

ITIL and DevOps, Straight from the Horse's Mouth

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The folklore of IT Service Management

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STRUCTURE

FOCUS

DELIVERY

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A photograph showing two men in an office setting. The man on the left, wearing a light blue shirt, is being grabbed by the collar of his shirt by the man on the right, who is wearing a dark grey sweater. Both men have expressions of anger or aggression. A woman in a light-colored blazer is standing behind them, looking on with a concerned expression. The background is a blurred office environment with windows and shelves.

PEOPLE

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What does ITIL
really say

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COMMON LANGUAGE

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ADOPT & ADAPT

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BUSINESS FOCUS

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CONTINUAL
IMPROVEMENT

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TRUST AND COLLABORATION

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How does DevOps
relate to ITIL

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**AVOIDING
UNNECESSARY PAIN**

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**AVOIDING
OBSTACLES**

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ASSESSING RISKS

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UNDERSTANDING THE
BUSINESS

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LEVERAGING
TECHNOLOGY

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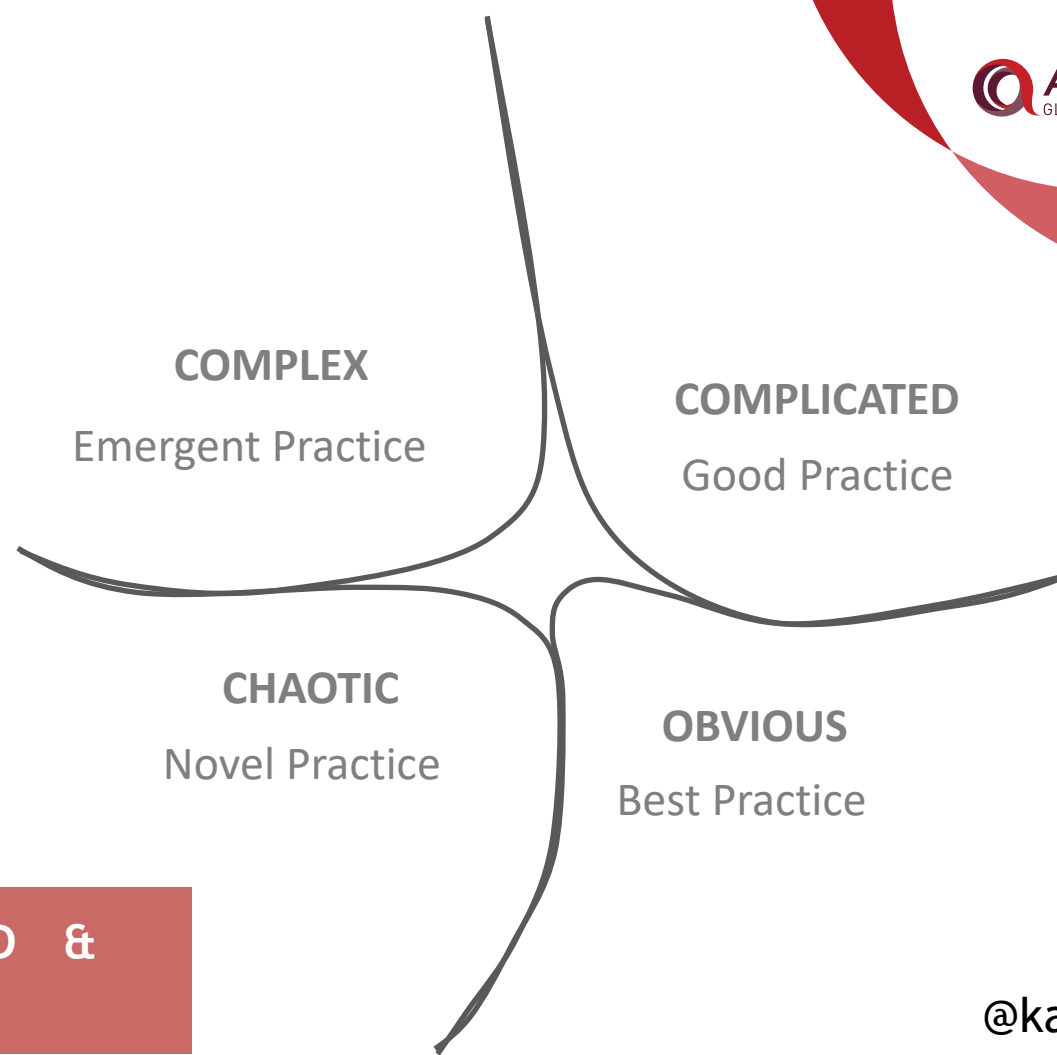
LEARNING FROM
EXPERIENCE

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SCALING TO SIZE

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CYNEFIN



THE BEST, GOOD &
EMERGENT

UNICORNS & ITIL

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THE FUTURE

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FOLLOWING THE
DIRECTION

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GETTING INVOLVED

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1

Service Management is about becoming better and better at delivering value to your customers

2

ITIL needs to be adapted (for the Service Management mindset) and adopted (for the organization's needs and situation)

3

Approach any improvements with small steps, and continually; make sure the improvements align with the vision, and avoid local optimization

4

Process maturity matters, but this is not a guaranteed indication of value delivered; seek to truly understand your customer, and measure value

5

The process pain you are feeling right now is optional

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