

Enterprise Service Management (ESM)

A Reference Model for Adopting and Adapting
IT Best Practices Across and Enterprise



Agenda and Objectives

- What are ESM Best Practices?
- What is the ESM Service Lifecycle
- ESM Lifelong Training & Mentoring Program
- ESM Starter Kit



What are ESM Best Practices?

- **ESM Best Practices** are a series of frameworks, methodologies and standards that provide guidance on what organizations should be doing to manage its digital services portfolio in terms of Cost, Quality, Compliance, Security, Risk and Business Continuity. Examples include:
- ITIL® for IT Service Management
- Cobit 5 for IT Governance
- NIST for Cyber Security Management
- RESILIA™ for Cyber Risk Management
- PMI PMBOK and Prince 2 for IT Project Management



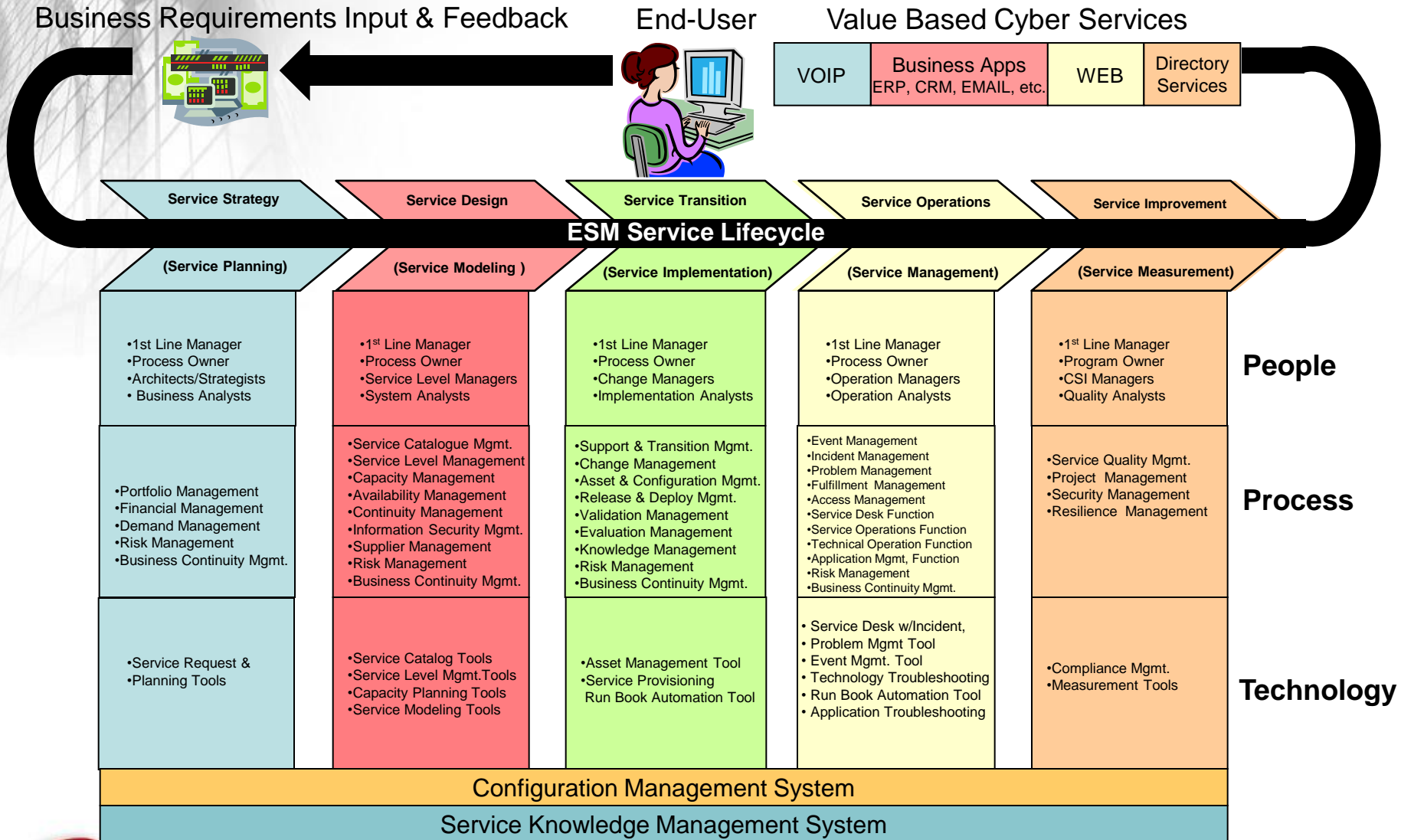
ESM Best Practices (cont.)

