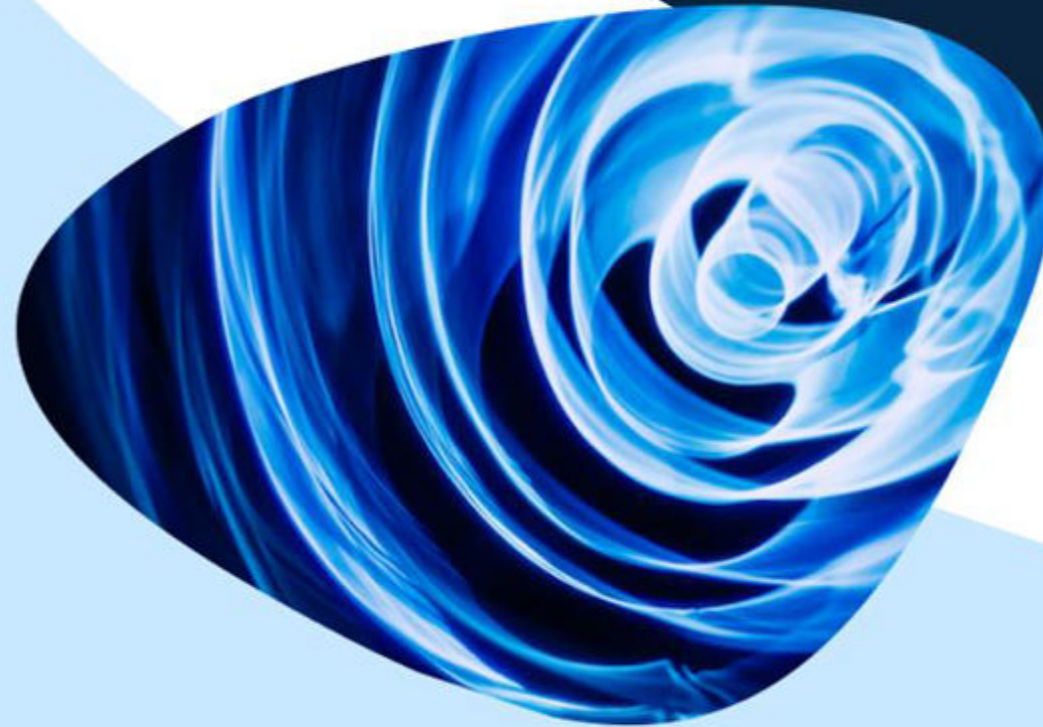


**Think Ahead.**



# **From ITSM to Digital Workflows**

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Business Development & Innovation  
Manager  
Performance Technologies



# Business Disruptions

- COVID-19
- New ways of working
- Shocks to supply chains
- Environmental, social and corporate governance
- Cross-industry competition



# Digital Imperatives

## SPEED

---

Accelerate digital leadership



Automation



Process Transformation

## EFFICIENCY

---

Improve process efficiency & resilience



Optimize and adapt processes quickly



Augment to unleash human potential; minimize friction

## EXPERIENCE

---

Compete on experience



Inspire the new digital workforce



Delight customers and employees

# The Barriers



## Shortage of tech skills and talent

Talent shortages in the U.S. have more than **tripled** in the last decade, with **69%** of employers struggling to fill positions

ManpowerGroup

[The Employment Outlook Survey, 2021](#)



## Legacy & silos hurting agility

By 2024, most legacy applications will receive some modernization investment, with cloud services used by **65%** of the apps to extend functionality or replace inefficient code.

DC FutureScape

[Worldwide Cloud 2021 Predictions](#)



## Skyrocketing digital expectations

Employee and customer experience is the **third-highest** key initiative critical to achieving corporate objectives and it has become increasingly vital to the success.

Workplace Insight

[Employee experience is more important than ever](#)

# Pillars of action



## **Empower more technologists**

Lower barriers and fuel collaboration for all people to create



## **Modernize core systems**

Remove tech debt; bridge systems and legacy apps on a modern platform of action



## **Simplify tech delivery at scale**

Consolidate point tools; empower business autonomy while safeguarding standards

# First Step

## From ITSM to ESM

### **ESM**

*Collection of processes that enable ~~IT~~ Depts to (1) design, (2) create, (3) deliver, (4) support, and (5) manage ~~IT&T~~ services*

***ESM** can be described as “using ITSM principles, good practices, and capabilities in other business areas to improve performance and service.”*

# The big picture

## Shadow IT vs Citizen Developers

### Messy / Shadow IT

Messy, “shadow” and ad-hoc IT make management and governance very complex and may waste valuable organizational resources.



### Citizen Developers

A modern ESM & digital workflow platform lets your “citizen developers” design and deliver solutions within a standard, well-governed, framework.

