



DIGITAL TRANSFORMATION & IT  
SERVICE MANAGEMENT,  
ENEMIES OR ALLIES?!

MOSTAFA HAMMAM  
IT OPERATIONS DELIVERY MANAGER  
EMIRATES NBD

# DX Rapid evolution in numbers



**80%** of organizations have undertaken digital transformation projects in the past few years.

(Mckinsey Global Survey)



By 2021, only **a quarter** of companies will have successfully driven new digital ways of working.

(Gartner)



Global spending on digital transformation technologies is forecasted to reach **\$2 trillion** in 2022.

(IDC)



**Two thirds** of executives say AI is important to their companies today. 80% say this will be true in three years from now.

(Gartner)



**90%** of all digital data has been produced in the last two years

(World Economic Forum)



**Only 16%** of digital transformations sustainably improve performance.

(Mckinsey Global Survey)

Source : 2019 - WIL – Worldwide Interim Leadership

# DX journey

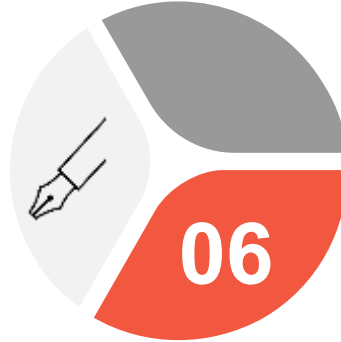


# DX journey

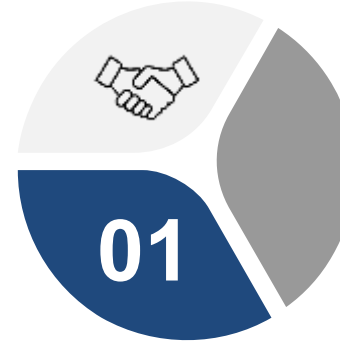


# DX Pitfalls

CXO incomplete buy-in



Incomprehensive accountability



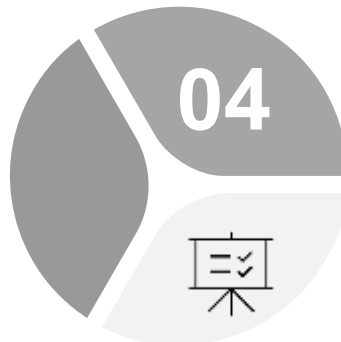
Fragmented Strategy



SLA must be green



Non-Diversified training programs



Selective adoption for ITSM processes



# Impact on ITIL Adoption

General		
Architecture Management	Continual Improvement	Information Security Management
Knowledge Management	Measurement & Reporting	Organizational Change Management
Portfolio Management	Project Management	Relationship Management
Risk Management	Service Financial Management	Strategy Management

Service			
Availability Management	Business Analysis	Capacity & Performance Management	Change Enablement
Incident Management	IT Asset Management	Monitoring & Event Management	Problem Management
Release Management	Service Catalogue Management	Service Configuration Management	Service Continuity Management
Service Design	Service Desk	Service Level Management	Service Request Management

Supplier Management

Workforce & Talent Management

Service Validation & Testing

Technical		
Deployment Management	Infrastructure & Platform Management	Software Development Management

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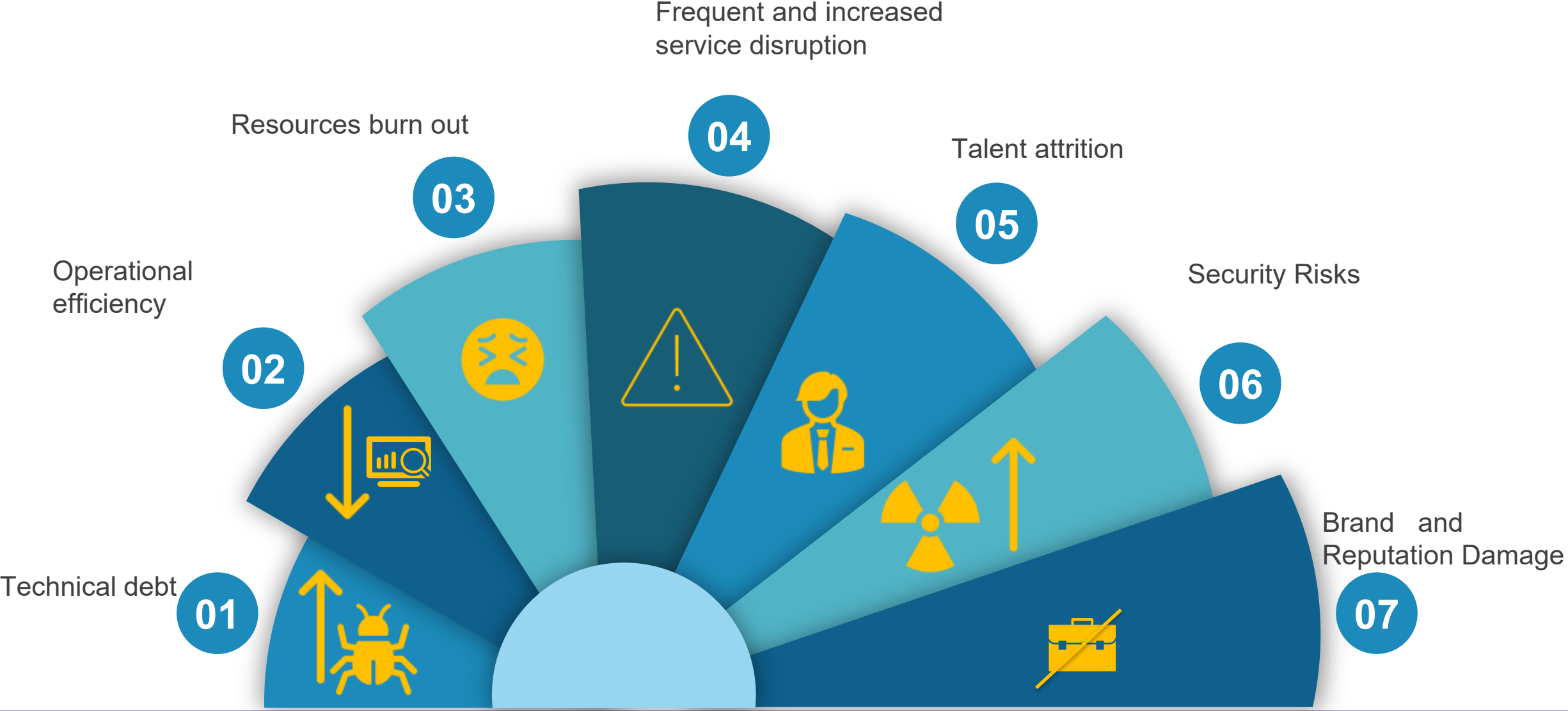
Supplier Management

Workforce & Talent Management

Service Validation & Testing

Technical		
Deployment Management	Infrastructure & Platform Management	Software Development Management

# Consequences





# Take an action



## Compliance

- Top down forcing processes alignment and clear governance.
- Holding business teams accountable for following standards.
- SLAs & OLAs are not static, they must evolve.

## Quality

- “What good looks like” is the goal for your ITSM data.
- Balance between Agile and Service management.
- Build to Operate. Agility not on the expense of quality or availability.

## Engagement

- Transparency and open dialogue with customers and your team.
- Simplify the engagement practice. Whether a customer or a team member, everyone wants to be heard.

## Training

- Regular refresher sessions for business and technical teams play an important role.
- Identify skills gap in your teams and remediate regularly.