

Pragmatic Service Management

'applying the ITIL theory innovatively to solve a specific business problem'

ABSTRACT

There are many ways to implement ITIL into an organization, some organizations have done it and are realising the strategic benefits, many are struggling. The premise of this presentation is that there are theorists who implement by the book, the mavericks who whilst being very innovative, fail to create cohesive, predictable and sustainable outcomes. Finally there is the Pragmatist, who takes the ITIL theory applies it innovatively to solve a specific business problem and delivers real outcomes to support the IT Strategy. This presentation outlines key symptoms of an IT Service Management in trouble and provides pragmatic solutions to remediate.

BIO

Claire Bourke is a Principal Consultant from Lucid IT who has over 18 years industry experience, as a Process Owner in an international oil company, a Project Manager and an Industry Consultant. Claire has a wealth of operational and business experience and has worked with many leading organizations to apply the principles and concepts of IT Service Management to deliver real business benefit. Claire is a regular speaker at events such as itSMF and has written a number of whitepapers that have been published in Australia and the UK