

# Digital Service Management (DSM)

**A Proactive, Collaborative and Balanced Approach for Securing, Managing and Improving the Online Services that Drive the Digital Enterprise**



# Agenda and Objectives

- What is Digital Service Management (DSM)
- What are DSM Best Practices
- What is the DSM Service Lifecycle
- Adopting and Adapting an Enterprise DSM Program
- DSM Service Catalog
- DSM Leadership Training Starter Kit

# What is Digital Service Management (DSM)?

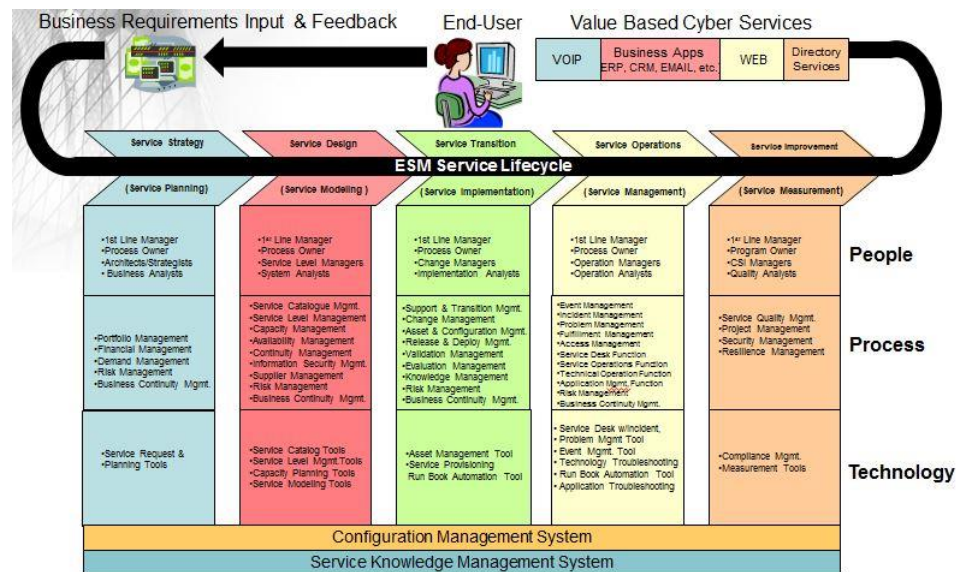
- **Digital Service Management** is a Proactive, Collaborative and Balanced Approach for Securing, Managing and Improving the Online Services that Drive the Digital Enterprise

# What are DSM Best Practices?

- **ITIL's® Service Management** framework provides guidance and trainings on what enterprises should be doing to proactively manage and improve its digital service portfolio in terms of cost, quality and continuity
- **COBIT Governance** framework provides guidance and trainings on what enterprises should be doing to proactively manage and improve its digital service portfolio in terms of compliance with organizational risk controls
- **NIST Cyber Security** framework provides guidance and trainings on what enterprises should be doing to proactively manage and improve its digital service portfolio in terms of information security.
- **RESILIA™ Cyber Risk** framework provides guidance and trainings on what enterprises should be doing to proactively manage and improve its digital service portfolio in terms of risk and resiliency
- **Lean Six Sigma methodology** provides guidance and trainings on what enterprises should be doing to proactively manage and improve its digital services portfolio in terms quality.
- **PMI's PMP and Prince 2 Project Management** framework and methodology provide guidance and trainings on how enterprises can improve the success of its digital service projects by using knowledge and techniques that tie project results to business outcomes.

# What is the DSM Service Lifecycle?

- The DSM service lifecycle is a process driven approach for planning, designing, implementing, managing and improving an enterprise digital service portfolio
- The DSM lifecycle helps organizations optimize and manage the people, process and technologies associated with each digital service from a cost, quality, compliance, security, risk and business continuity point of view



# Adopting & Adapting an Enterprise DSM Program

Secure, Select, Condition, Empower, Institutionalize



## A Five Phase Approach to Adopting & Adapting DSM Best Practices

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



# Phase #1 – DSM Executive Training Services

Securing Executive Commitment



Phase #1  
Securing Executive  
Commitment  
(Executive Trainings)

