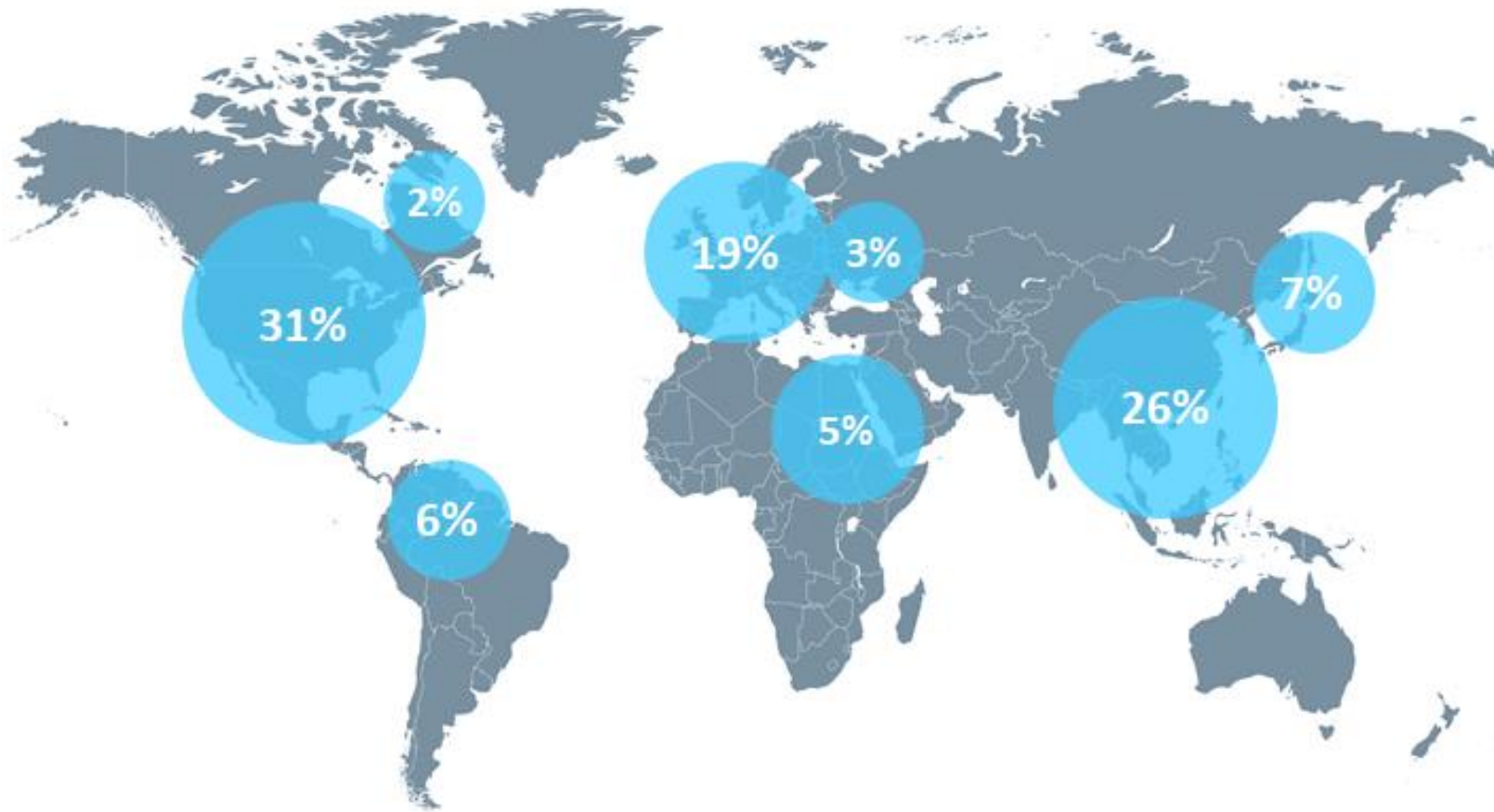


SDI19DXB

The Future of Service and Support

A Brave New World!

