

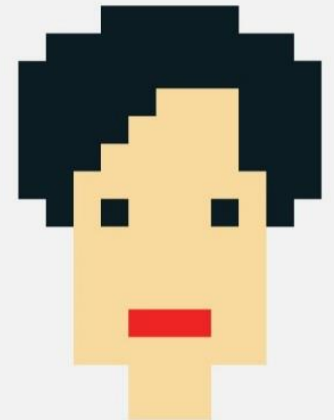
# *Agile Your ITIL*

Bringing DevOps Benefits to IT  
Service Management

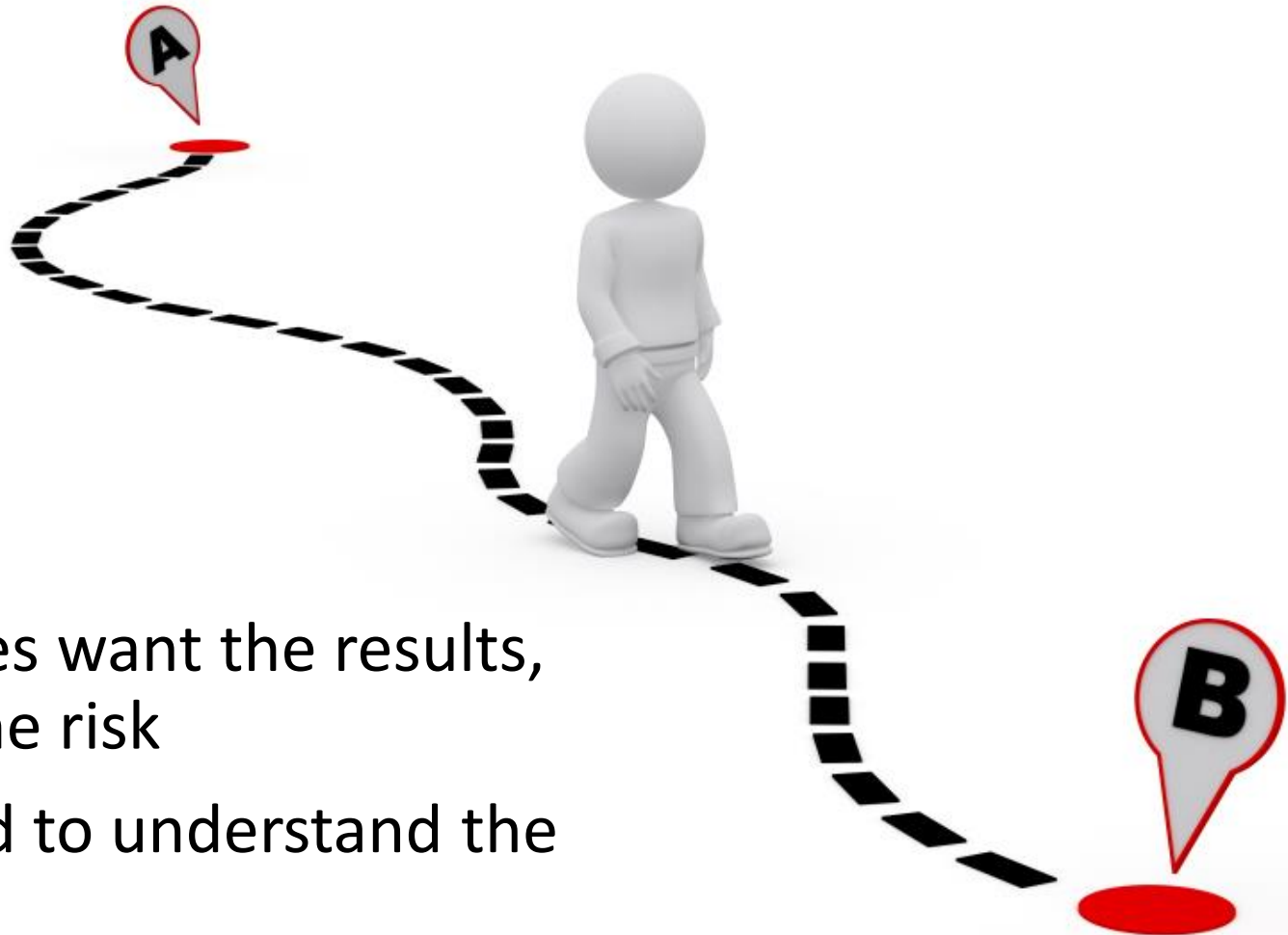
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# Yes Please



Enterprises want the results,  
but not the risk

They need to understand the  
journey

# What Now???



*“Oh good....a  
new  
management  
initiative”*

# Perceptions: ITIL

Is it:

- Bureaucratic?
- Negative?
- Yesterday's news?
- Process driven?



