BCS SERVICE MANAGEMENT AND ITAM GROUP

Introduction

Marilyn Birt

30th March 2020

Agenda

- 6:30 PM Welcome & Introduction
- 6.35 pm Presentation

  The Orchestral Culture of SIAM

  Ian Thomas, Founder of True North Service Management
- 7.05 pm Questions & Answers
- 7.30 pm Close

Dates for your diary

- 22nd April 2020 – Webinar : Transition from end user to SAM Services Consulting by Louise Green
- 12th May 2020 – Webinar topic tbc
- June – event in Bristol or Wales (date and venue TBC
  - Please contact us if you would like to help organise!
- 15th September 2020
- 6th October 2020 – Annual conference London
- 3rd November 2020 – AGM

Get involved!

- If you're interested in presenting or helping organise events, no matter the location, please contact us at:
  - Kylie.fowler@bcs-cmsg.org.uk

- If you would like to be added to our distribution list, then please email at:
  - Kylie.fowler@bcs-cmsg.org.uk

- Join our linked-in group:
  - BCS SM-ITAM – Service Management and IT Asset Management Group

Ian Thomas: The Orchestral Culture of SIAM

- Ian is a successful IT Professional with over 19 years experience delivering complex solutions and services for a diverse range of clients across multiple industry sectors.
- Broad range of experience of implementing and working with multiple service models whilst engaging, interacting and influencing stakeholders in a multi-layered delivery model

Ian Thomas: The Orchestral Culture of SIAM

- Exploring how the practical implementation of SIAM can be achieved through the delivery of organisational change, processes, tools and systems but the full potential can only truly be harnessed through the engagement of those colleagues involved in the delivery and the subsequent creation of an embracing culture that prevails.
- Ian will discuss why the delivery of SIAM is similar to that of conducting an orchestra, explaining the benefits of operating in this manner, whilst talking about the types of approaches and activities that could be utilised to establish, build and develop the culture to drive and embed servivce excellence

THANK YOU

The Orchestral Culture of SIAM

Ian Thomas

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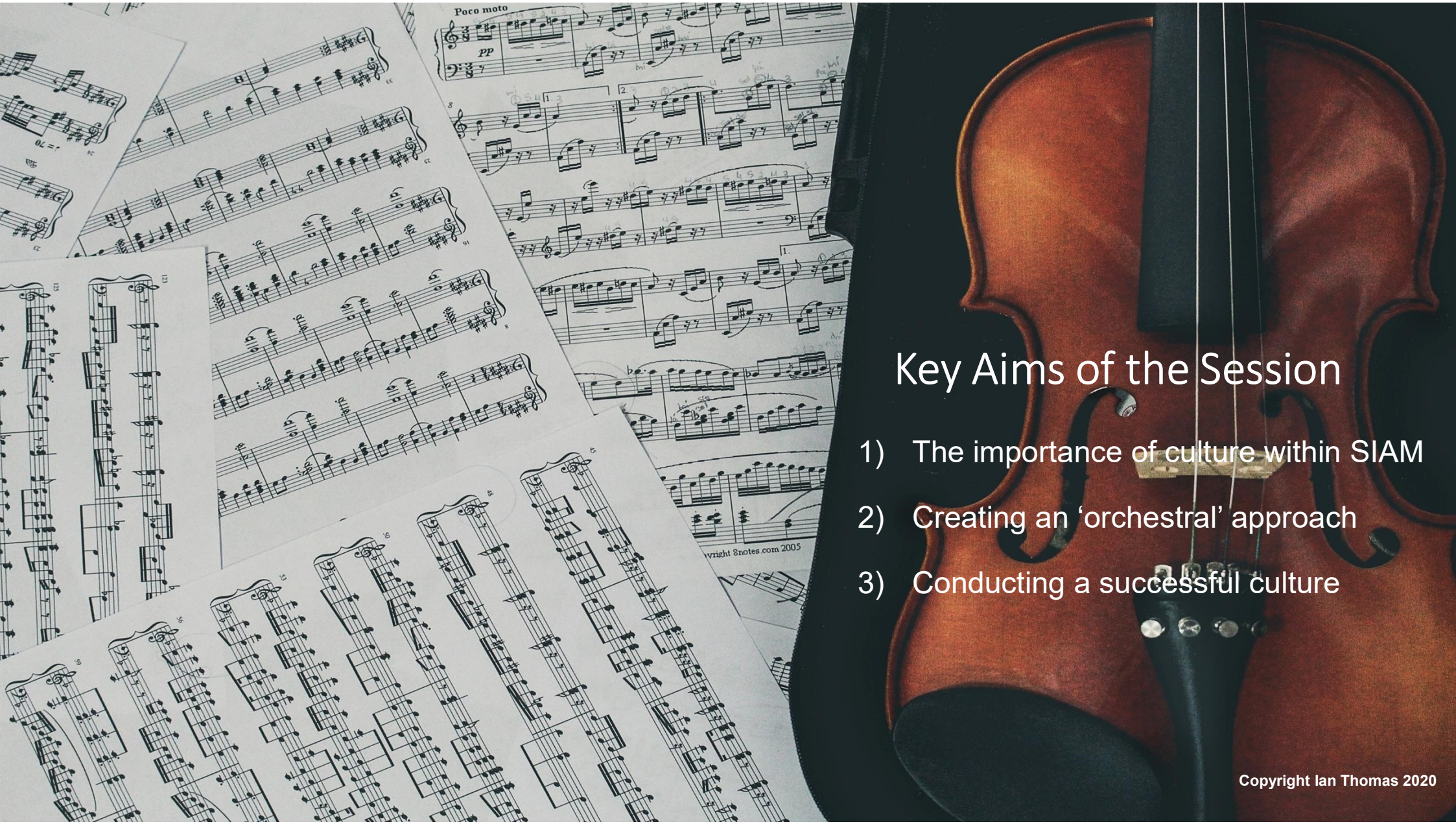
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Key Aims of the Session
1) The importance of culture within SIAM
2) Creating an ‘orchestral’ approach
3) Conducting a successful culture
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Introductions