The \$85 Trillion Global Economy



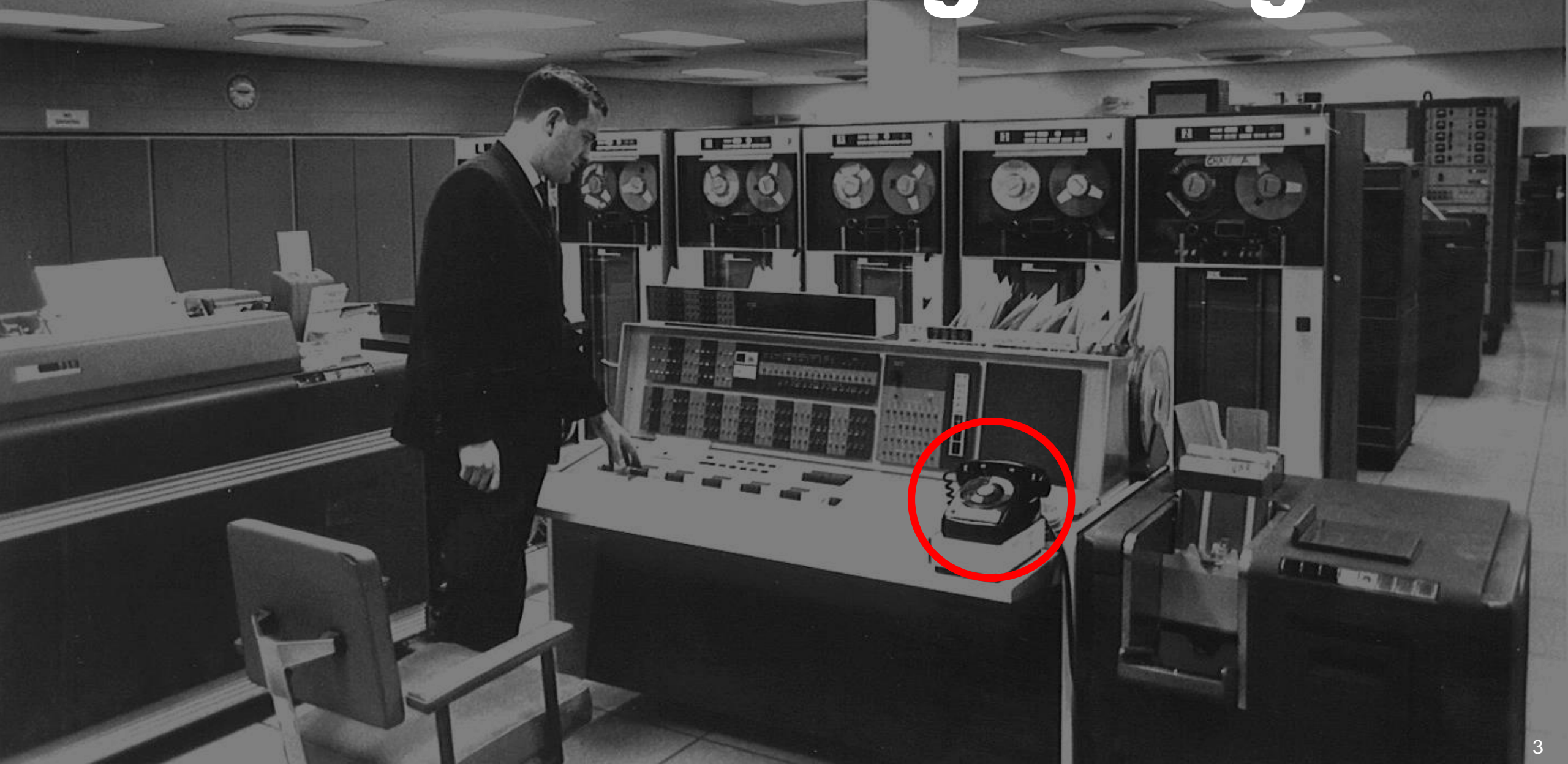
Global IT Industry
\$5 Trillion

Global ITSM Industry
\$1.5 Trillion

