



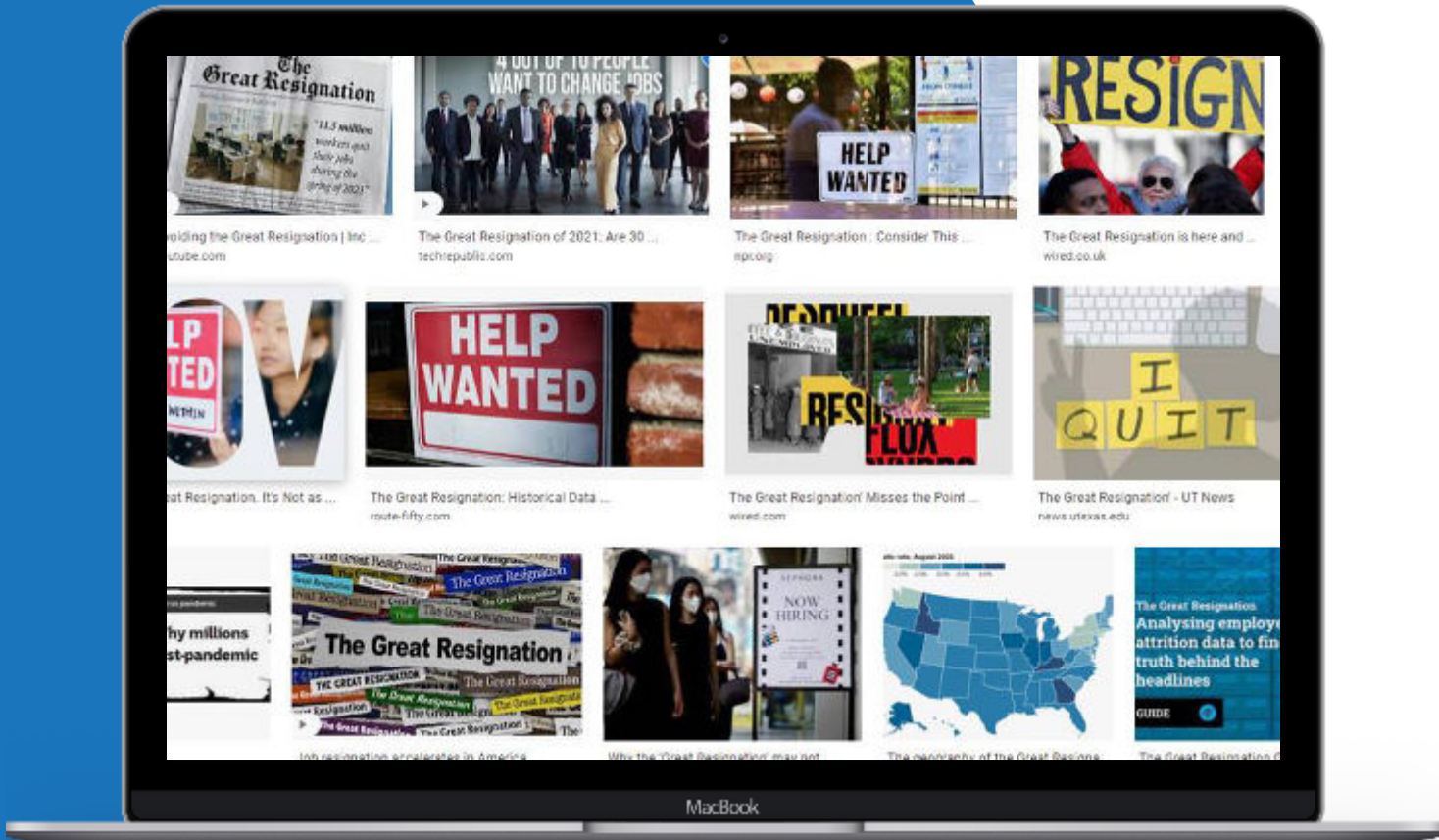
[www.scopism.com](http://www.scopism.com)

# Mutable Service Management

Enabling a Permanent State of Evolution

# Where are we now?

- The great resignation
- The rise of multi-portfolio working
- (post) pandemic
- Software is eating the world
- The new normal (is it?)



# Time to Stop...

- “Digital transformation”
- Looking for silver bullets
- Framework jumping



## Can we define our economic and social value?

Companies do not exist in isolation. Successful and sustainable businesses underpin our economy and society by providing employment and creating prosperity. To succeed in the long-term, directors and the companies they lead need to build and maintain successful relationships with a wide range of stakeholders.