SIEMENS

Ministry of Justice

Atos

experian™

19 Years Experience of delivering complex solutions and services

Led largescale organisation and service change

Designed, implemented and led multiple service models, including SIAM

Passionate about organisational culture, change and service excellence

N

True North
Service Management

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A Quick Recap: What is SIAM?

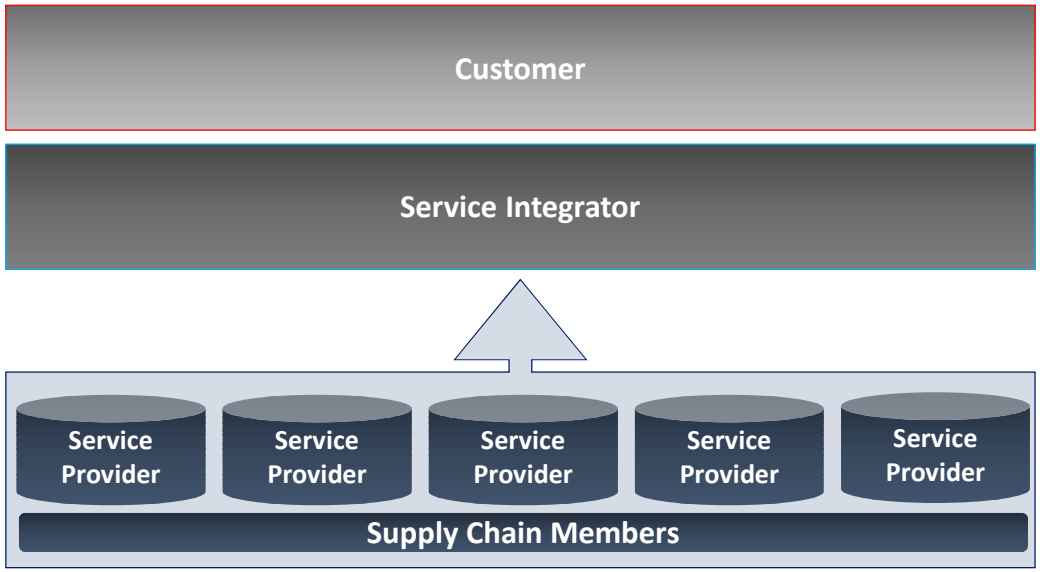
'Service Integration And Management (SIAM) is a management methodology that can be applied in an environment that includes services sourced from a number of service providers'