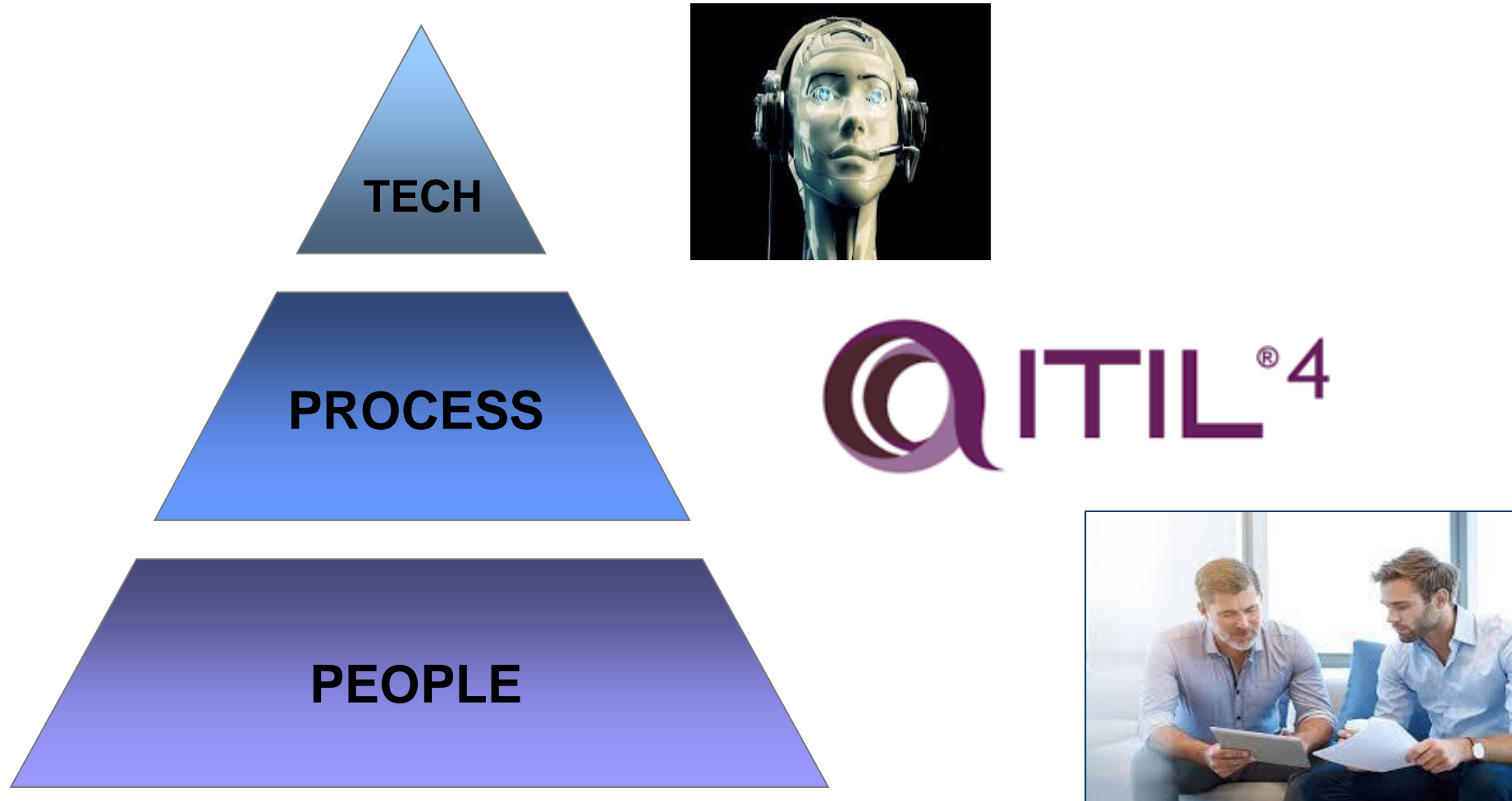
Global IT Support
\$250 Billion

**Global IT Support
Employment**
7 Million FTEs

From Humble Beginnings...