- **IT Service Management & Governance** - IT service management best practices (ITIL® Cobit 5 etc.) provide guidance on what organizations should be doing to improve the posture of its digital services portfolio in terms of cost, quality, compliance, security, risk and business continuity
- **IT Project Management** - IT project management (Prince 2, PMP etc.) provides guidance on how organizations can improve its posture in delivering successful service outcomes by using knowledge, skills and techniques that tie project results to business outcomes.
- **Cyber Security Management** - Cyber security best practices provide guidance on how enterprises can leverage existing cyber security frameworks (NIST etc.) and standards (ISO 27001, ISO 31000, ISO 38500 etc.) to manage and improve an organizations cyber security posture
- **Cyber Risk Management** - Cyber risk management best practices (RESILIA™ etc.) provide guidance on how enterprises can leverage existing IT service management systems (ITIL®) and cyber security frameworks (NIST etc.) to manage and improve an organizations cyber risk and business continuity posture.



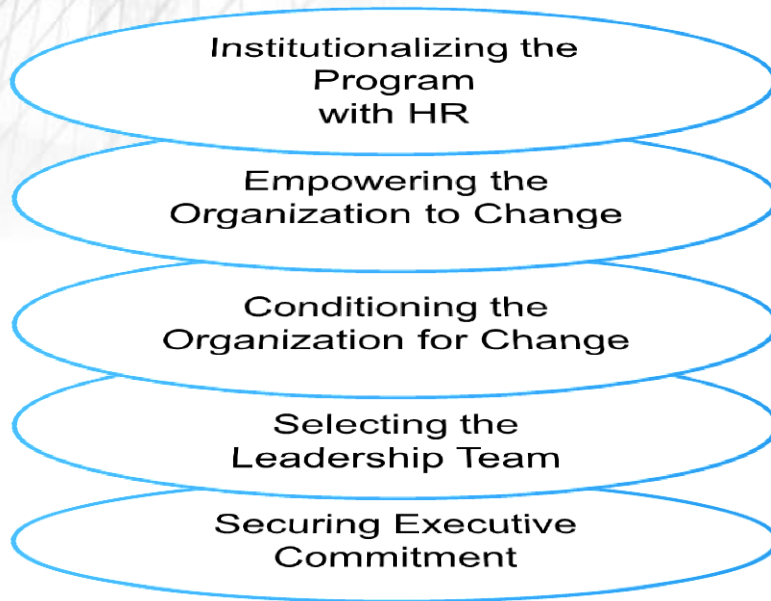
The ESM Service Lifecycle

Managing the Cost, Quality, Security, Compliance, Risk and Business Continuity of an Organizations IT Services Portfolio