The SIAM ecosystem includes:

- *Customer organisation*
- *Service Integrator*
- *Service Providers*

Source: Service Integration And Management (SIAM) Key Facts (Scopism Limited 2016)

The SIAM Model



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One Team…

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Different Teams
Different Priorities
Different Approaches

Poorer Client Experience

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Putting the right teams

In the right places
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The SIAM Orchestra

Building the Ecosystem

Working Together

Listening & Collaborating

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Acknowledging that you are part of the Brass Section
But also part of the Orchestra

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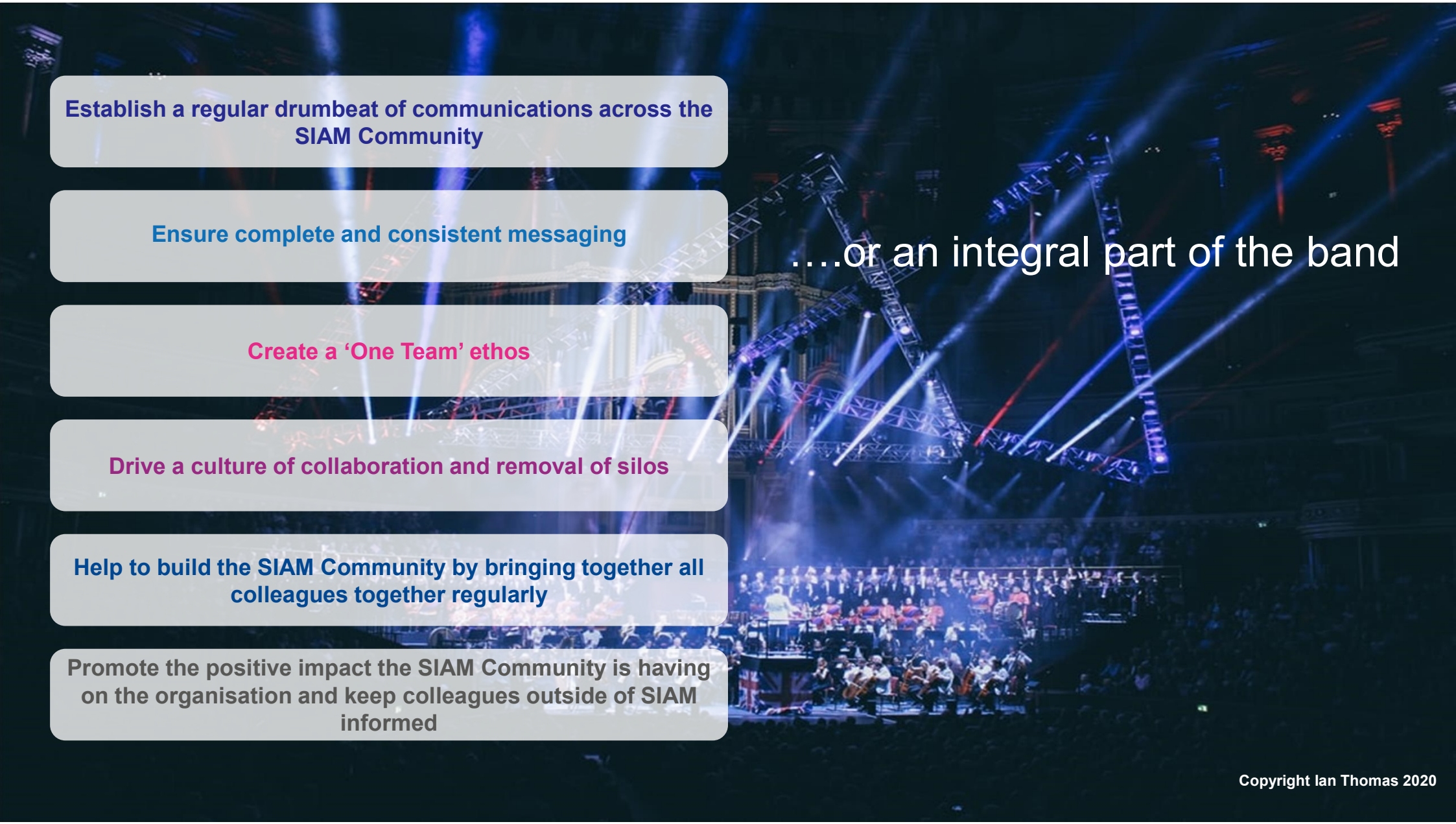