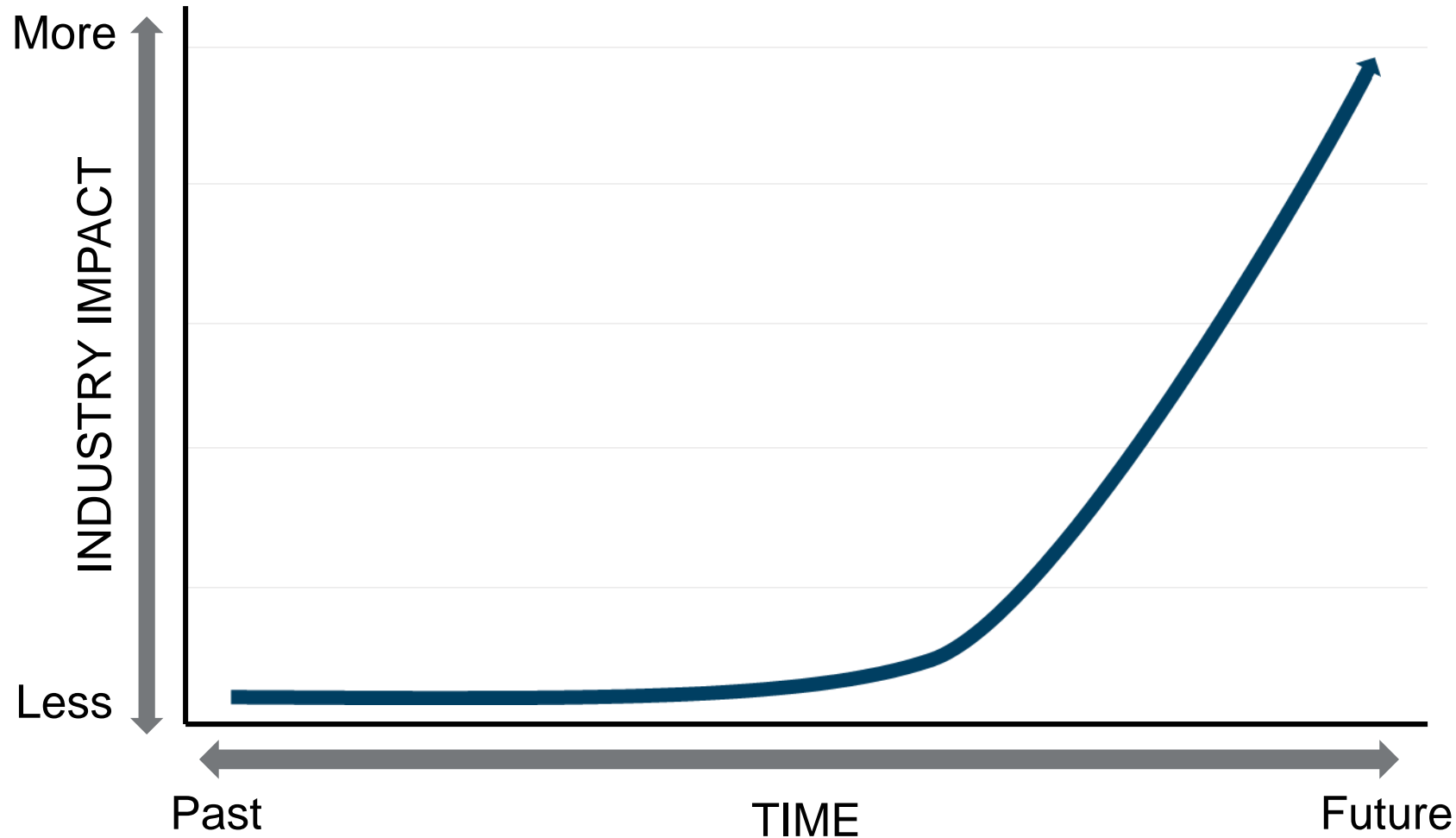
How Far We've Come...



SDI's
**Blueprint For
A Brilliant
Service Desk**
Inspiring service desks
to be brilliant

SDI

We are at an Inflection Point...



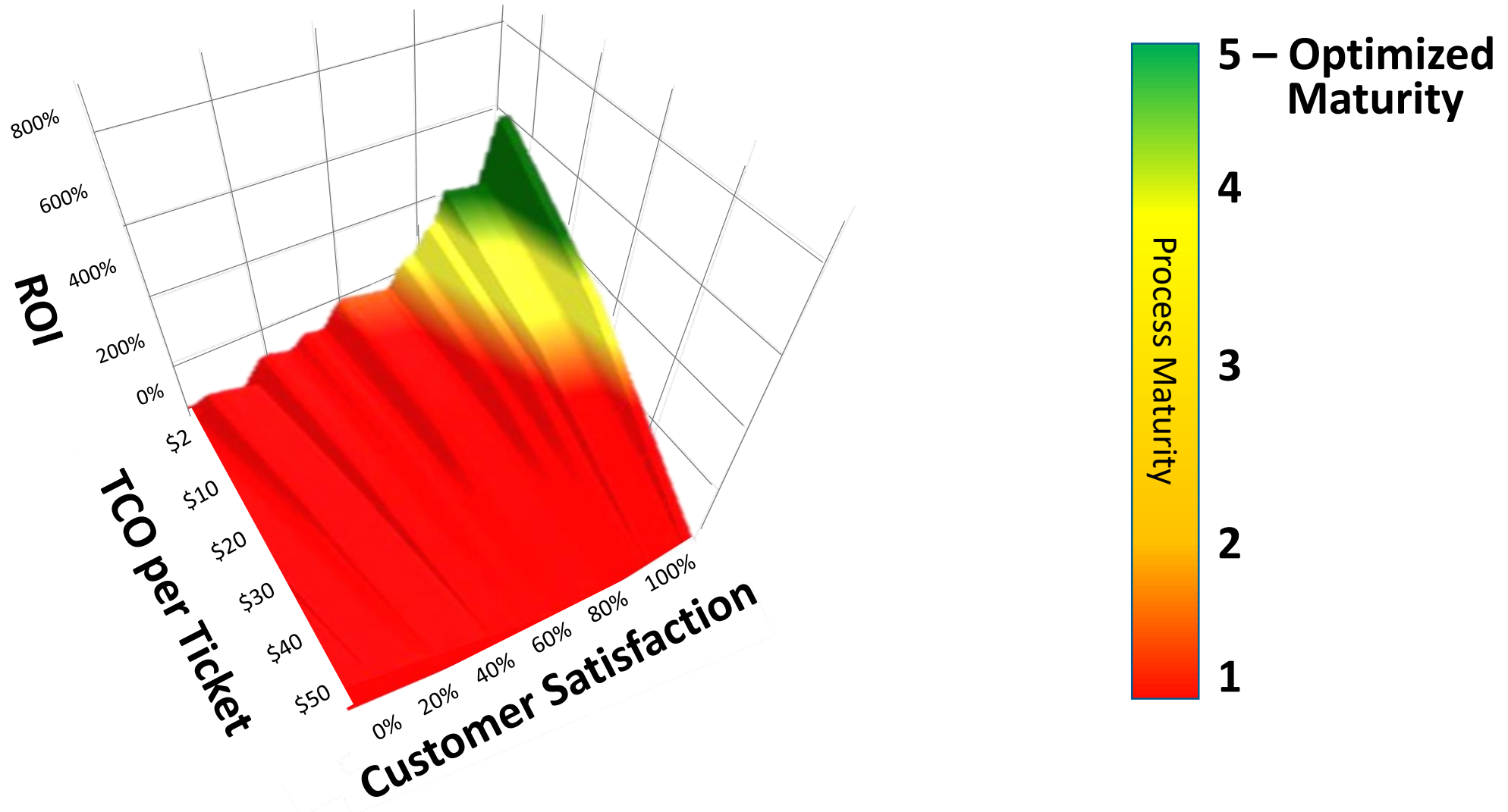
Past is Prologue...



