Chapter 5
Towards an Agile and Secure IT Service Management

Sahid Abdelkebir
Hassan 1st University, Morocco

Yassine Maleh
Hassan 1st University, Morocco

Mustapha Belaissaoui
Hassan 1st University, Morocco

ABSTRACT

To support transformational business changes, IT must streamline the top-down process of new IT processes. In the ever-changing business world of today, no one knows what is around the corner, and to improve agility is the best way to organize to the test of the future. By defining IT maturity in your organization, you can map a route to successive levels of maturity and improved agility to reach a point where IT contributes to the execution, growth, and rapid transformation of the business. A successful IT service and asset management need to be efficient and agile to help transform from a traditional into a digital enterprise. In this chapter, the authors propose a global and practical strategic framework to improve ITSM service management processes with the additions of two drivers: agility control based on DevOps and security management based on SecOps.

INTRODUCTION

In the age of digitization, the world is evolving at a constant pace. Companies need to respond to changing conditions and often agility is the only guarantee of survival. Globalization means that there is more competition (Kumbakara, 2008). The life cycle of products is shorter than ever. A disruptive technology can change markets overnight.

The company faces challenging challenges in maintaining security and compliance while achieving its business objectives, complying with current regulations, and managing staff and technology. We understand that the IT staff must be able to react quickly to changing business needs while maintaining the existing infrastructure. We also know that the management objective so often quoted, "Doing more with less" is not only a goal, it is a corporate commitment (Mesquida, 2012).

Currently, with improved IT Service Management ITSM processes and the adoption of best practice guides and benchmarks such as ITIL (van Bon, 2007), ISO 20000 (ISO/IEC 20000, 2010). Compliance appears to be a need rather than a strategic choice to improve rapidly and easily decisions about IT and business processes. Get better agility, which allows the business to benefit from a faster Return On Investment ROI and a constant competitive advantage.

Recent developments in the field of IT governance and IT service management have led to the introduction of new technology and concepts such as service-oriented architecture SOA, decision-making, and of course agility (Uebernickel, 2006).

Over the last decade, agility has been proposed primarily around methods such as Scrum (Ken Schwaber, 2004), Extreme Programming XP (Beck, 1999), for lifecycle management of software and IT developments. However, with the strategic changes that companies are currently experiencing, agility is more a strategic choice than a simple development method, and it affects all business activities. There is no universally accepted definition of what looks like agility. There is no single model, framework or evaluation that will tell you what to do next. Different industries are subject to different pressures, and the impact of new technologies is different for each company so that each organization must have their own understanding of what business agility looks like for them. The result is that in a world of technology, it must be equally sensitive (Iden, 2015).

Naturally, there is a strong correlation between agility and computer maturity in one organization, as one allows the other. An immature IT function will struggle to support day-to-day operations. Driving a transformer change is not an option. Computer maturity allows agility and agility allow the flexibility and agility of the companies. Following a path to computer maturity (as defined by your organization, not a generic industry model), will allow you to improve both IT and business agility.

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