# Understanding and Bridging the Supply and Demand for Services

## **TAIL** — *SUPPLY*

- › CREATE + DELIVER
- › MANAGE OPS
- › SUPPORT USERS
- › GOVERNANCE

*... and more*



## **HEAD** — *CONSUME*

- › DISCOVER / FIND
- › SUBMIT REQUEST
- › ASK FOR SUPPORT
- › PERFORM TASK

*... and more*



# Requirements of a next-gen low-code or codeless platform



## Easy to create

- Simple to build
- Fast to change/iterate
- Less dev time/resource



## Delightful to use

- Loved by all stakeholders / users
- Delightful end-to-end
- Consistent/aligned cross apps/departments

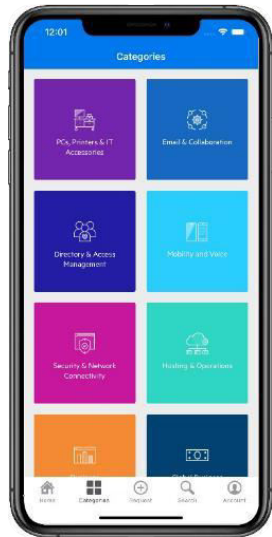


## Efficient to scale

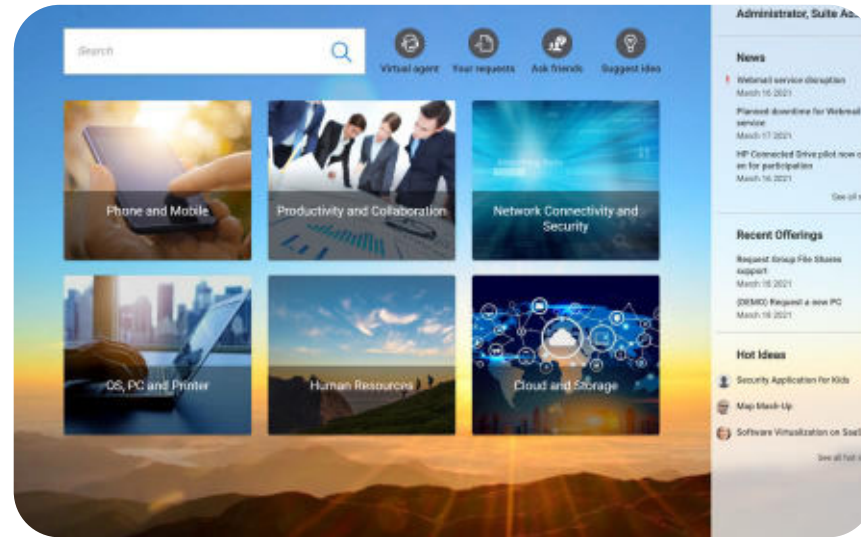
- Frictionless to collaborate between business and IT
- Painless to govern, predict, operate, and manage