### **Introduction to UK Corporate Governance Code 2018**



## Can we define our economic and social value?

The bosses of 181 of the US's biggest companies have changed the official definition of "the purpose of a corporation" from making the most money possible for shareholders to "improving our society" by also looking out for employees, caring for the environment and dealing ethically.

Big business bosses signing up to the change... include Jeff Bezos, the founder and chief executive of Amazon..., the Apple boss, Tim Cook, and Jamie Dimon, chairman and CEO of Wall Street bank JPMorgan.

[Source](#)



## What is Mutable?

*“All businesses are now (even if they don’t accept it yet) in a state of permanent transformation to new business models”.*

Martin Banks, Bloor Research

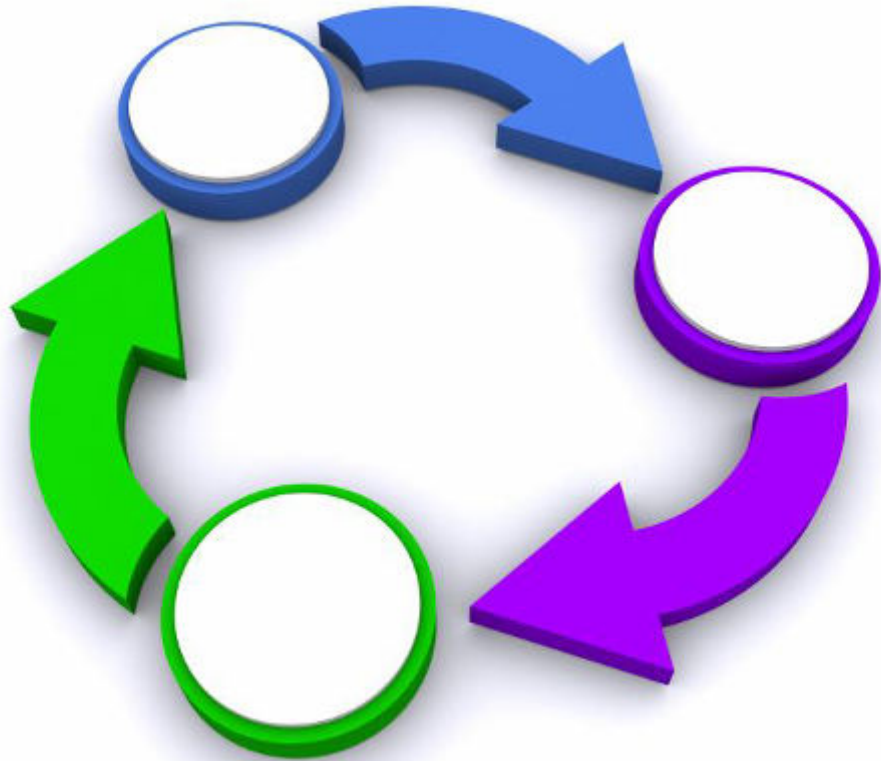
Mutable business is an approach explaining “how organizations can successfully transform in a continuous way”.

# Mutable Foundations

- A permanent state of reinvention
- Adaptation is a fundamental capability
- No more transformations
- Flexibility for all
- Dynamic pricing models and removal of fixed costs



