

Lean IT Masterclass

We are pleased to announce that we have scheduled an exclusive Lean IT Masterclass event to be held on Friday 18th August 2017, starting at 9am. This masterclass presents a great opportunity to explore benefits and challenges of operating using Lean principles and at the same time identify pragmatic steps for making it work for your organisation.

This event presents a fantastic opportunity for attendees to network with peers and share experiences & best practices. Peter Hubbard Pink Elephant's principal consultant will be hosting the masterclass, with over 20 years of experience in ITSM backed up with practical experience, working with company's like Rolls Royce, Burberry, Houses of Parliament & many more he will guide you through involving both business & IT roles to help create a better understanding and a shared commitment for improving business & IT alignment capabilities using Lean Principles.



Who Should Attend:

- IT managers: Explore how to use Lean principles as strategic capabilities and alignment instruments aimed at changing 'behavior' – not simply 'implementing' processes.
- Business managers: Explore how to ensure effective IT decision making and value realisation, discover what you need to do to ensure that the Business and IT issues can be resolved.
- CSI managers: Project or programme managers responsible for IT transformation or ITSM improvement initiatives with cutting waste and increasing productivity.

Why should you attend?

- Gain a concise practical explanation of Lean IT and how to use it!
- Share insights and experiences with peers on how to tackle the issues.
- Share examples with experienced practitioners from other organisations.
- Capture concrete, pragmatic insights and actions to take away. Learn critical success factors for making Lean practices work

Price:

£195 (+VAT) Including breakfast, lunch, afternoon drinks!

Location:

Pink Elephant EMEA
9 Castle Street
Reading
RG1 7SB

09:00	Registration & Breakfast
09:30	<p>Lean Overview</p> <p>Lean IT is the extension of Lean principles to the development and management of information technology products and services. Its central concern, applied in the context of IT, is the elimination of waste, where waste is work that adds no value to a product or service. In this session Peter will provide an at the gallop' grounding in the basics of Lean. What is it? Where did it come from? What does it mean when applied to ITSM? How do I know if my department is Lean?</p>
10:30	Break & Coffee
10:45	<p>Working to be Lean</p> <p>Lean has much to offer an IT department but knowing how to transform knowledge into results is a key capability for any IT service provider. In this session Peter will illustrate how to move from theory to practice by discussing how to apply Lean principles to ITSM processes.</p> <p>In particular the Service Desk (Incident & Request Fulfillment) and Change Management will be discussed and concrete examples of how to identify and target process bloat (such as redundant change administration and shepherding of Incidents & Requests) will be offered.</p>
12:30	Lunch
13:30	<p>The Lean CIO</p> <p>Lean has much to offer the strategic thinkers of the IT Department. In this session Peter will be showing how Lean IT principles can help senior IT Management in 3 core areas.</p> <p>Customer Satisfaction</p> <ul style="list-style-type: none"> • The focus on Customer Value – in thinking and acting – results in improved customer satisfaction <p>Strategic Value</p> <ul style="list-style-type: none"> • Better products due to continual improvement of processes • Higher involvement and motivation of employees • Earlier delivery of products & services – reduction of duration of processes <p>Financial</p> <ul style="list-style-type: none"> ▪ Reduction of waste: Results in financial gain ▪ Time for new activities: From optimization of value-add work
15:00	Break & Coffee
15:15	<p>Implementation of Lean</p> <p>In this session Peter will provide structured guidance on how to align your IT organisation to Lean principles. Unlike ITIL or COBIT there are few structured processes held within Lean (Like Incident or Change Management) as an implementation of Lean is first and foremost a cultural transformation programme.</p> <p>Peter will provide guidance on the critical success factors and approach that maximises your organisations chance of success when adopting Lean.</p>
17:00	Drinks in the Pink Bar

Seats are limited, so please confirm your attendance as soon as possible by emailing Devon Hooper at d.hooper@pinkelephant.co.uk. We look forward to welcoming you on Friday 18th August 2017!

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