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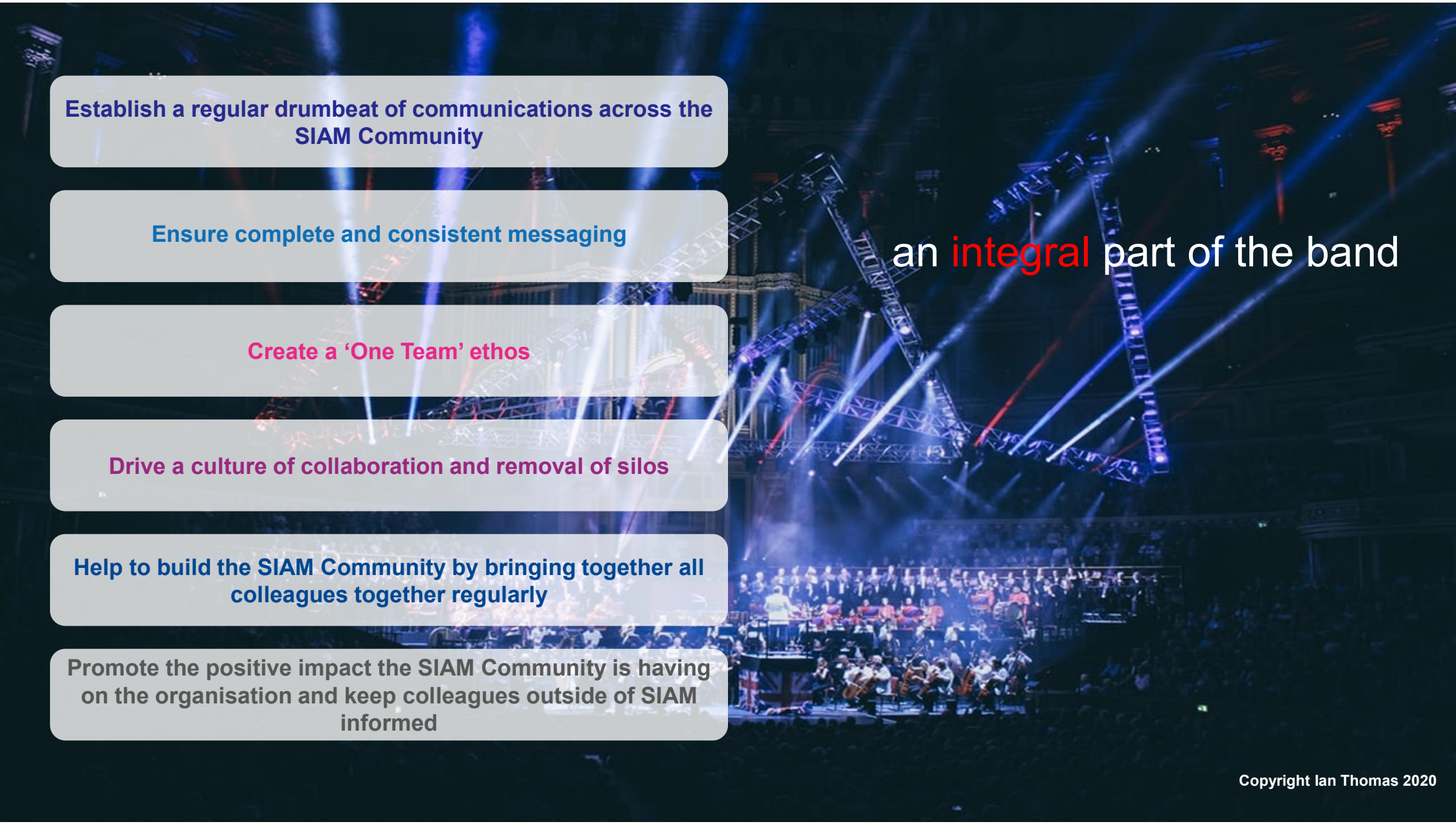

