ITIL REWIRED

Turning Frustration into Innovation

Rediscovering our Humanity

No One Cares so let's Burn it Down with Big Bang Failures as we fall into a Fancy Black Hole Connecting us to Burnout where there's Not a Solution to be found, only Boring Stuff!

Our Story

BECAUSE NO ONE CARES ABOUT YOUR PROCESS, ONLY THE OUTCOME!

When faced with obstacles or inefficiencies, frustration often arises from a gap between what is and what could be.

- If it doesn't make life easier for customers or employees, why are we doing it?
- Value is what people experience, not a box to check.
- Industry 5.0 reminds us that technology must amplify human value, not overshadow it..

Focus on Value

YOU DON'T NEED TO BURN IT DOWN TO BUILD IT UP!

How frequently do we pause to ponder: is our service management truly serving the very souls it is designed to uplift?

- Stop chasing big bang transformations. Sustainable change starts by acknowledging what's working.
- Identify hidden strengths before you fix what's broken'
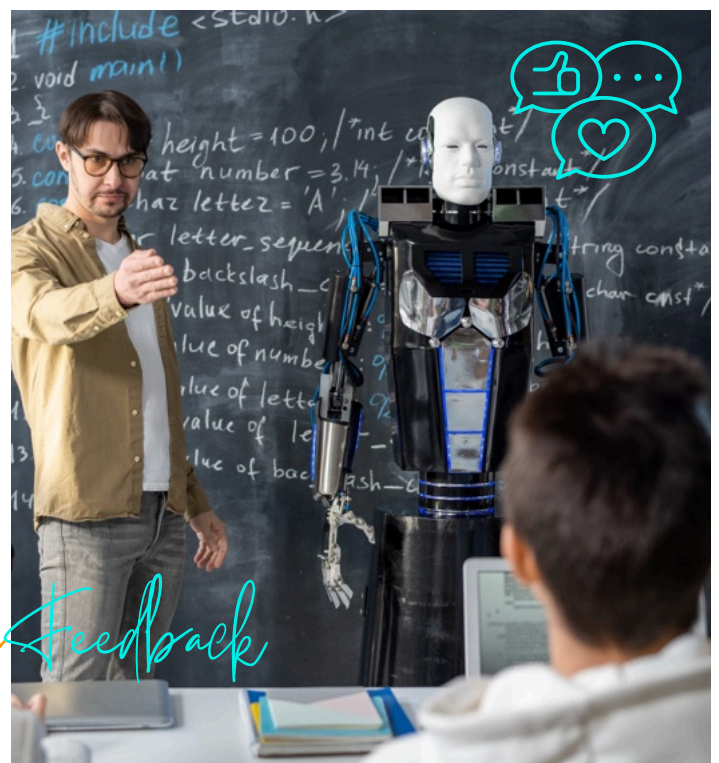- Industry 5.0 encourages evolution over revolution.

Start where you are

SMALL WINS BEAT BIG BANG FAILURES!

By celebrating the victories that hold the most significance for us and reflecting on every experience, we create a pathway to greatness without requiring dramatic overhauls.

- Experiment, learn, adapt. Change isn't a straight line; it's a dance.
- Feedback isn't a box to tick, it isn't just data; it's insight.
- Humans and AI learn the same way—by trying, failing, and improving - iertaive learning.

Progress Iteratively with Feedback

WORK SILOS ARE JUST FANCY BLACK HOLES!

Don't get lost in the noise! Collaboration is a deliberate act, as is the quest for visibility! Both demand mindful engagement and heartfelt participation to forge profound connections, spark innovation, and bask in acknowledgment.

- Collaboration isn't a buzzword; it's how innovation happens.
- Visibility fosters alignment, not micromanagement—it's about trust.
- Machines automate, people innovate. Industry 5.0 thrives on this balance.

Collaborate & Promote Visibility

EVERYTHING IS CONNECTED, INCLUDING YOUR BURNOUT!

From Burnout to Breakthroughs – A Human-First Revolution! Imagine a world where work is not just a series of tasks but an integrated experience that promotes well-being and innovation.

- You can't optimise one part of the system while ignoring the rest.
- Employee experience (EX) and customer experience (CX) are intrinsically linked. In human-first both thrive.
- Service management is a living ecosystem—nurture it, don't control it.

Think and Work Holistically

IF NO ONE USES IT, IT'S NOT A SOLUTION!

Embrace the magic of simplicity—because sometimes the best solutions are as straightforward as a high-five!

- Complexity doesn't impress anyone—it hinders progress. Simplicity creates momentum and inspires action.
- Empathy-led design is key; the best processes are the ones people want to use.
- AI and automation should reduce friction, not create new headaches.

Keep It Simple and Practical

LET MACHINES HANDLE THE BORING STUFF - BUT WE STILL LIKE A LAUGH!

Aimpathy is real but the emotional connection is of our own making. Even our robots need a little TLC - they require thoughtful coding, governance and a lube job every now and again —Technology Loves Compassion!

- Automation isn't about replacing humans; it's about liberating them.
- Optimise before you automat - speeding up a broken process creates bigger problems.
- The best tech serves people, not the other way around.

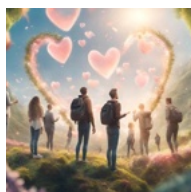*Optimize and Automate*

Adjust your humour settings!

Keys

A

Misusing ITIL? Flip the Script with Human-Tech Collaboration

Like duct tape on a sinking boat, applying ITIL the wrong way won't save you. Use it to empower people and tech to actually thrive together.