# Perceptions: ITIL

Or....

- How IT is 'done'
- Contractually required
- Millions of certified professionals
- Common language



# Perceptions: DevOps

Is it:

- JFDI?
- Tech driven?
- Dangerous?
- Wild west?





# Perceptions: DevOps

Or.....

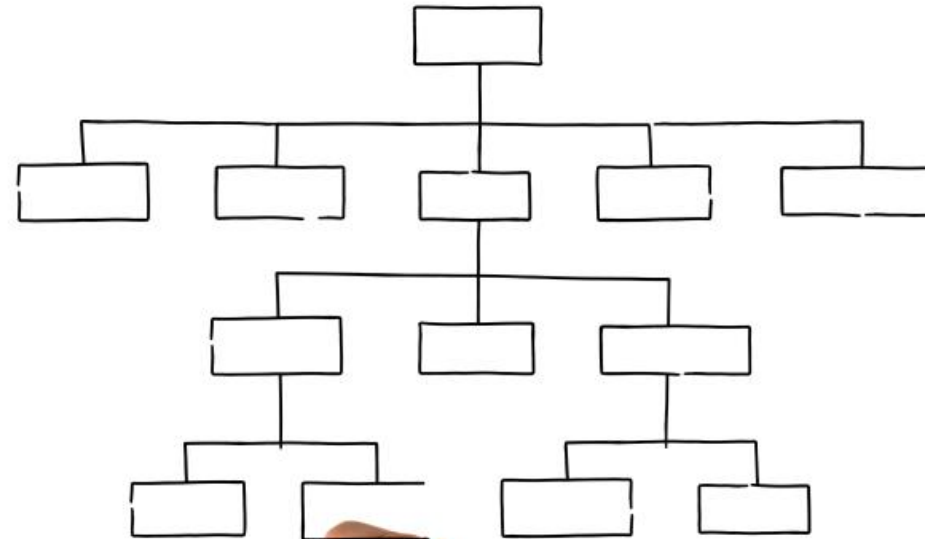
- Exciting
- Attractive
- The future



# DevOps and ITIL together

Process = consistent way  
of doing repeatable  
tasks

Ideal for automation

