BCS SERVICE MANAGEMENT AND ITAM GROUP

Introduction
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

- 22\textsuperscript{nd} April 2020 – Webinar: Transition from end user to SAM Services Consulting by Louise Green
- 12\textsuperscript{th} 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!
- 15\textsuperscript{th} September 2020
- 6\textsuperscript{th} October 2020 – Annual conference London
- 3\textsuperscript{rd} 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 prevailing.

- 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 service excellence.
THANK YOU
Key Aims of the Session

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

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
The Orchestral Culture of SIAM
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)
One Team...
Different Teams
Different Priorities
Different Approaches
Poorer Client Experience
Poorer Colleague Experience
Putting the right teams in the right places
Reading The Same Music

Aligned Approaches
Consistent Processes
Common Tools

Standards and practices
Measuring the ecosystem
Acknowledging that you are part of the Brass Section

But also part of the Orchestra
How do we help our teams to feel part of SIAM?

Special Guest Appearance?…
Establish a regular drumbeat of communications across the SIAM Community

Ensure complete and consistent messaging

Create a ‘One Team’ ethos

Drive a culture of collaboration and removal of silos

Help to build the SIAM Community by bringing together all colleagues together regularly

Promote the positive impact the SIAM Community is having on the organisation and keep colleagues outside of SIAM informed
an integral part of the band

Establish a regular drumbeat of communications across the SIAM Community

Ensure complete and consistent messaging

Create a ‘One Team’ ethos

Drive a culture of collaboration and removal of silos

Help to build the SIAM Community by bringing together all colleagues together regularly

Promote the positive impact the SIAM Community is having on the organisation and keep colleagues outside of SIAM informed
Conducting a successful culture

Build a Virtual Leadership Team

Agree a vision, shared objectives and goals

Create a Partnership Charter

Write a Collaboration Agreement

Formulate a communications plan

Get the Community together regularly

Clarify Roles & Responsibilities

Review skills requirements

Develop a Culture of Transparency
How can we build communication?
How can we build engagement?
How can we work closer together?
Collaboration between colleagues
Forget the ‘badge’
Consider the ecosystem in all of your actions
Encourage positive behaviours within your teams
Call out silo approaches and behaviours
Be an active part of the Community
Lead from the front

Conducting a successful culture... needs everyone
Summary of the Session

1) The importance of culture within SIAM
2) Creating an ‘orchestral’ approach
3) Conducting a successful culture
The Orchestral Culture of SIAM

Questions?
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