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Conducting a successful culture

- Build a Virtual Leadership Team
- Formulate a communications plan
- Agree a vision, shared objectives and goals
- Get the Community together regularly
- Create a Partnership Charter
- Clarify Roles & Responsibilities
- Write a Collaboration Agreement
- Review skills requirements
- Develop a Culture of Transparency

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How can we build communication?
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Lunch & Learn

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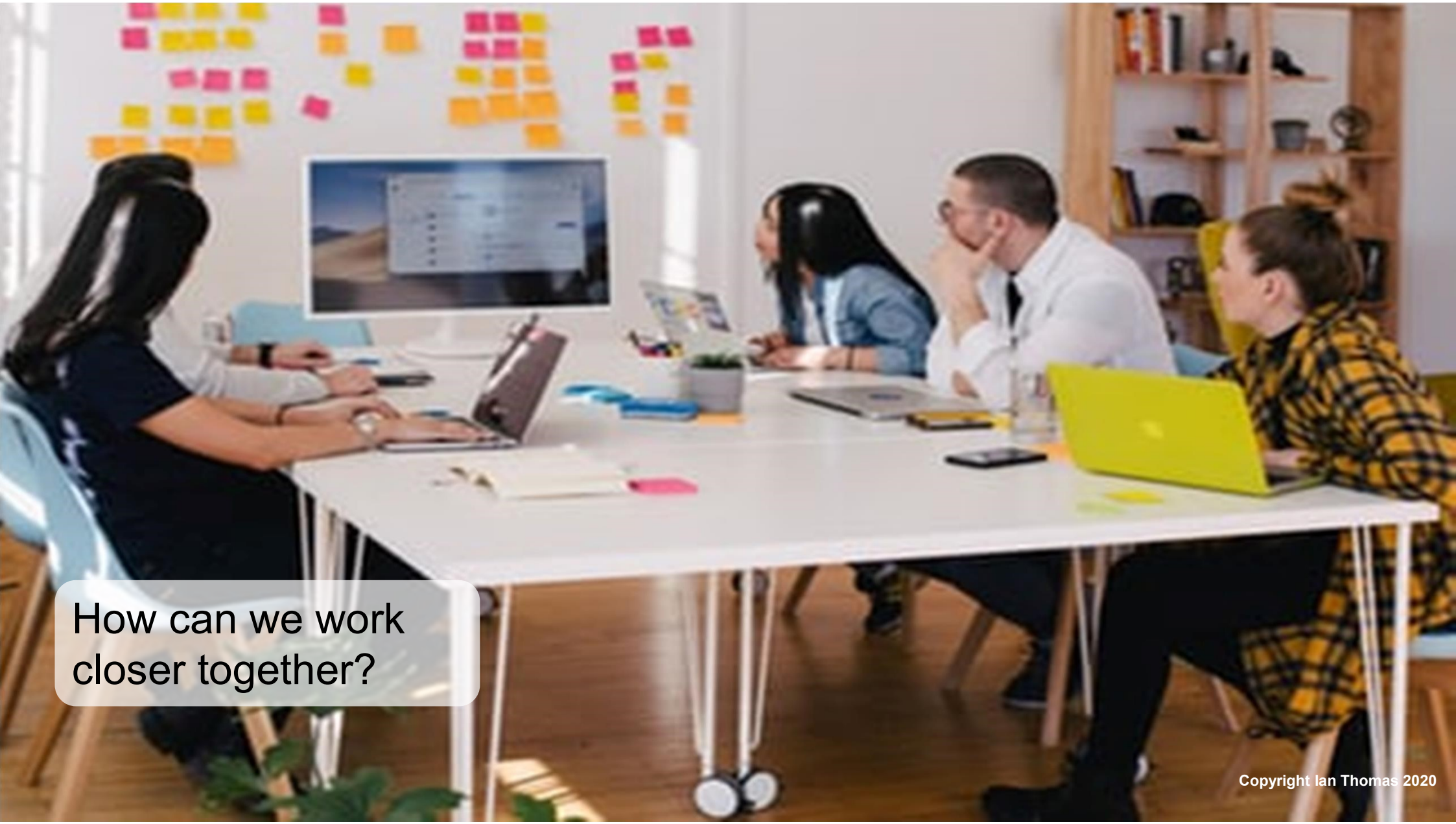