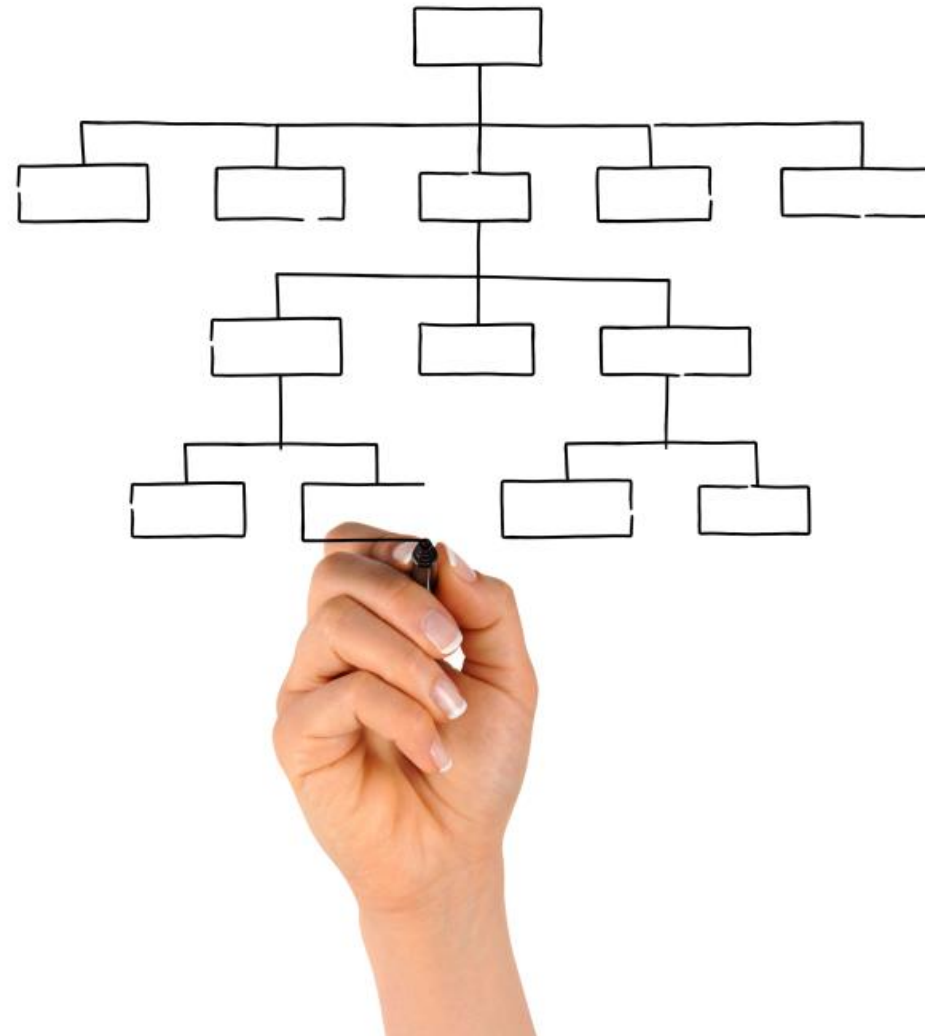




# DevOps and ITIL together

Process = free time to  
focus on the complex  
stuff

Process = streamlined  
decisions



# DevOps??

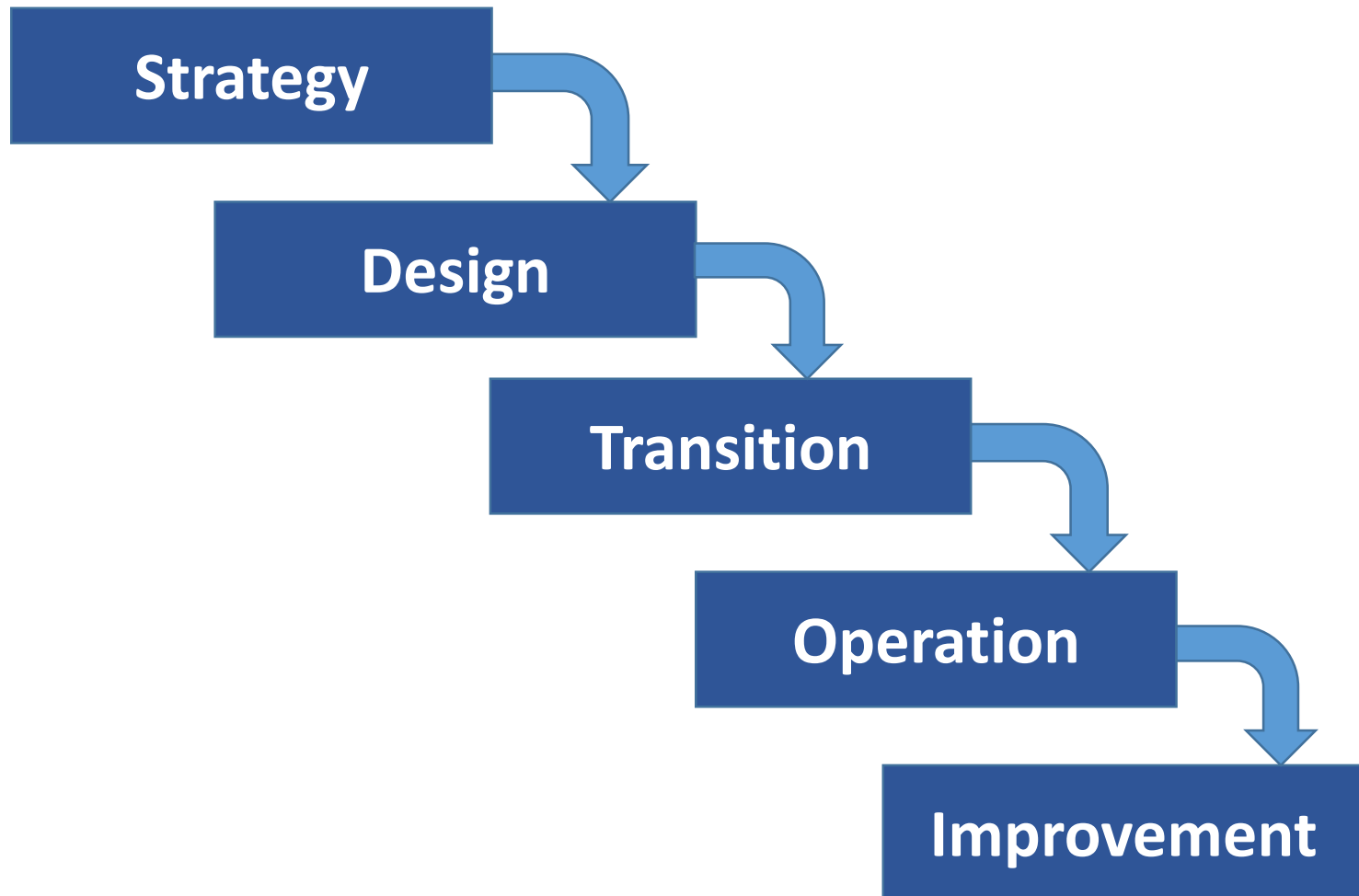
***“...rather than being a market per se, DevOps is a philosophy, a cultural shift that merges operations with development and demands a linked toolchain of technologies to facilitate collaborative change”***

