Chapter 5
IT Management Agility in Large Organizations:
A Case Study

ABSTRACT

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 management based on DevOps and security management based on SecOps. The proposed framework will affect all aspects of user productivity DSI oriented and implement an agile approach in the heart of the management of all these aspects. They will study a case of application of the proposed framework on a large company and the gain made on the strategic level and decision making. The authors propose to measure the maturity of the ITSM of the organization and set up their benchmark to improve IT governance through the proposed ITSM framework.

INTRODUCTION

Context

Agile mode projects are increasingly popular among the IT department, including the most complex organizations. The deployment of agility on a larger scale fits over a long period because the motivations are part of a persistent setting. The deployment of large-scale agility is therefore based on a deep and lasting transformation of the organization.

Faced with the global systemic crisis that acts as an accelerator of change, companies must find ways to adapt continuously. For CIOs, the promises of agile methods fully meet these expectations. A transformation strategy to Agile for CIOs is the creation of an Agile Services Center. Agility is all about innovating and the ability to react quickly, efficiently and effectively to external factors. For IT, it is the capacity to deliver new IT services in support of new business processes that are at the core of IT agility.

Purpose

In order to support transformational business change, IT needs to streamline the process of bringing new IT processes to life.

In today's ever-changing business world, nobody knows what's around the corner, so improving agility is the best way to future-proof organization.

By defining what IT maturity looks like in your organization, you can plot a route to successive levels of maturity and improved agility to reach a point where IT help run, grow and quickly transform the business.

IT Service Management is the ability to collect data, analyze it, to make reports and to implement improvements in agile mode, sometimes make it difficult to effectively manage all these informational organization assets. To perform a real-time monitoring of these activities, manage, and be able to involve the final user in the heart of the IT process, or reduce operating cost, agility is the ideal solution.

In this work, we propose a global strategic model to improve ITSM service management processes with the additions of two drivers Agility management and security management. The proposed framework will affect all aspects of user productivity DSI oriented and implement an agile approach in the heart of the management of all these aspects.

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