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Leadership leads the way

Speaker : Ivor Macfarlane
Service Management Specialist
IBM

Title of the presentation : How can we make our people service managers?

Summary of the presentation : We all know service management is 'people, process and technology'. Technology becomes more sophisticated and process are taken seriously, but the people aspect doesn't get enough attention. Successfully delivering services needs more than creating IT applications and installing technology. It needs real change in culture, attitude and understanding. That involves focusing on the service, how it's used and why it's important to the organisation, seeing it from the customer perspective. This talk illustrates some key concepts – using analogy and humour to explore key aspects to be aware of and build a new culture around.

A group of hikers with backpacks and poles are ascending a steep, snow-covered mountain slope under a clear blue sky. The hiker in the foreground is seen from behind, leading the group.

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