

Business-Focused IT and Service Excellence:

Why waiting for the next versions of ITIL/COBIT won't save you

David Miller

Details

We talk about the convergence of business and IT as though it is a possibility at some point in the future and yet most businesses behave as though it has already taken place with expectation outstripping IT's ability to deliver. Whether you believe in convergence or not the surveys are consistently demonstrating that there has been no improvement in IT service delivery for more than 30 years. This session will offer an explanation as to what is happening, why the established IT management methods and standards in themselves are not adequate, and how IT can respond. The event is based on the book and recent master classes.

Date: Monday 19th January, 2008.

About the Presenter

David Miller is the owner and managing director of ITDYNAMICS Ltd. He plans and manages business change where the work may involve creating new business models, business re-engineering, and restructuring. He also troubleshoots in the alignment of IT and IT management. He is a leading authority on IT service management. Recent such assignments include roles as interim CIO, COO, and CEO.

He has worked in many sectors, held director roles at CSC UK and at British Rail, and has worked in the USA, Russia, the Middle East, and Europe (France, Belgium, Holland, Germany, and Switzerland). He is a Chartered Engineer, Chartered IT Professional, Chartered Marketer, Fellow of the BCS, Fellow of the Institution of Engineering and Technology, Fellow of the Chartered Institute of Marketing, Fellow of the Institute of Business Consulting, and Freeman of the City of London for the Worshipful Company of Management Consultants. Member of ISACA and *itSMF*.

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