ESM Lifelong Training & Mentoring Program

Secure, Select, Condition, Empower, Institutionalize



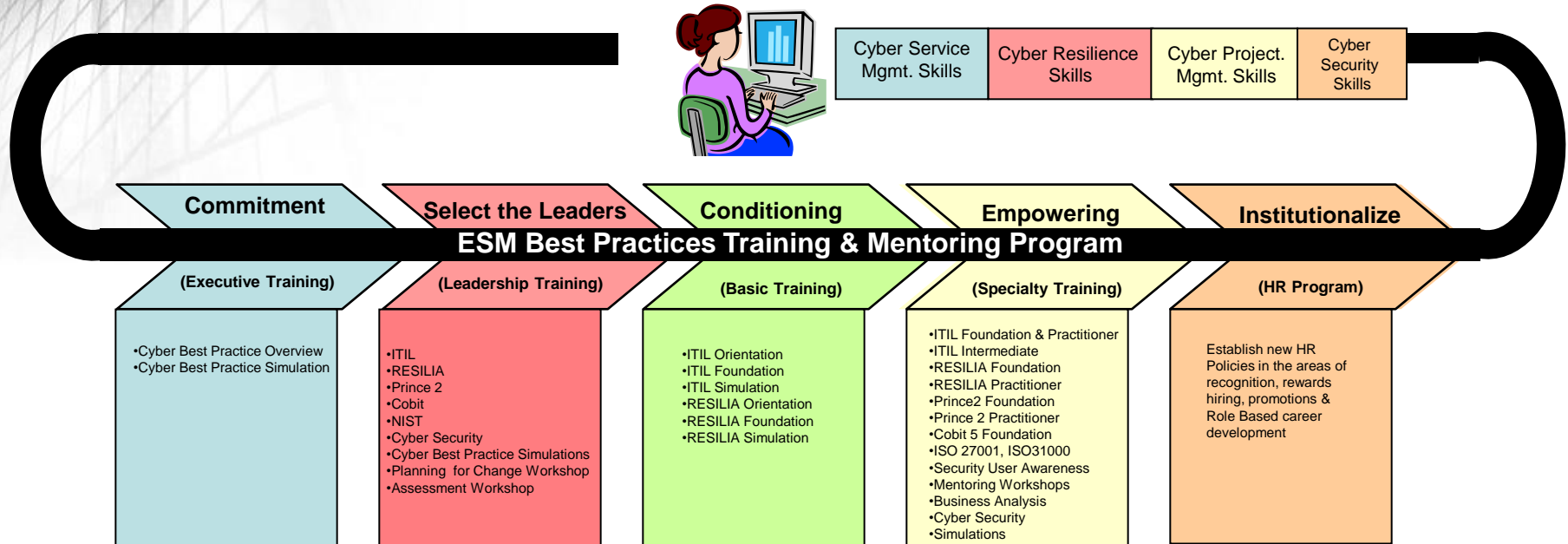
A Five Phase Approach to Adopting & Adapting ESM Best Practices

- Institutionalizing the Program with HR
- Empowering the Organization to Change
- Conditioning the Organization for Change
- Selecting the Leadership Team
- Securing Executive Commitment



ESM Lifelong Training & Mentoring Program (cont.)

Role Based Training & Mentoring for Executives, Cyber Professionals, Business Stakeholders and Supply Chain Partners



ESM Best Practice Training & Mentoring Program

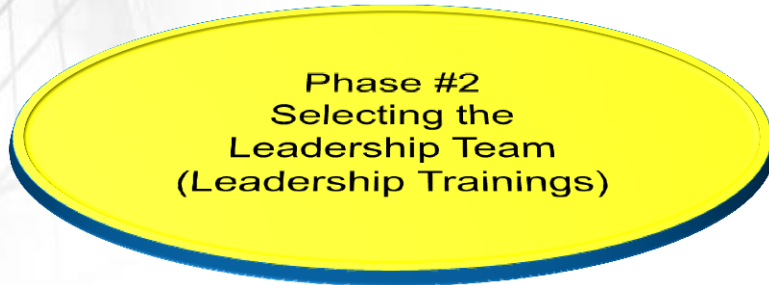
Securing Executive Commitment



Organization Role	Objectives	Training Programs
CEO, CFO, CIO, CISO CRO, CCO, PMO Director, SMO Director, Governance Director	This set of programs will help the executive team better understand the benefits and value of adopting an ESM best practice program	IT Best Practice Executive Overview IT Best Practice Executive Simulations