Let's Connect the Dots...

- ☐ First Principles – Better, Faster, Cheaper
- ☐ Service and Support as a Business
- ☐ Staffed by Business People
- ☐ ROI Will Become the Primary Measure of Success
- ☐ Industry Literacy will be Paramount
- ☐ Technology Will Continue to Evolve Incrementally
- ☐ ITIL Hacks Will Become More Common
- ☐ Channel Mix Will Accelerate
- ☐ New Leadership Opportunities Will Emerge

Better, Faster, Cheaper...

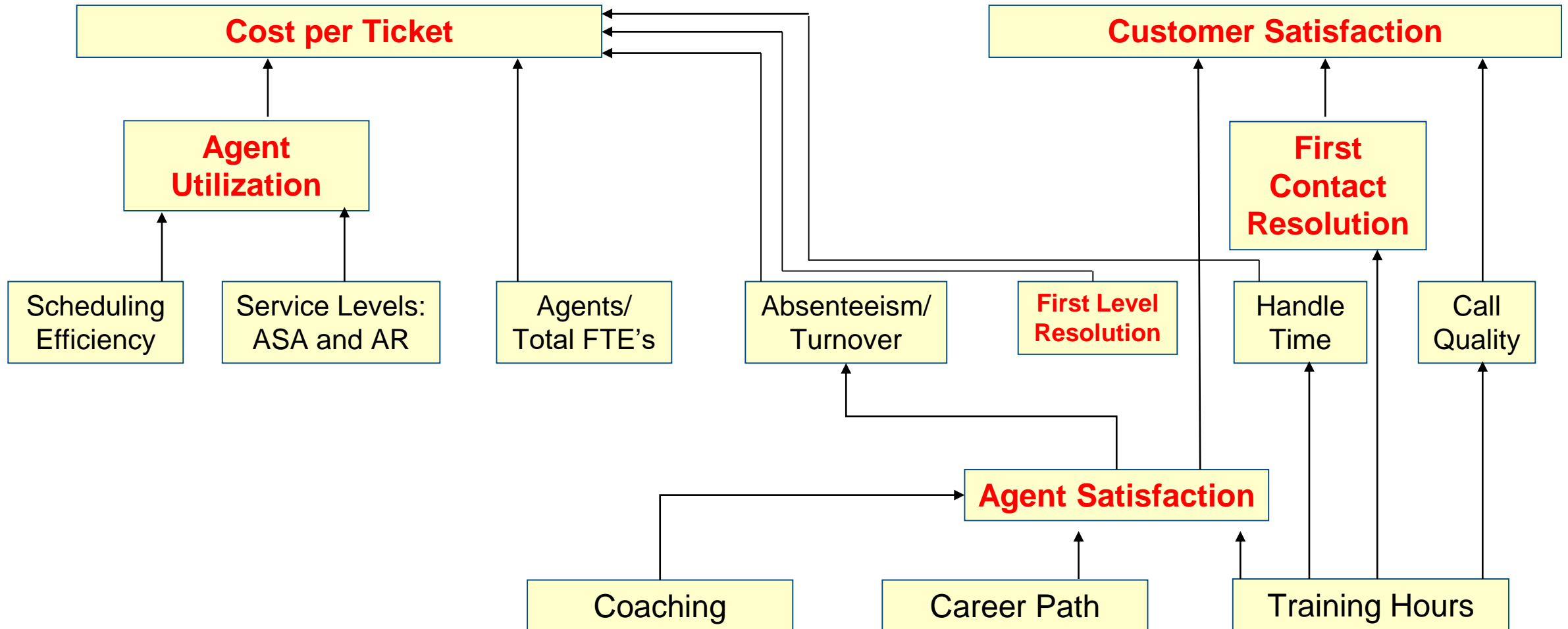


Service and Support as a Business



Value Focused
Leverage Metrics
Proactive
Process Aware
Messaging

Literacy Matters...



The Bots Are Coming!