# Omnichannel, consumer-grade service experience

Mobile

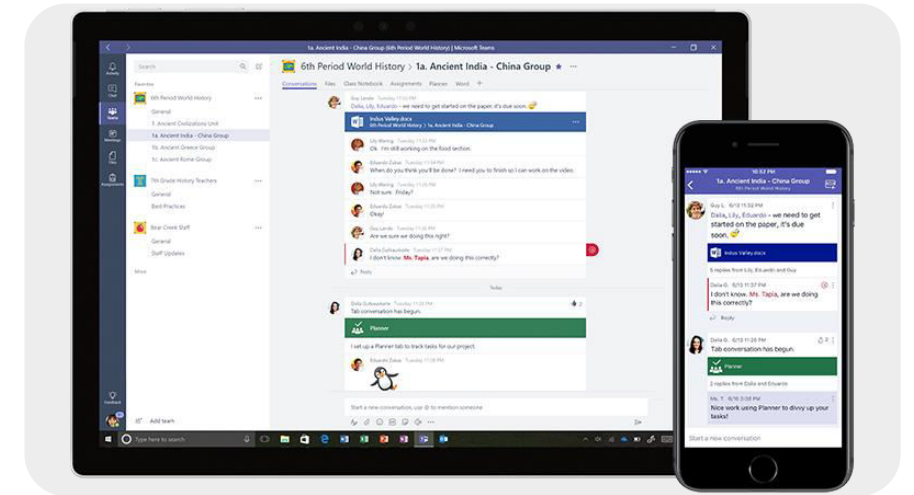


Web



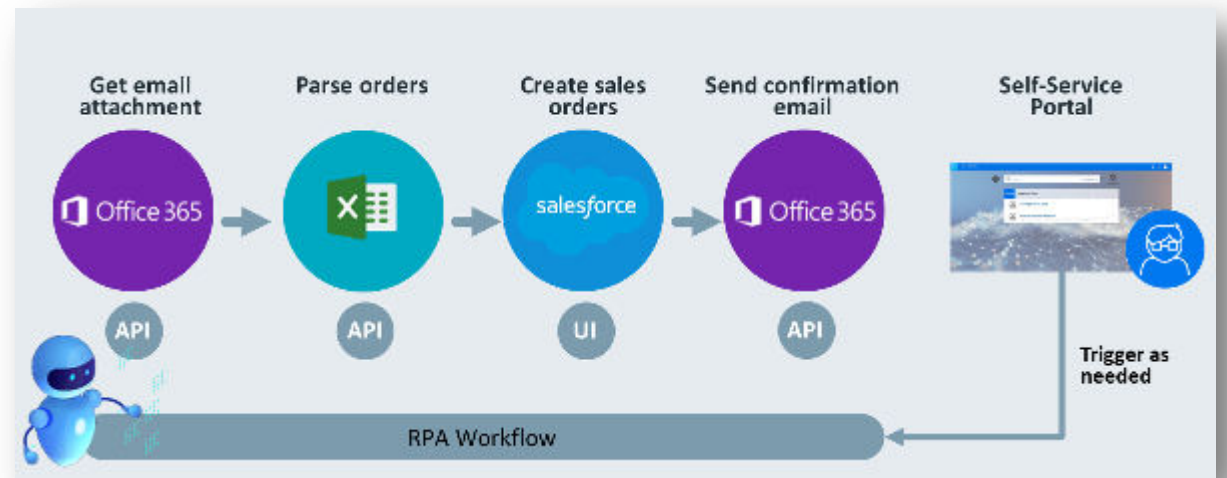
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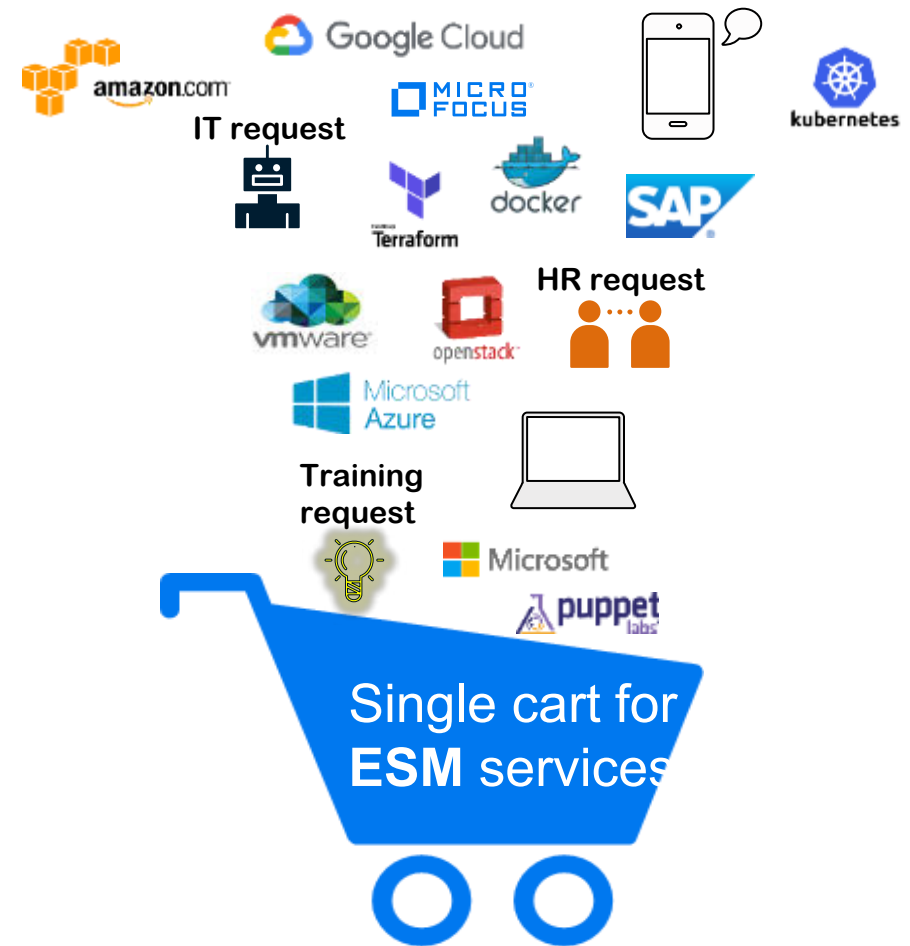
# Rich Integration and Automation Capabilities

- Utilize **backend automation** capabilities (e.g. API) as well as **UI** and **Robotic Process Automation (RPA)**
- Be able to orchestrate **complex workflows**
- Take advantage of **pre-built integrations**



# Automate for Cloud Services

- Users submit requests for **all services uniformly**
- Simplified **service consumption**
- Easier, unified **maintenance and management** for IT (simpler updates, simpler implementation, simpler back-end management)
- **Integrated incident management & ticketing**
- Any **deployment type**: public cloud, hybrid cloud or on-premise
- Any **service type**: IaaS, PaaS, SaaS



# How Performance can help

- **Experienced team** of Service Management Consultants
- Large and continuously growing **customer base** of enterprise-grade ITSM and ESM implementations
- **Comprehensive** Applications, Service and Operations Management **solutions portfolio**
- **Partner with the top vendors** in the Service Management and Workflow industry



**Think Ahead.**

THANK YOU!