ESM Best Practice Training & Mentoring Program

Selecting the Leadership Team

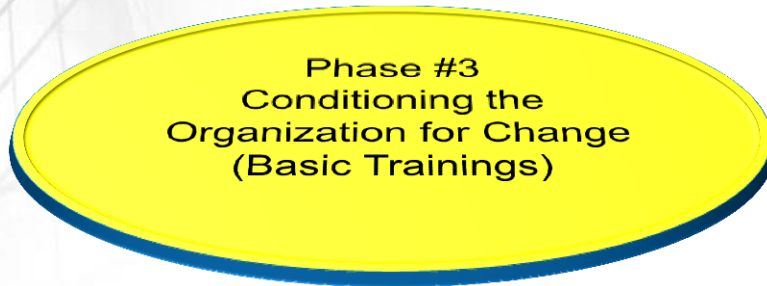


Organization Role	Objectives	Training Programs
Process Owners, Service Owners, Change Mgrs. Operation Mgrs. CSI Mgrs. Business Analysts	This program will train and certify at the Expert level the leadership team of the ESM best practice program. These key contributors will assist in developing the roadmap plus become the primary thought leaders and evangelists for the ESM best practice program	ITIL® Training RESILIA Training Prince 2 Training NIST Training Cyber Security Training Planning to Change Workshop Assessment Workshop Simulations



ESM Best Practice Training & Mentoring Program

Conditioning the Organization for Change



Organization Role	Objectives	Training Program
All IT staff, senior leadership, stakeholders and supply chain partners	This program will provide basic training and certification for those who will play passive and active roles in an ESM program. This certification will also provide a portion of the student population the base certification they need to advance to phase 4 specialist training	Passive Roles ITIL Awareness RESILIA Awareness Active Roles ITIL Foundation ITIL Simulation RESILIA Foundation RESILIA Simulation



ESM Best Practice Training & Mentoring Program

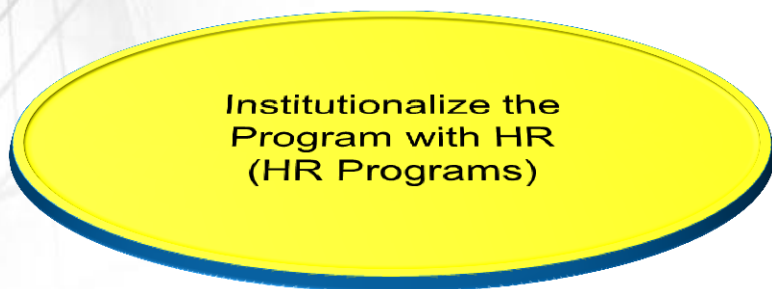
Empowering the Organization to Change



Organization Role	Objectives	Training Programs
1st Line Mgrs. Process & Service Owners Architects & Strategists Operation & System, Analysts Business & Quality Analysts Program & Project Managers Operation & Change Mgrs. Service Level & CSI Mgrs. Tool Administrators	Gain hands on specialist capabilities in ESM best practices	ITIL Foundation & Practitioner ITIL Intermediate RESILIA Foundation RESILIA Practitioner Prince 2 Foundation Prince 2 Practitioner IIBA Business Analysis ISO 27001, ISO 31000 Security User Awareness Cyber Security Training Mentoring Workshops Simulations

ESM Best Practice Training & Mentoring Program

Institutionalize the Program with HR



Organization Role	Objectives	Activities
HR Manager	Establish new HR Policies in the areas of recognition, rewards hiring, promotions & role based career development	Setup both eLearning and role-based Blended Learning ESM best practice training solutions for new and existing employees



ESM Best Practice Training Starter Kit

Problem	Purpose	Activities
Organizations need to adopt and adapt IT best practices to survive and thrive in the global digital economy	To prepare the leadership team to participate in assessing the organizations ability to adopt change and IT best practices	Train the leadership team so they can participate in a IT best practice maturity and education assessment

- **Deliverables**

- Phase 1A - IT Best Practice Foundation Training for the Leadership Team
- Phase 1B - IT Best Practice Organizational Assessment with the Leadership Team
- Phase 1C - IT Best Practice Education Assessment with the Leadership Team

- **Options**

- Phase 1A1 - Optional Best Practice Simulation Training

- **Costs**

- Phase 1ABC - \$25,000 USD for 12 Student Leadership Team
- Phase 1A1 - \$575 per student



Questions & Answers