# Mutable Operating Model

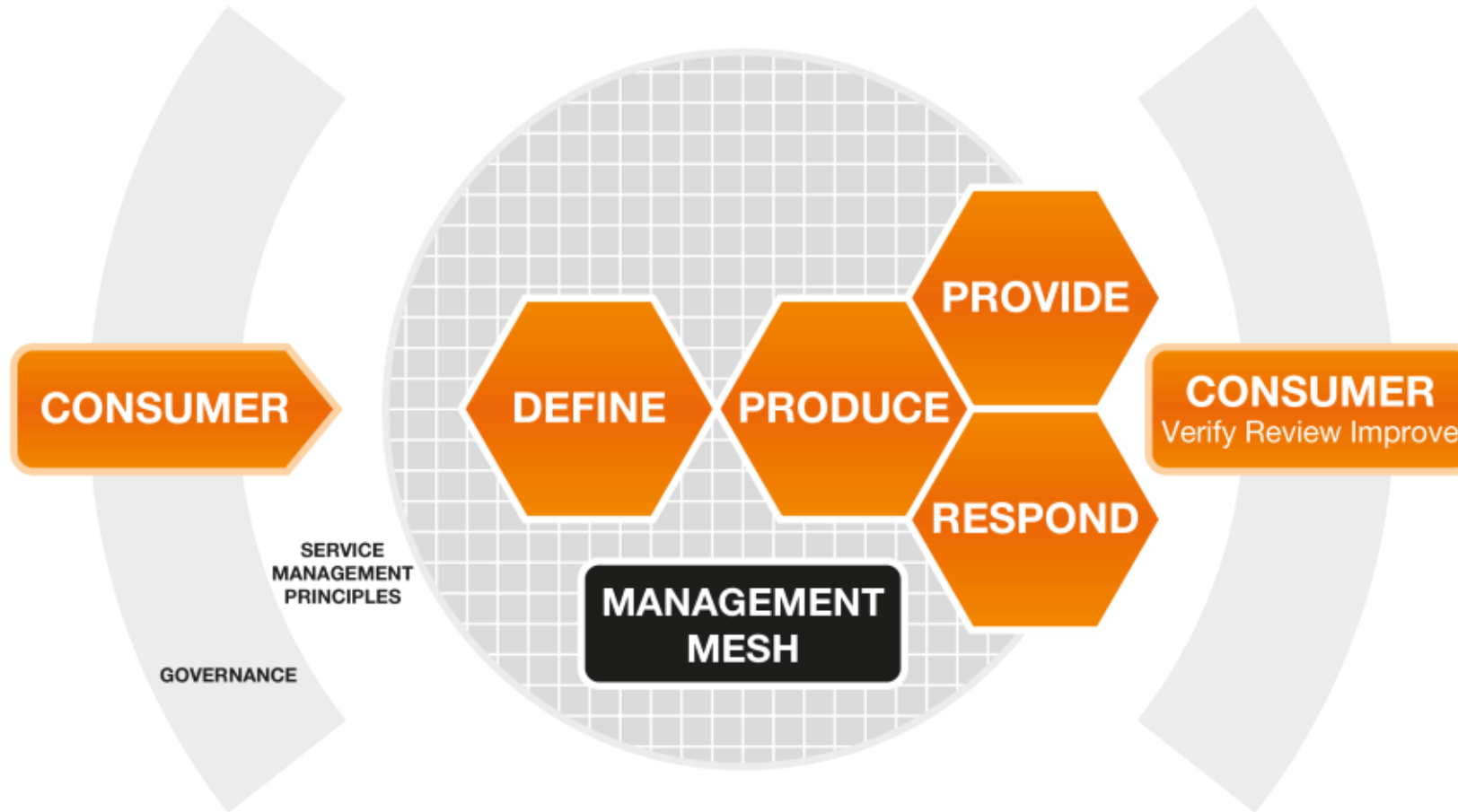


Putting the pieces into places to enable your future success:

- People
- Process
- Technology
- Sourcing



# Mutable Operating Model



# People and Structure

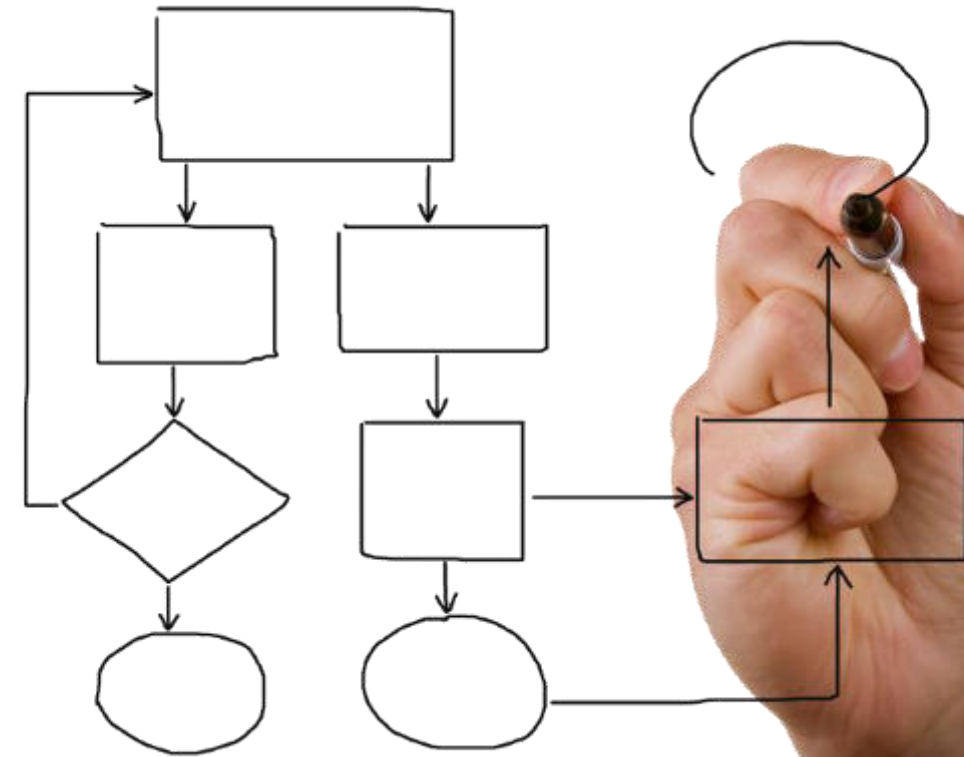
- What do you need to do to build a mutable workforce?
- How do you build morale and transform staff from a cost to an asset?
- Are you investing as much in your teams as in your technology?
- How scalable and flexible is your existing structure?