But They Need Time to Mature



Deep Blue



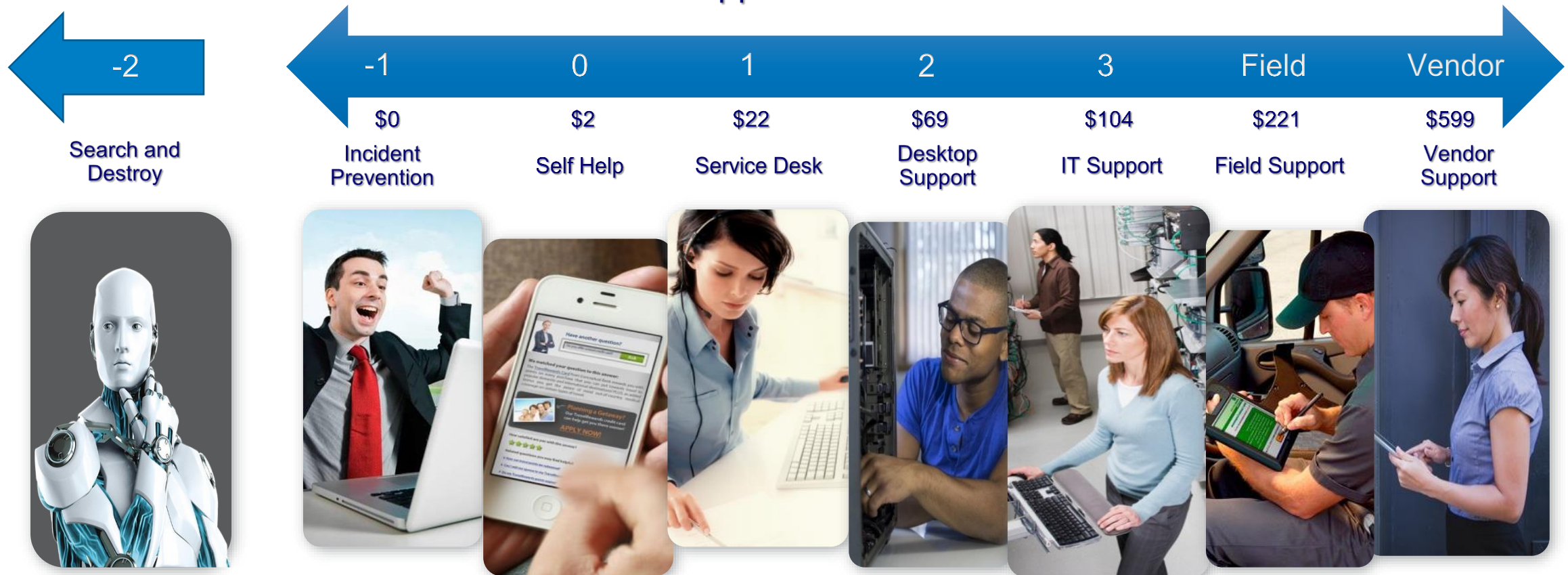
vs. Gary Kasparov



IBM's Watson

Paradigm Shifts Will be Disruptive