***Gartner***

***“...a cultural and professional movement that stresses communication, collaboration and integration between software developers and IT operations professionals”***

***DevOps Institute***

# DevOps and ITIL together



# The First Way: Flow



- Understand the flow of work
- Always seek to increase flow
- Never knowingly pass a defect downstream

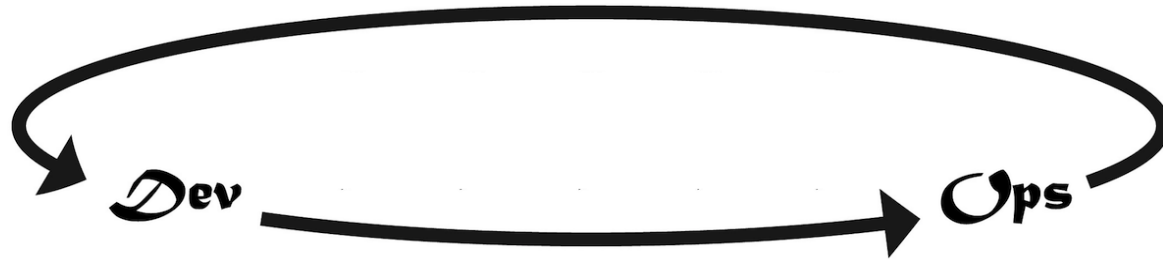
# The First Way: Flow



Investigate these service management processes:

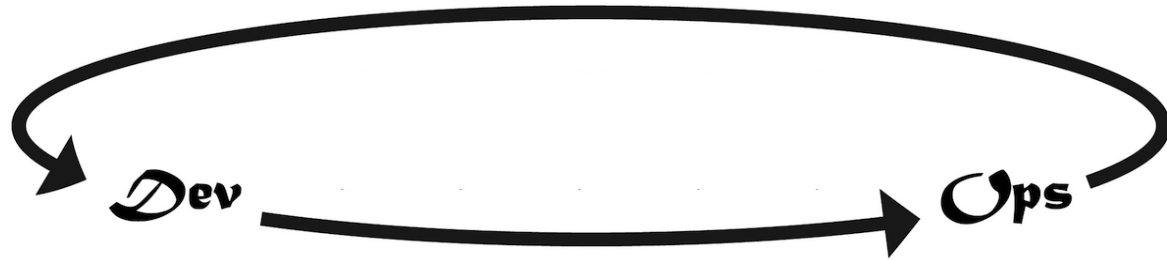
- Incident and event management
- Problem management
- Change management

# The Second Way: Feedback



- Understand and respond to the needs of all customers – both internal and external
- Shorten and amplify all feedback loops
- Emphasize right to left feedback

# The Second Way: Feedback



Investigate these service management processes:

- Business relationship management
- Capacity and availability management
- Service level management
- Event and incident management



# The Third Way: Continual Experimentation and Learning



- Allocate time for the improvement of daily work
- Create rituals that reward the team for taking risks
- Introduce faults into the system to increase resilience

# The Third Way: Continual Experimentation and Learning



Investigate these service management processes:

- Availability and IT service continuity management
- Information security management

This is **not** traditionally part of Ops comfort zone



# Agile ITSM

- Traditional ITSM rollout methods don't always work well
- Apply Agile principles to ITSM design
- Allow faster feedback
- Get better at process integration



# Agile ITSM: Change

- Go back to first principles
- Leverage automation
- Examine the desired rate of change
- Adapt change authorization, documentation etc.



# Enterprise level adoption

- It's scary for large enterprises
- Enterprise processes might need some work

***The results of blending old and new capabilities will be amazing***