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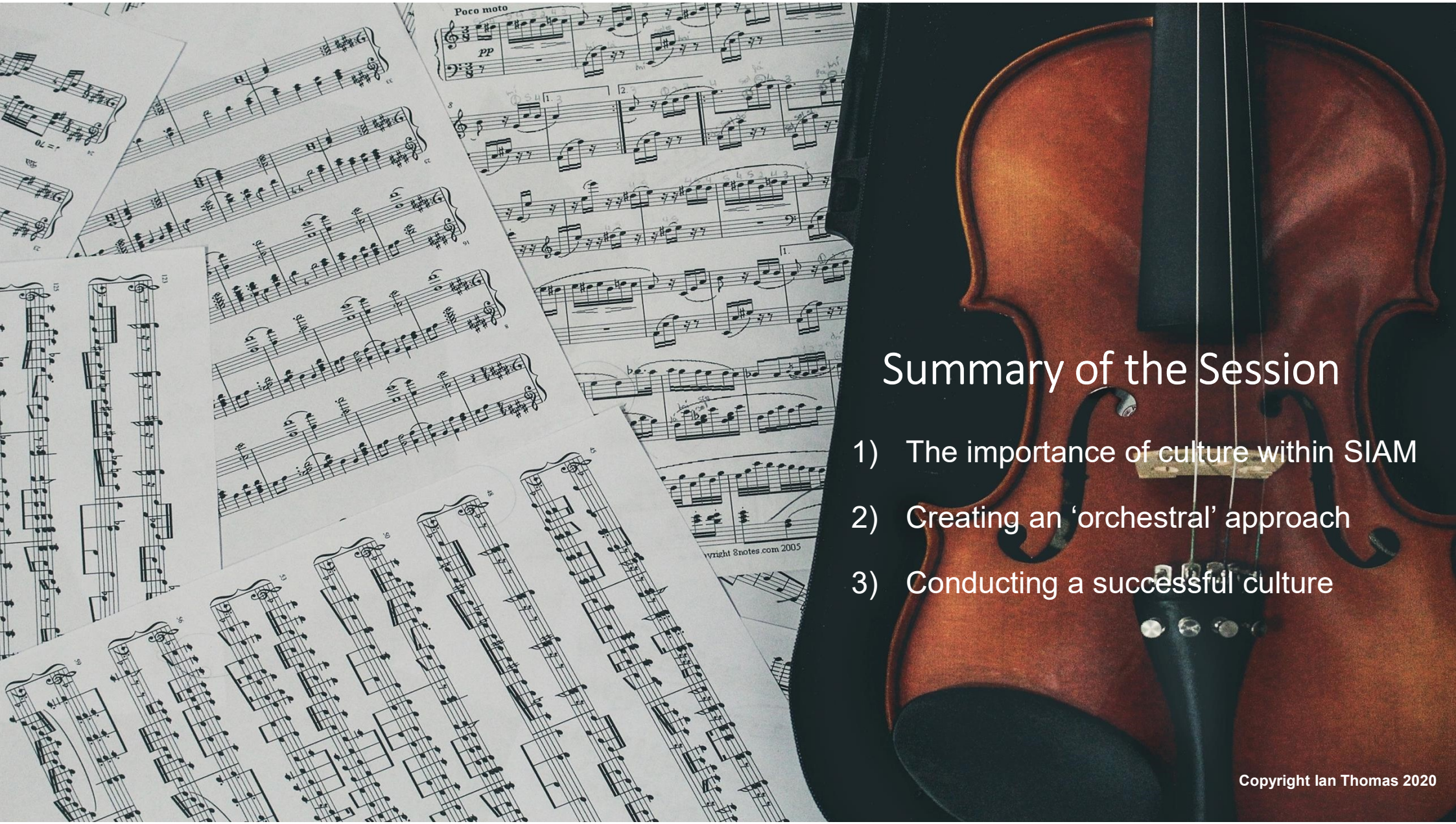
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Summary of the Session
1) The importance of culture within SIAM
2) Creating an ‘orchestral’ approach
3) Conducting a successful culture
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