

itSMF BELGIUM ANNUAL CONFERENCE 2011
17 MARCH 2011 – METROPOLIS ANTWERP

Leadership leads the way

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Title of the presentation : Cloud and Virtualization - Death of ITSM or the opportunity of our lifetime

Summary of the presentation : Virtualization and cloud computing are discussion topics on our lips at moment! Is it hype, reality, fundamental transition or the next paradigm shift? What is clear is that the business understands that it is dependent upon IT, but unfortunately, rather than discuss detail of technical solutions the business wants results and this with cost constraints are changing the role of the Service Manager.

The Service Manager in this business climate must support the ability for IT to exhibit flexibility in terms of elasticity or scalability based on the business fluctuations both expected and unexpected. Most importantly these demands must be met at an appropriate cost and service level based on the businesses appetite for risk according to the agreed Service Levels and at the appropriate cost.

The primary misconception in the industry is that all IT will simply go to the Cloud - this is absolute nonsense, at least in the short term, the reality is that most IT organizations will deliver part of their service themselves and partially through third parties.

Therefore, the role of the CIO is fundamentally transitioning from one of simply managing operations to managing IT as a service value chain-- a chain that may become more complex over time. IT will weave together and optimize the Service Value Chain to best support various customers to enable business. In this environment the Service Manager will be required to manage an even more complex environment, ensuring legal and organizational compliance whilst providing consistent information on the value IT contributes.

This session will detail the emerging industry trends including virtualization, outsourcing and cloud computing and provide guidance for service managers to leverage the intersection of Governance and Service Management to deliver value to the organization. Focus will be placed on leveraging ITIL processes such as supplier management to manage your third parties against service levels whilst insulation the business from the complexity of the service value chain.

The text 'Leadership leads the way' is written in a large, white, sans-serif font against a dark blue background. The background image shows a group of hikers ascending a snowy mountain slope under a clear blue sky.