

A Proposition you can't Refuse?

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I love this clip from Billy Connolly, something my last boss and I would laugh about. A shared moment that gave us common ground and a bond. But what if your first thought is "Oh crap, that is my life!", the same day, every day.

It is an accepted fact that technology can enable business to do some amazing things. Technology can also make business do some amazingly stupid things, but now at a much faster pace! So how do you go about being in the first group and not in the second?

Start with where you are today, if you only get demands, but no collaboration then you need to change the paradigm. If you have collaboration but do the wrong things, then you need to change the paradigm. If things are going smoothly, then you will need to change the paradigm.

Were you surprised that the paradigm need to change in every scenario? The answer to that lies within Continuous Improvement (CI). CI is not about standing still but constantly moving forward, building on your success, correcting the mistakes, however small the increment. What sets them all apart is how much of a shift is required to get to where you need to be?

It is true that you need to step back, review and reflect progress, but that is not to bring everything to a complete stop. Are things happening at the necessary speed? Are new working practices bedding in and being effective? You ask these questions in order to advance and shift the paradigm. At the heart is a cultural shift that will include people, technology, working practices.

One shift I push for is to talk about business transformation, not digital transformation. Why? Because it is the business that we all work for and want to transform. Digital technologies are just one part of the equation, which is why I think of digital transformation as a misnomer. Transformation is a collaborative effort with an end goal of an agile environment, adaptable to change. The workforce is engaged in a common set of goals, operating in a transparent and inclusive model.

This approach is at the heart of modern service management and my own service model for holistic service integration, “Service Intelligence”. Collaboration, communication, stability, agility and continuous improvement at its very heart.

Collaboration - Sponsorship and customer engagement, combined with users and technical teams being actively involved. Greatly increasing adoption rates by involving those that use and operate the service. This becomes a cornerstone of my “Design to Operate” method.

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Communication - What is happening, when and why helps understanding and limits the surprises both internally and for customers. Just as important is listening, the voice of the customer is to be heard and understood and can shape the way services are delivered, creating trust and loyalty.

Also keep telling the story, reinforce the values, even when it feels like there is nothing to tell, maintain the momentum and bi directional communication.

Stability - Build stability so you can move forward from a solid platform. A foundation for reliable and scalable services is a secure and compliant managed platform that is responsive to addressing issues. Underpinned by a governance model of architectural standards, service modelling and financial management means efficient and effective operations. Measured through agreed KPI's that are aligned with business goals, ensure visibility and transparency. This is the heartbeat of service operations.

Agility - As business changes, so must services be adaptable to new situations, whether it is due to M&A, market forces or working patterns. The holistic approach is dynamic and enables scalability that is not limited by physical on-premise constraints, embracing the flexibility on offer through the adoption of cloud services.

Continuous Improvement (CI) - Nothing stands still forever, services, people, customers, products, technology all evolve and put changing demands on the business and IT. Incremental change makes it easier to adapt to these demands without breaking the overall service. CI is also about identifying and removing issues before they become a problem.

This is my “Service Intelligence” model and this is my value proposition to you.

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