse it whilst you work? Knowledge Centred Support (KCS) is gathering momentum, but it is evident that many people are still unsure of its concepts and are also a little sceptical of the benefits of Knowledge Management in the arena of Service Management. If you are willing to shift the focus of your support organisation from 'Call Centric' to 'Knowledge Centric' then you'll reap the benefits that have been realised by many support organisations who have implemented KCS. Paul Jay will share the many tips and traps that come with rolling out Integrated Knowledge Management solutions leveraging the KCS (Framework).

1003 Consistent! Transparent! D.I.Y. ITSM Process Assessment Approach

Anup Shrestha

This session will introduce the ISO/IEC 15504 standard and how it can be used for transparent ITSM process capability assessments. Research to develop a consistent online assessment tool based on ISO/IEC 15504 was conducted by the University of Southern Queensland in partnership with ITSM practitioners and ISO standard committee members. Evaluation of the online assessment approach revealed that the approach is cost effective and produced accurate results. The research approach and results will be discussed during this session so that service managers can consider this approach for future assessments in their journey to mature service management.

1004 Internet of Things: No Longer Delivering Magic Behind Closed Doors

Robert Stroud

Business innovation is accelerating and subsequently the business is accelerating their demands on IT. Your business management often claims that IT cannot react and deliver in a timely manner forcing a situation where the business itself is delivering technology directly! In response to the acceleration of change and the adoption of agile development methodologies to meet business change requirements, many are looking to alternative methodologies to accelerate the rate and pace of change such as leveraging DEVOps. This session will discuss how DEVOps will accelerate your change, release cadence and ensure you are both relevant and delivering business innovation.

1005 The Cloud Experience

Anthony Orr

Most of the time when people think of cloud they think from the consumerization perspective because of the way cloud affects our personal lives. There is an industrialization perspective for IT practitioners that we need to better understand. IT services and business services are being transformed to digital services today in order to enhance the experience for our end users. In this session the digital service revolution, consumerization and industrialization of cloud for business value will be discussed.