Organization Role	Objective	Training Programs
CEO, CFO, CIO, CISO CRO, CCO, PMO Director, SMO Director, Governance Director	To help the executive team understand the benefits associated with adopting and adapting a DSM program	DSM Executive Overview DSM Executive Simulations

# Phase #2 – DSM Leadership Training Services

Selecting the Leadership Team



Phase #2  
Selecting the  
Leadership Team  
(Leadership Trainings)

Organization Role	Objective	Training Programs
Process Owners, Service Owners, Change Mgrs. Operation Mgrs. CSI Mgrs. Business Analysts	To help the leadership team acquire the knowledge and skills to develop an actionable DSM plan	ITIL® Training RESILIA Training Prince 2 Training NIST Training Cyber Security Training Planning to Change Workshop Assessment Workshop Simulations



# Phase #3 – DSM Enterprise Training Services

Conditioning the Organization for Change



Phase #3  
Conditioning the  
Organization for Change  
(Basic Trainings)

Organization Role	Objective	Training Program
All IT staff, senior leadership, stakeholders and supply chain partners	To help condition the enterprise for DSM change through a series of online awareness and simulation trainings	DSM Awareness DSM Simulations

# Phase #4A – DSM IT Training Services

Empowering the Organization to Change



Empowering the  
Organization to Change  
(Speciality Trainings)

Organization Role	Objective	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	To provide the DSM practitioners the knowledge and skills to plan, design, implement, operate and improve a DSM program.	ITIL Foundation & Practitioner ITIL Intermediate RESILIA Foundation RESILIA Practitioner Prince 2 Foundation Prince 2 Practitioner ISO 27001, ISO 31000 Cyber Security Training Mentoring Workshops Simulations Security User Awareness



# Phase #4B – DSM Stakeholder & Supply Chain Training Services

Empowering the Organization to Change



Empowering the  
Organization to Change  
(Speciality Trainings)

Organization Role	Objective	Training Programs
Business Stakeholders Supply Chain Partners	To provide basic cyber awareness training to all business stakeholders and supply chain partners	Simulations Security User Awareness

# Phase #5 – DSM HR Policies, Procedures & Pathway Training

Institutionalize the Program with HR



Organization Role	Objective	Activities
HR Manager	To establish HR policies and procedures for training new employees and a career pathway for existing employees practicing DSM	Setup both eLearning and role-based Blended Learning DSM best practice training solutions for new and existing employees

# DSM Service Catalog

## Enterprise DSM<sup>SM</sup>

A Proactive, Collaborative and Balanced Approach for **Securing, Managing** and **Improving** the Online Services that Drive the Digital Enterprise

### Training Services

- Executive & Boardroom Training
- NIST CSF Training
- ITSM Training
- Project Mgmt. Training
- Cyber Security Training
- Cyber Risk & Resilience Training
- Employee & Supply Chain Training
- Network Engineering Training
- Business Skills Training
- Customer Service Training
- Simulation Trainings
- DSM Skills Training

### Consulting Services

- NIST CSF Assessment & Roadmap
- DSM Assessment & Roadmap
- Project Management Assessment
- RESILIA Assessment & Roadmap
- Organizational Change Assessment & Roadmap

### Certification Services

- NIST CSF Certification
- ITIL® Certification
- Prince2 Certification
- RESILIA™ Certification
- Cobit 5 Certification
- Customer Service Certification
- AGILE Certification
- SCRUM Certification

### Management Services

- Cyber Security Operations Services
- Digital Service Management Operation Services
- Project Management Services
- Training Management Services

# DSM Leadership Training Starter Kit

Problem	Purpose	Activities
Organizations need to adopt and adapt a DSM program to enable a proactive, collaborative and balanced approach for managing, improving and securing an organizations digital service portfolio	To prepare the leadership team to participate in assessing the organizations ability to adopt the change and DSM best practices	Train the leadership team so they can participate in a DSM best practice maturity and education assessment

- Deliverables (12 Person Team)
  - Phase 1A - Onsite Simulation Training for Service & Security Management
  - Phase 1B - 12 Month Access to itSM Solutions Best Practice Video Training Library
  - Phase 1C - Organizational Assessment & Planning with the Leadership Team
  - Phase 1D - Education Assessment & Planning with the Leadership Team



# Questions & Answers