# Processes

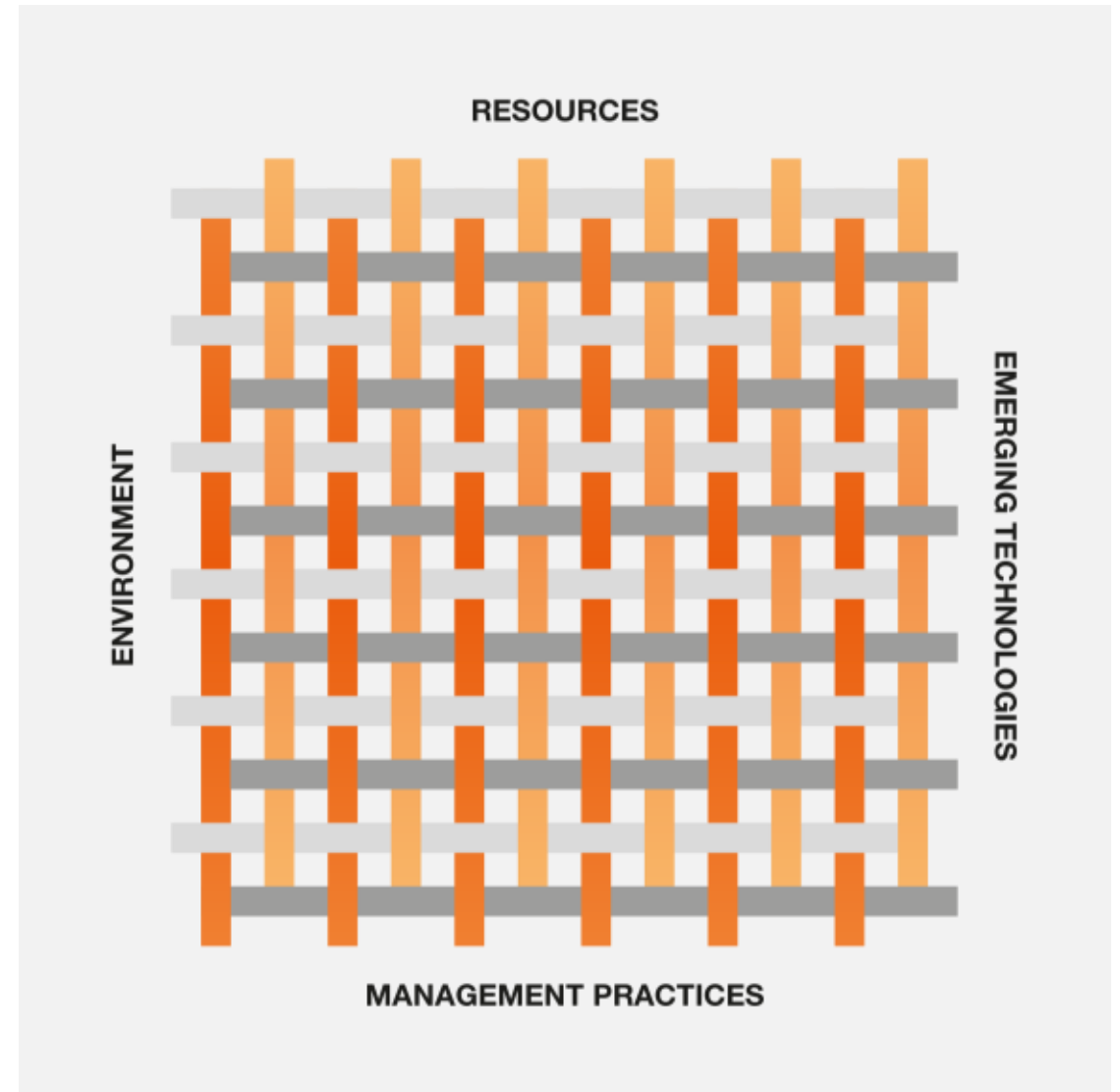
- Focus on experience
- Abstract, personalize, optimize
- Enterprise service management
  
