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# Increase Values your ITSM tools can deliver by using IT4IT – Step 1 to Transform your IT

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*Expensive Investments in IT for IT have not delivered on Promises*

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## ‘Doing the same thing again and again in the same way, expecting different results is insanity’

In the last 20 years, of my journeys in the IT Service Management Domains and architecting and implementing Information technology for large global enterprises to manage their IT, I find it difficult to see how much effort has gone into the investment of IT applications for managing IT services and there is so little to show for it.

Well-known names in the industry, announce one magical solution after the other covering all the buzz words like Service Catalog Management, Service Quality Management, Run Books, CMDB, Monitoring, etc. But the sad reality of what these systems are used for and the real values they are supposed to provide; are missing in one implementation after the other.

There seems to be a very large distance between delivery and promise. These systems seem to be implemented with the intent for both the CIO organisation and the service provider to stay green and meet the SLA target. Refer to this article in 2010; strangely things have not changed much in the interim. <http://www.itwnet.com/columns/clean-window-if-you-want-more-light>

There is no other industry in the world which will set a target for a service provider, expect them to measure themselves and report on the wonderful things that they have achieved, and then pay them fat bonuses, the CIO; on the other hand, still talks about the stress he is feeling from the business on the behaviour of their service providers etc.,

But we all know about the old adage of a “Poor Workman Blaming his tool”, or that of “A fool with a tool is still a fool”.

This webinar is how the brand new IT4IT architecture reference models can be interpreted and used in a multi-vendor service delivery model, and how this can be achieved with your current tool sets through a sensible architecture and configuration.

I am going to say talk about the realities of the current models and how you can prepare your organisation for the future and its disruption by adopting a new and innovative approach that can help you establish the next generation Service Model using the IT4IT value stream driven.

Be prepared to be provoked and answer some hard questions to yourself and to ask hard questions about what has helped organisations like Tata Motors, Tesco Stores implement award winning IT solutions, and achieve end to end transparency over their service delivery by simply configuring right and why the Japanese would be interested in it.

## About the Webinar

### Who should attend:

Anyone interested in figuring out how they can use their current tool set and the IT4IT reference architecture to change their ways of working and adopt a Service Oriented IT Service Management framework as a first and important step in establishing next generation IT Operating Models and face the disruptive future with confidence.



### About the Author:

Sukumar's passion in life is organisational transformation to improve quality of life by improving capabilities.

Sukumar is the CEO and Principal Architect of a Boutique ITSM Enterprise Architecture Studio called Action Research Foundation, He is well known for his work in creating Service Oriented ITSM Architectures and then applying organisational change methodologies such as Action Research to establish a community of practice required for changing 'Ways of Working' in IT Departments of Large Enterprises.

He has considerable experience in Architecting and establishing Service Oriented Architecture frameworks and their underlying Application Layers using Action Research to achieve organisational change, service orientation and focus on customer outcomes.

He has pioneered, the FlexMode<sup>™</sup>, A Paradigm Shifting methodology framework; for transforming from 'Silo IT Operating Models' to next generation, 'Service Oriented IT Operating Model'.

The Framework has enabled his customers to achieve paradigm shifts and realise values from the time and money they spend on IT Service Management Activities and leveraging their investments in IT Service Management Tool Suites to establish and manage End-to-End services in a Multi-Sourced Environment

His work with Tata Motors to establish an ITSM automation layer using BMC Suite of ITSM Tools won the 2010 Award for Enterprise and IT Architecture Excellence in ITSM.

The work at Tesco once again took the 2011 Award for Enterprise and IT Architecture Excellence. At Tesco he helped architect the ITSM Service Maps, deploy the configuration on the ICCM tool, first for the UK and then transported across 18 countries while consolidating support functions into a self-owned, offshore organisation.

During the past years he has worked in establishing initiatives that create internal architecture capability and then to use the capability to manage the transformation from Silo Based IT Operating Models to the Next Generation Service Oriented IT Operating Models. He enjoys diverse cultural experiences and has led architecture initiatives for diverse domains including Banking & Finance, Automobile Manufacturing, Brick and Mortar Retail, E-commerce, Telecom and Ecommerce; for organisations from across the world, including Rakuten of Japan.

In a project for a Large International Service Provider, he led the architecture team to an innovative solution; applying capability based planning to creating Technical Functions in 3<sup>rd</sup> Party Service provider organisations; while simultaneously providing their people with a systematic capability growth ladder that establishes a continuous rating system based on both BAU and Improvement Activities.

This ground breaking project, used TOGAF ADM to manage the architecture development, used the IT4IT<sup>™</sup> as a reference architecture, Skills Framework for the Information Age from the SFIA

foundation, ITIL, COBIT, ISO 20000, and other applicable knowledge bases to establish a capability profile in the dimensions of Professional Skill, Technical & Process Knowledge, Behavior Skills and Qualifications.

This innovative new approach to establishing next generation IT Operating Models and help organisations to establish a Capability Increment Road Map, has received international attention and a paper titled “Architecting the next generation IT Service Provider Organisation using TOGAF® with IT4IT™ RA and SFIA 6™” was presented in the Open Group, Enterprise Architecture Conference, London 2016.

He is acknowledged as a personal contributor to the IT4IT™ V 2.0 Reference Architecture and a Reviewer of the IT4IT™ Foundation Study Guide. He is one of first to be foundation certified and a member of the Beta Train the Trainer programs. ARF is currently on of the 11 organisations accredited, by the Open Group, for training and conducting exams.

Further details about his work and philosophies is available @  
<https://in.linkedin.com/in/sukumardaniel>