

itSMF BELGIUM ANNUAL CONFERENCE 2011
17 MARCH 2011 – METROPOLIS ANTWERP

Leadership leads the way

Speaker : Patricia Speltinx
Managing Director
Opsys

Title of the presentation : The fruits of leadership-rich soil

Summary of the presentation : It is widely accepted that the biggest challenge faced when introducing Service Management processes is handling the cultural change it represents.

A key aspect of this change is realising exactly what 'management by processes' actually means. Without this, ITIL seeds are planted in unprepared soil, and produce tiny, scraggy fruits.

This presentation addresses the need to fertilise the soil by aligning the management approach and leadership style to what is needed in a process-oriented organisation. It will show you how "planting ITIL seeds in a leadership rich soil leads to a harvest of healthy fruits".

A photograph showing a group of hikers with backpacks and poles ascending a steep, snow-covered mountain slope under a clear blue sky. The hikers are in the foreground and middle ground, moving away from the viewer.

Leadership
leads the way