- *“Best practice is just average practice with a positive spin”*

Steenbergs.co.uk



# Ways of Working

- The management mesh allows you to visualize and map your existing state
- The mesh can be updated as the organization evolves

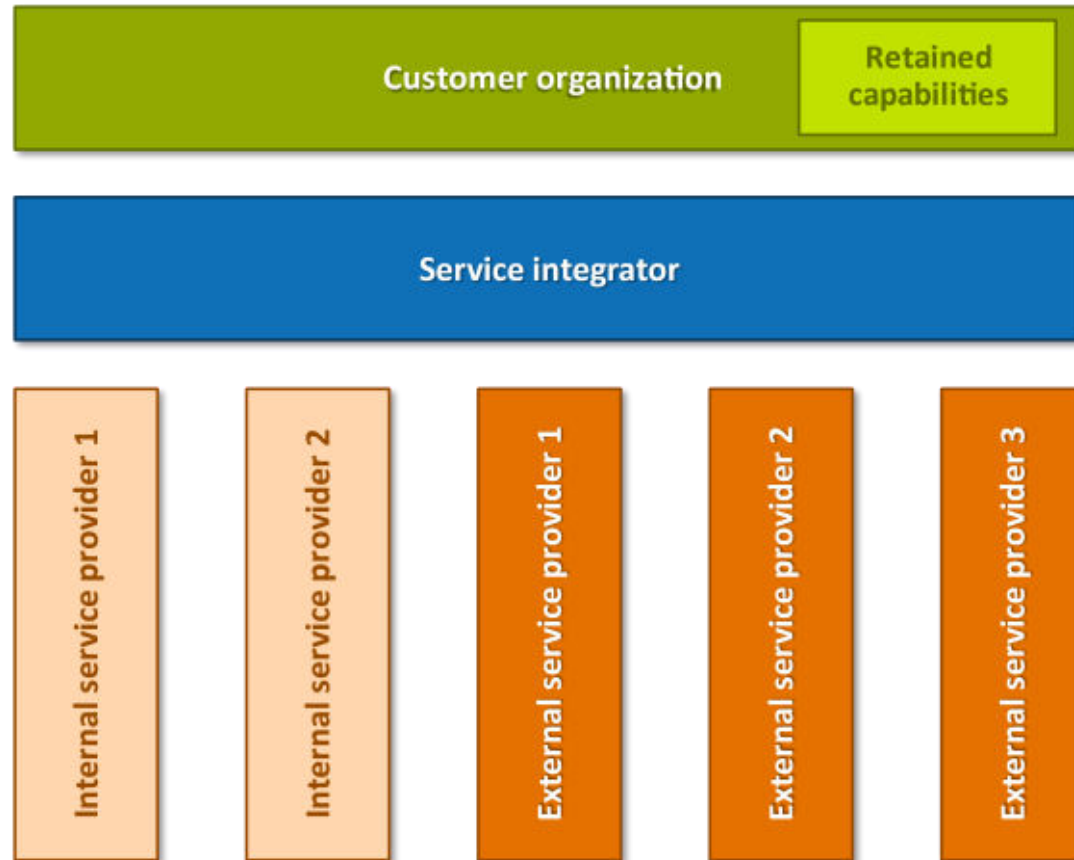


# Technology



- Technology is a key enabler
- Data is at the heart of everything
- CX, DX, UX
- Design thinking
- Automation

# Sourcing: SIAM



- SIAM supports a mutable approach to sourcing
- Effective end to end service management across your supply chain enables scalability
- Build SIAM capabilities across the enterprise

# Your Challenge



- Where is your organization's economic and social value?
- How mutable are you?
- What are your first steps to mutability?



## Stay in Contact



**EMAIL**

[claire@scopism.com](mailto:claire@scopism.com)



**WEBSITE**

[www.scopism.com](http://www.scopism.com)



**SOCIAL MEDIA**

Twitter [@claireagutter](https://twitter.com/claireagutter)  
LinkedIn

