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WORK at LIGHTSPEED™

Consolidation Challenges and a New Era of IT Service Management

MOHIT GUPTA
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XL Catlin

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Speaker Introduction

NAME: Mohit Gupta

TITLE: Service Delivery Manager

FUNCTION: IT Infrastructure Operations

COMPANY: XL Catlin

EXPERIENCE: 12+ years in IT Infrastructure Operations and IT Service Management

EXPERTISE: Governance, Vendor Management, Process Automation, Process Engineering, Service Deliv

ACHIEVEMENTS: Never stop learning, Human capital is the greatest asset

CURRENT PROJECTS: IT Service Automation and Analytics

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Session Overview



Objectives

- When consolidating Service Management functions, or starting a critical project our experience based principles can help you achieve success.



What You Will Learn

- Consolidation Challenges beyond technology
- Planning, Planning, Planning
- Guiding principles

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Looking Back! (In 2015)

Two distinct IT service management functions

Fragmented CMDBs

Multiple ITSM tools



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Vision

Create One Firm One Dream

Transform Colleague Experience



Mission

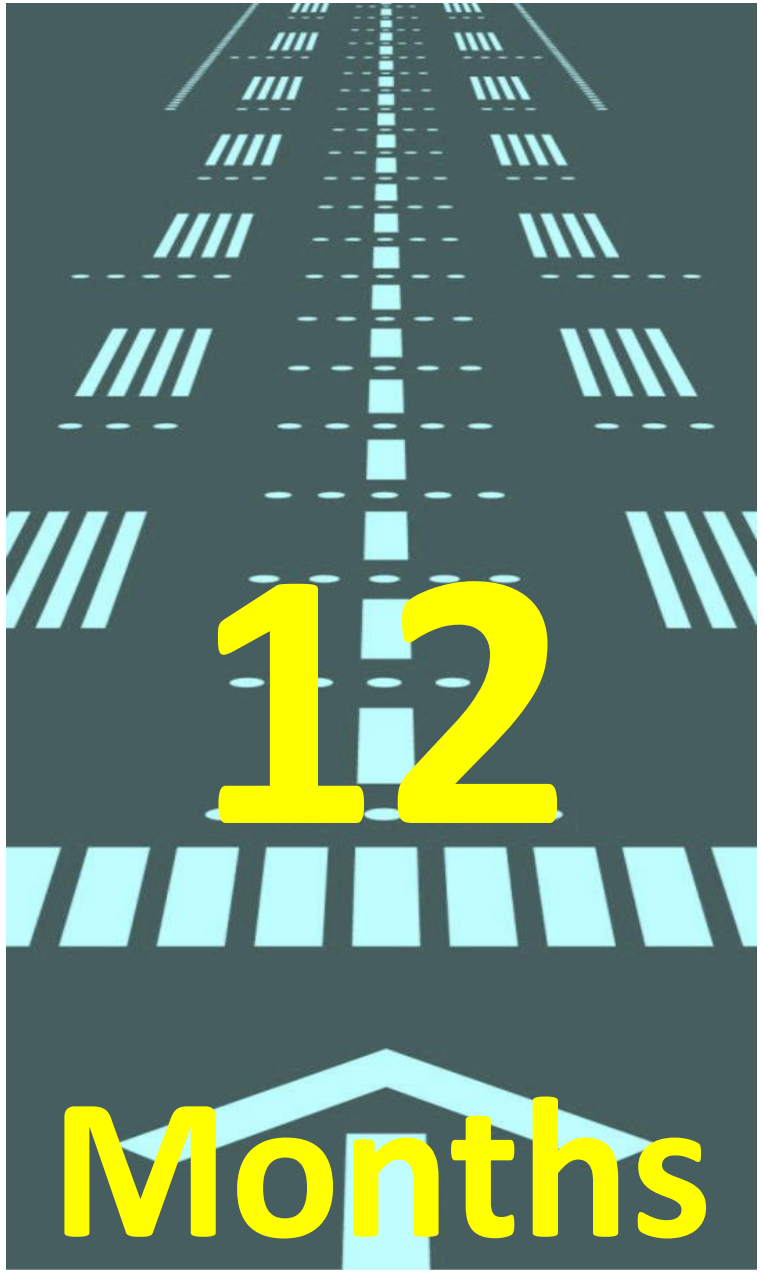
Enhance Service Delivery (ITSM/ITIL)

IT Service Automation and Analytics

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AIM

- Consolidate IT Service Management Processes
  - Incident, Problem, Change, Service Catalog, SLM
  - CMDB
- Implement single system of record
- Portal Refresh and Rebranding
- Implement new technologies
  - Chat
  - Mobility
  - Performance Analytics
  - Service Automation
- Timeline
  - 12 Months
- Resources
  - Internal resources
  - Vendor Partners



