



ITSM 

# Harnessing SIAM and DevOps to enable Digital Transformation

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# Profile



Graham Hall  
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Graham specialises in the delivery and operation of complex IT infrastructure projects in both global enterprise and UK public sector organisations.

Graham has held a number of senior operational roles where he has been responsible for the implementation and improvement of ITSM practices as well leading major transformation programmes focused on the outsourcing of IT operations.

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# Hypothesis



Harnessing SIAM and DevOps and the changes required to people, process and technology are vital to enable any successful Digital Transformation in a multi-vendor operating model.



# What is SIAM?



SIAM is an adaptation of ITIL that focuses on managing the delivery of services provided by multiple suppliers (internal or external to an organisation).

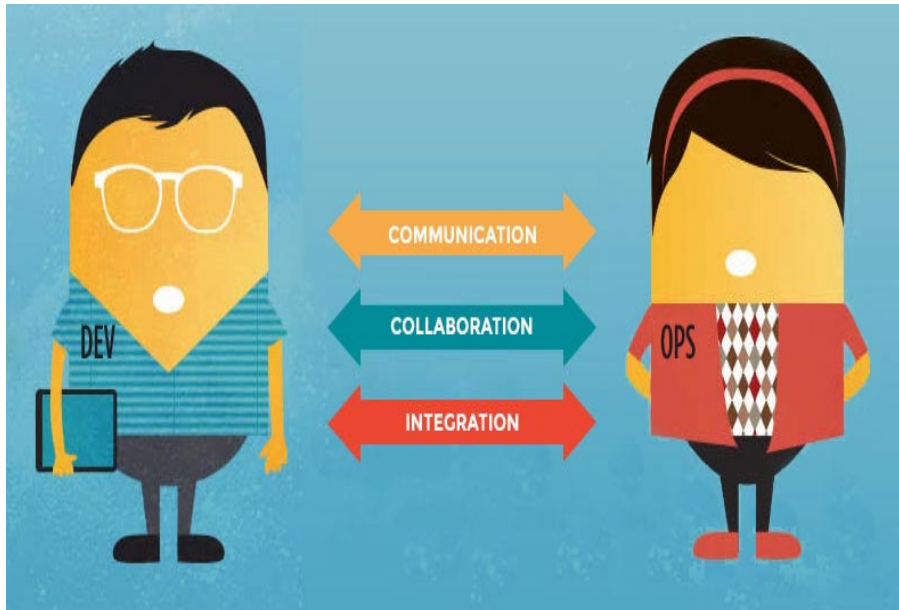
SIAM is not a process. SIAM is a service capability and set of practices in a model and approach that build on, elaborate, and complement all ITIL practices.



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# What is DevOps?



DevOps is a culture and a movement combining Development and Operations. It is a software development philosophy to encourage the communication, collaboration and integration between software developers and the operations environment.



# The SIAM & DevOps Marriage



SIAM and DevOps have to converge if organisations wish to reap the benefits of both continuous integration and continuous delivery. SIAM and DevOps are not at odds, quite the contrary, they're a perfect cultural match.



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# What is Digital Transformation?



Digital focuses on **Social, Mobile, Analytics and Cloud (SMAC)** forces. CEO's are under increasing pressure to move their business into the digital world, changing the model and redefining the way organisations interact with their customers. This requires a wholesale change to IT and the business itself.



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# Your Business Landscape



Enterprises typically have a mix of insourced and outsourced application and infrastructure services that operate in a traditional tower model – siloed - model. This fundamentally needs to change if organisations are to reap the benefits of DevOps and Digital Transformation.



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# The need for change



- Recognise you have a problem.
- Understand why you need to change.
- Assess the current state environment and working practices to understand what needs to change.
- Agree an objective focusing on people, process and tools.
- Agree a roadmap for change.



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# People and Culture



Establishing a culture of collaboration and trust where operational teams are embedded into the development process is fundamental for the successful implementation of any DevOps initiative. Siloes have to be broken down between teams.