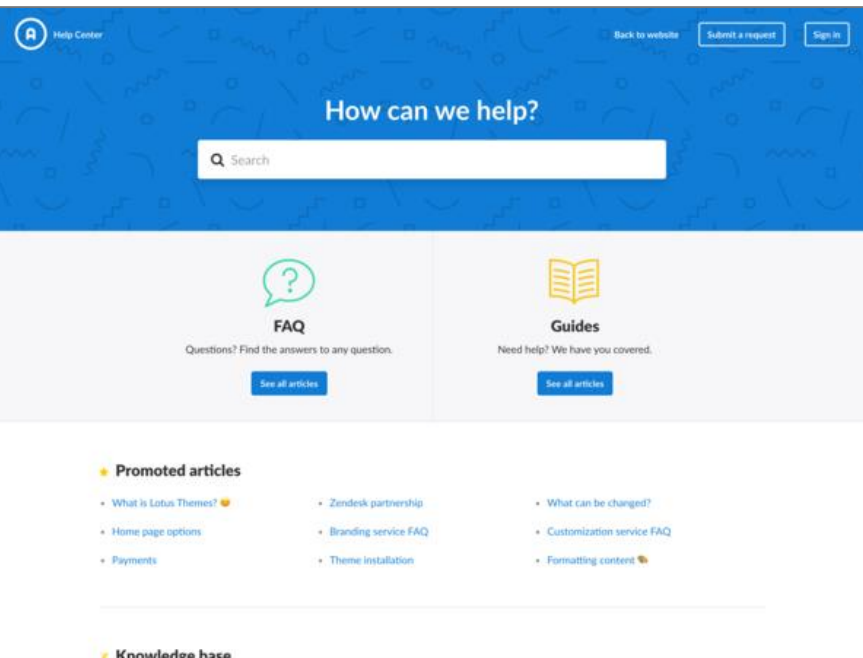
Support Level



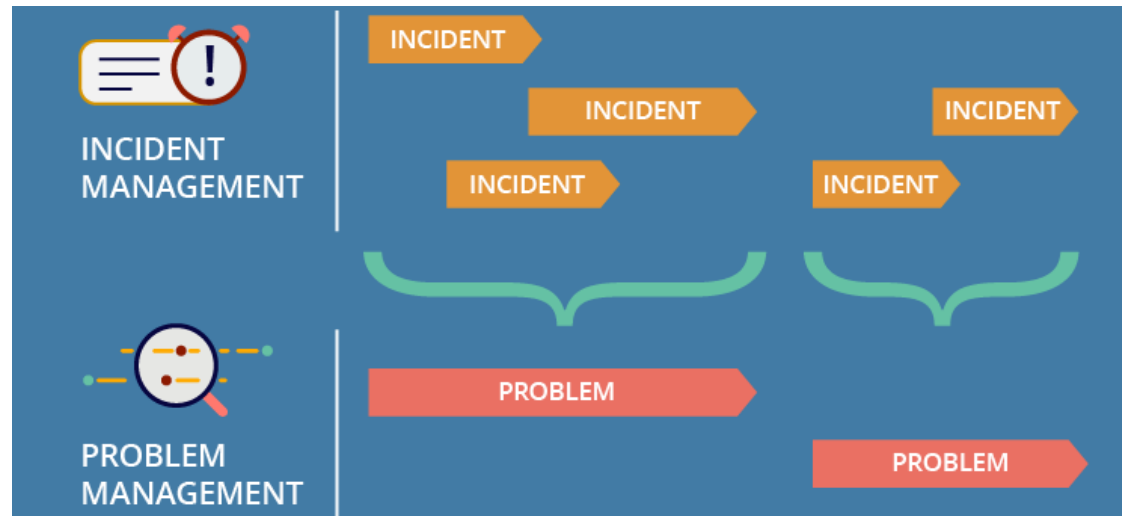
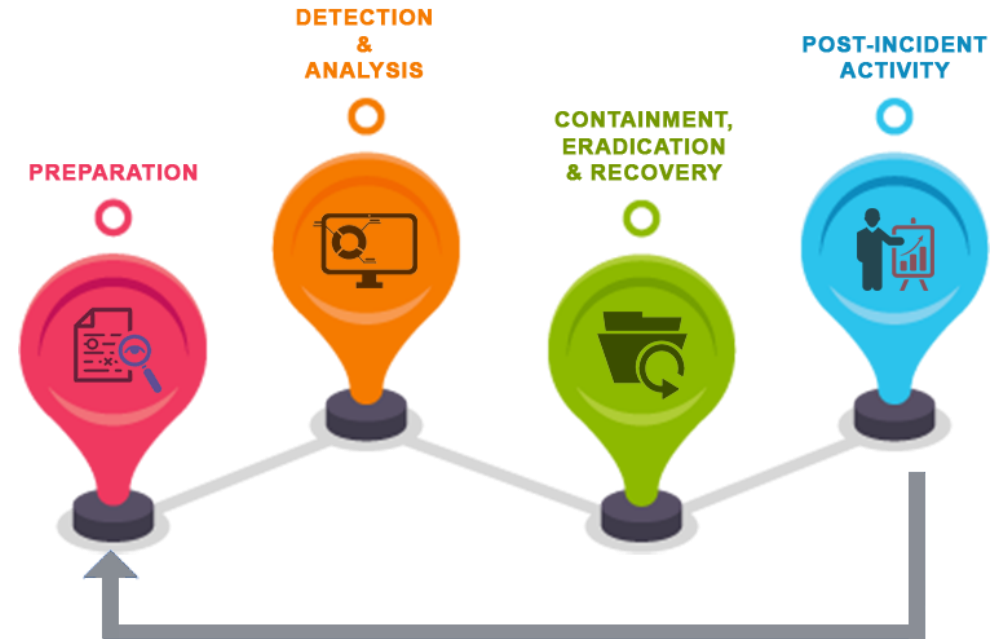
SHIFT LEFT

