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# Leadership leads the way

**Speaker :** Milan Glavaski  
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**Title of the presentation :** Lean and IT Service Management

**Summary of the presentation :** Application of Lean Six Sigma principles in ITSM Strategy, Design and Operations Management. Practical application of lean tools such as Value Stream Map, 5s, Kanban, Kaizen workouts and many more in alignment of IT processes and services to value add for the end customer.

## Operations

- \* 5S in Service Operations
- \* Takt and Cycle Time
- \* Recognize Waste through Value Stream Map
- \* Does your process flow? How do you know?
- \* Kanban for Service Operations, can we pull IT work?
- \* "Visual Factory" with dashboards

## Design

- \* Can we reduce SLA creation and implementation time?
- \* How do we pull the information in capacity management, i.e. capacity on demand (GE example)?
- \* Lean before digitize – business value creation
- \* Configuration management and Lean
- \* Risk Assessment in ITSCM and ISM and FMEA

## Strategy

- \* How do we define Value of IT Service?
- \* How do we communicate strategy and Value?
- \* Can we PULL the data into Service Portfolio?
- \* Can we level-out business Demand?
- \* How does Lean impact financial management?

A group of hikers is seen from behind, ascending a steep, snow-covered mountain slope under a clear blue sky. The hikers are wearing backpacks and using trekking poles.

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