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# Processes



It is essential that you review existing change and release processes to align with the goals and objectives of a DevOps delivery model.



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## Technology and Tools



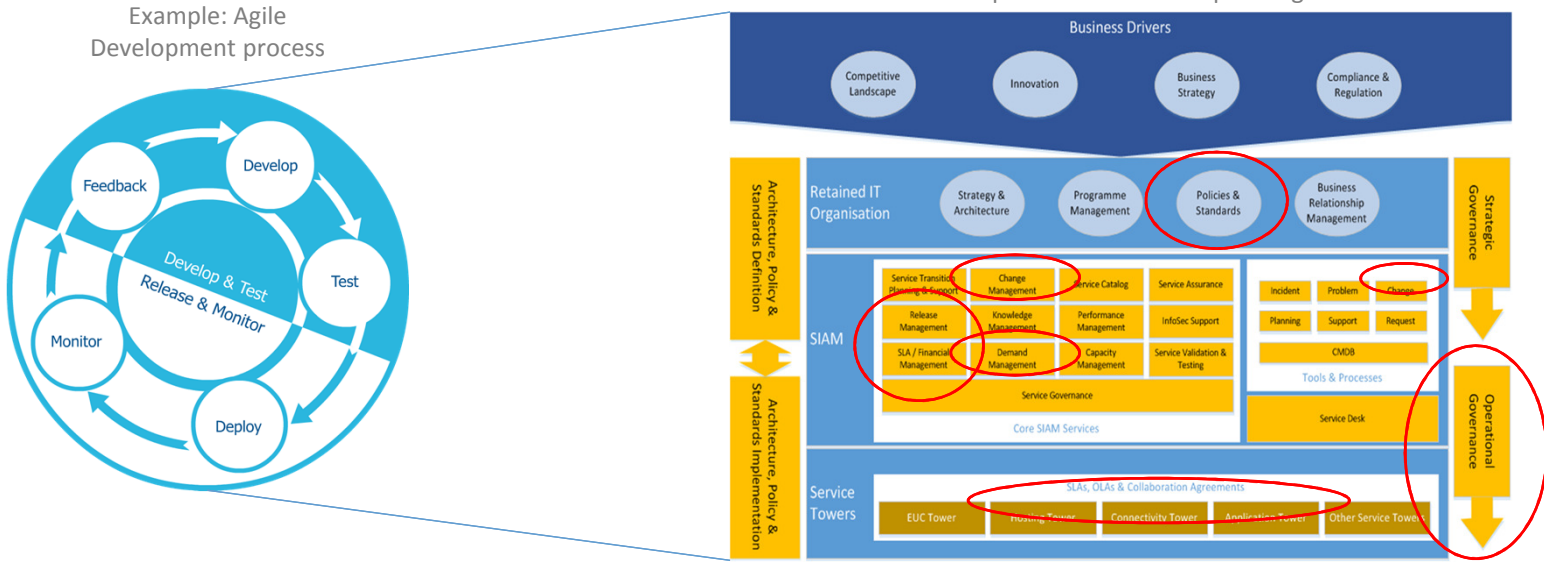
Ensuring that you utilise the right tools to support continuous software delivery is key. Tools need to map to your internal processes, not the other way round. A common platform for Development, QA and Production is fundamental to successful DevOps.



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# Supporting agility with SIAM



Identify and address the control gates that hinder agility



# Benefits realisation



- Technical benefits:
  - Continuous software delivery.
  - Less complex problems to fix.
  - Faster resolution of problems.
- Business benefits:
  - Faster delivery of features.
  - More stable operating environments.
  - More time available to add value (rather than fix/maintain).



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# Your Digital Transformation Journey

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1. Should be tailored for you. Craft how your SIAM and DevOps needs to work in your organisation.
2. Spend time developing the people, culture, processes and tools that are a key enabler to successful digital transformations.
3. Ensure your suppliers work collaboratively aligned to your agile working practices.
4. Maintain rigour in the service management processes whilst supporting agile working practices.





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