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Find Your MOJO

Vendor Selection

Tight Timeline

Tools Consolidation

Executive Sponsorship

Role Clarity

Process Ownership



Colleagues Morale

User Training

Process Gap Analysis

Marketing

Multiple Support Models

Financials

Project Management

Managed Service Support

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5 C’s

- Guiding Principles:
  - Clarity: Focus on the Mission, challenge every ask during the project
  - Communication: Showback, Marketing, Open executive communication channel for quick decision making
  - Collaboration: Emphasize transparency and clarity to maintain involvement of required parties
  - Commitment: Be Accountable, Do What’s right, Make it better
  - Confidence: Leverage clarity and communication channels to maintain confidence

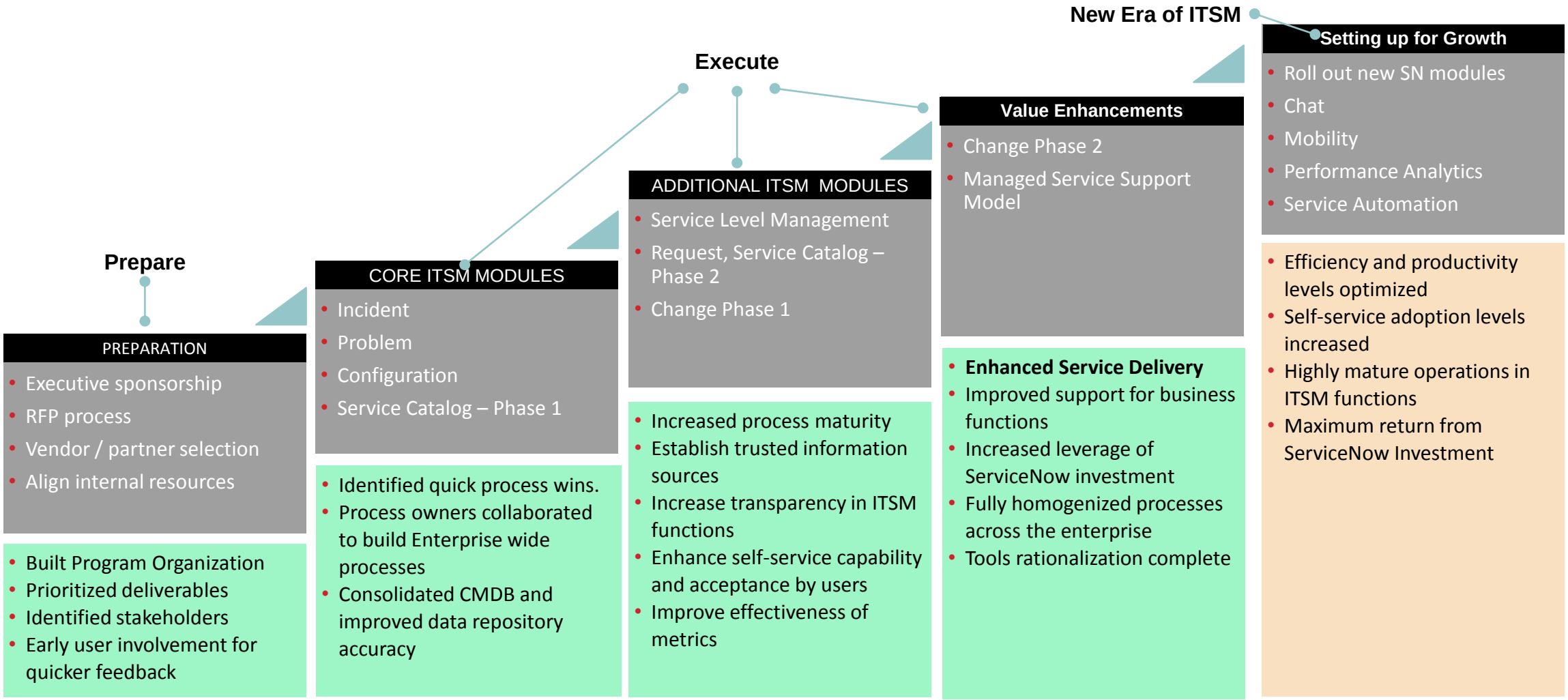
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Building the Ecosystem (Program Organization)

- Executive Sponsorship
- Program Management
- ITSM Process Committee
- Marketing and Communications
- Legal and Audit
- Procurement
- Project Team
  - Committed Internal Resources
  - Vendors and Partners

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A Planned Journey with Measurable, Incremental Achievements



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Top Takeaways



1

- Plan, Plan, Plan
- Move one step at a time
- Stay Focused

2

- Clarity
- Communication
- Collaborate
- Commitment
- Confidence

3



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Thank You

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Thank You

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