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# Leadership leads the way

**Speaker :** Alejandro Debenedet, itSMF International Executive Board member

**Title of the presentation :** The people factors of ITSM

**Summary of the presentation :**

For many years we have been doing our best on adopting best practices, standards, frameworks, with the expectations of realizing our Business goals, reducing costs, making the customer (internal and external) happier, managing our services with excellence and in a standardized way with written processes that we would all follow, etc. In a word doing our best to deliver VALUE through ITSM.

Unfortunately the results in many cases have not been as planned. Many are the reasons but one is on top all the time we interview organizations: The People Factor.

People run services, people follow processes (or not), people communicate, interact, inform. People also have their own perceptions and resistances.

Therefore the solution for better adoption of ITSM comes from realizing the importance of people, the attitude, behaviour, resistance and cultural aspects. By paying attention to this factors and addressing them with the right dose of training, coaching, certification, motivation, empowerment will definitely lead to better results and a good working experience.

In this brief presentation we will address the main points described above and lay the ground for further insight and discussion. Take practical points to address The People Factor.

A group of hikers with backpacks and poles are ascending a steep, snow-covered mountain slope under a clear blue sky.

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