B

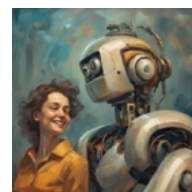*CX + EX = CEXy: Rediscovering the Human Side of ITIL*

Because the 'y' is the X factor. Boring experiences are so last season. ITIL helps make both customers and employees feel like the main character.

C
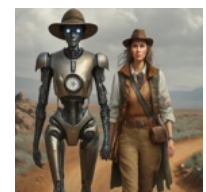
Rebuilding Trust with Small Wins in a Hybrid Future

Don't overhaul everything at once. The big fix is a myth; Why swing for a 6 fences when a four keeps up your runs with no outs. Small, meaningful changes lead to a solid game.

D

Technology Might Not Laugh, But You Can.

Laugh through the chaos. When tech inevitably rebels (again), remember, even error messages can be comedy gold. Lighten up—it's how breakthroughs often happen.

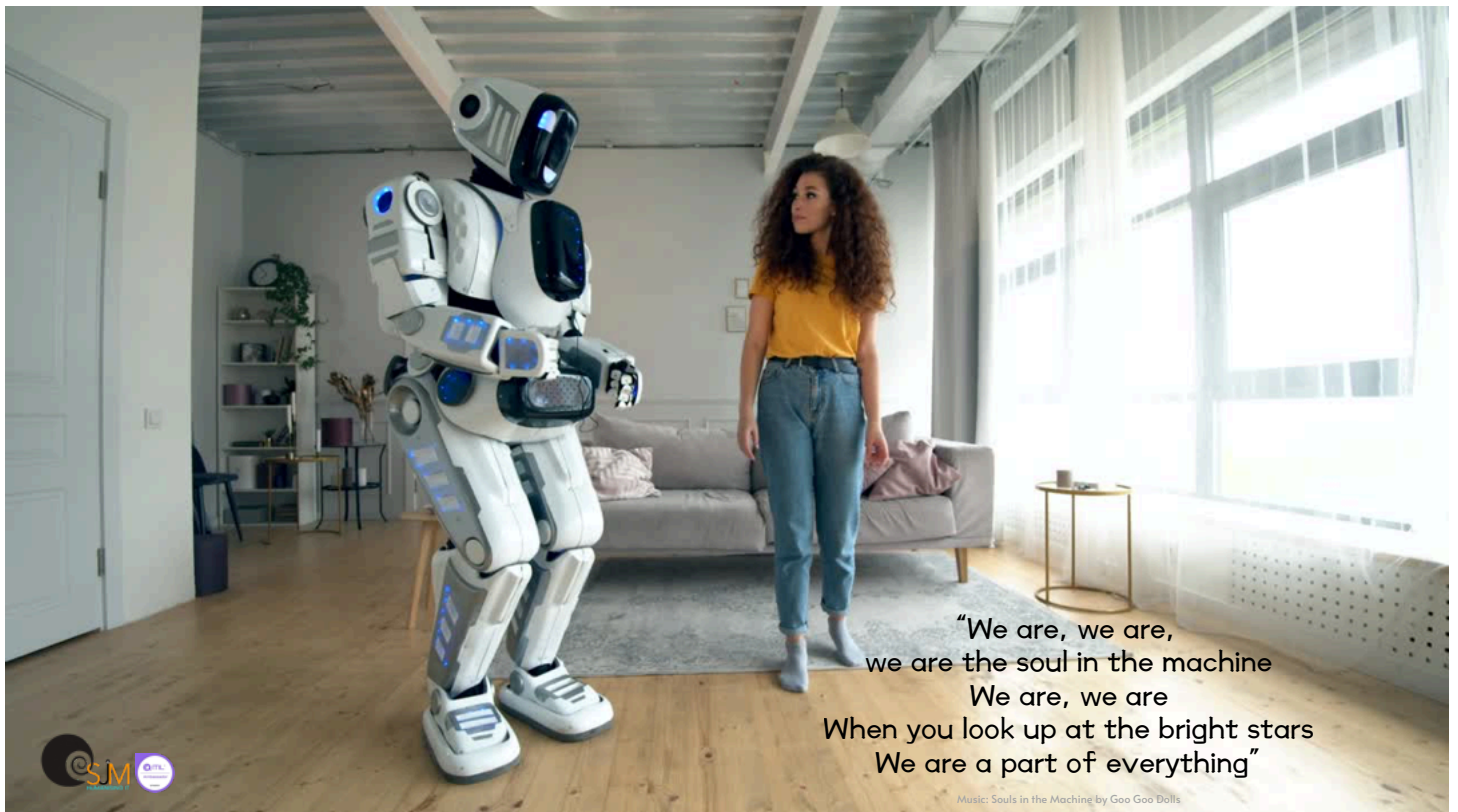## E

ITIL as a GPS— guiding but adaptable.

ITIL isn't your controlling backseat driver. It's the one that says, "Recalculating" without the judgement.

Collaborations

Be aware of showing up apathetically, cynically, and exhausted by things that are, in reality, very real and very meaningful circumstances.

Our jaded perspective negatively alters the way we absorb the situation, process it and make decisions - not always in the best interest of CEXy!

Using the ITIL Guiding Principles, what's one step your team can take today to shift from frustration to innovation?"

"We are, we are,
we are the soul in the machine
We are, we are
When you look up at the bright stars
We are a part of everything"

Music: Souls in the Machine by Goo Goo Dolls

Thank you for listening

SJMHUMANISING IT
Book a free 30 minute discovery session
www.simonejomoore.com

EXPLORE
It's Natural to Change