ITIL Hacks...

KNOWLEDGE



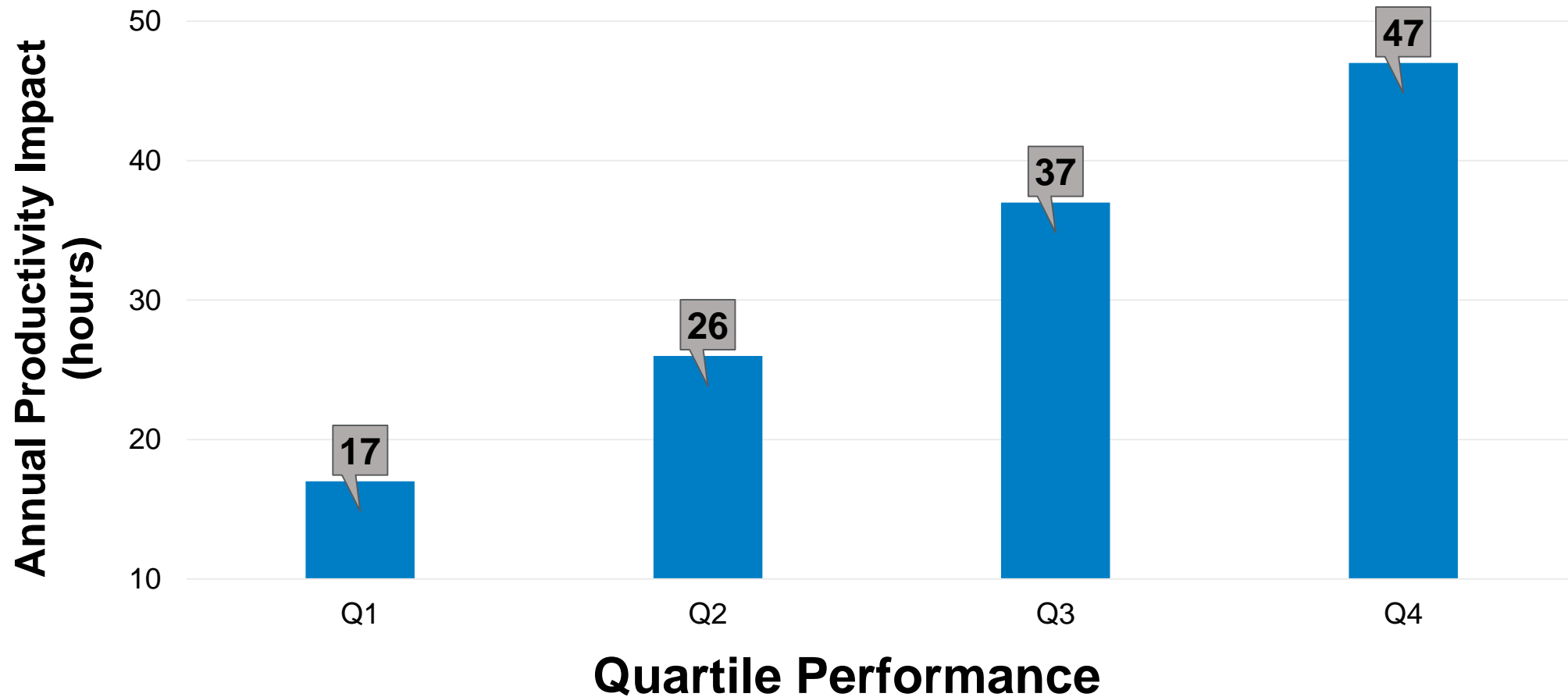
INCIDENT



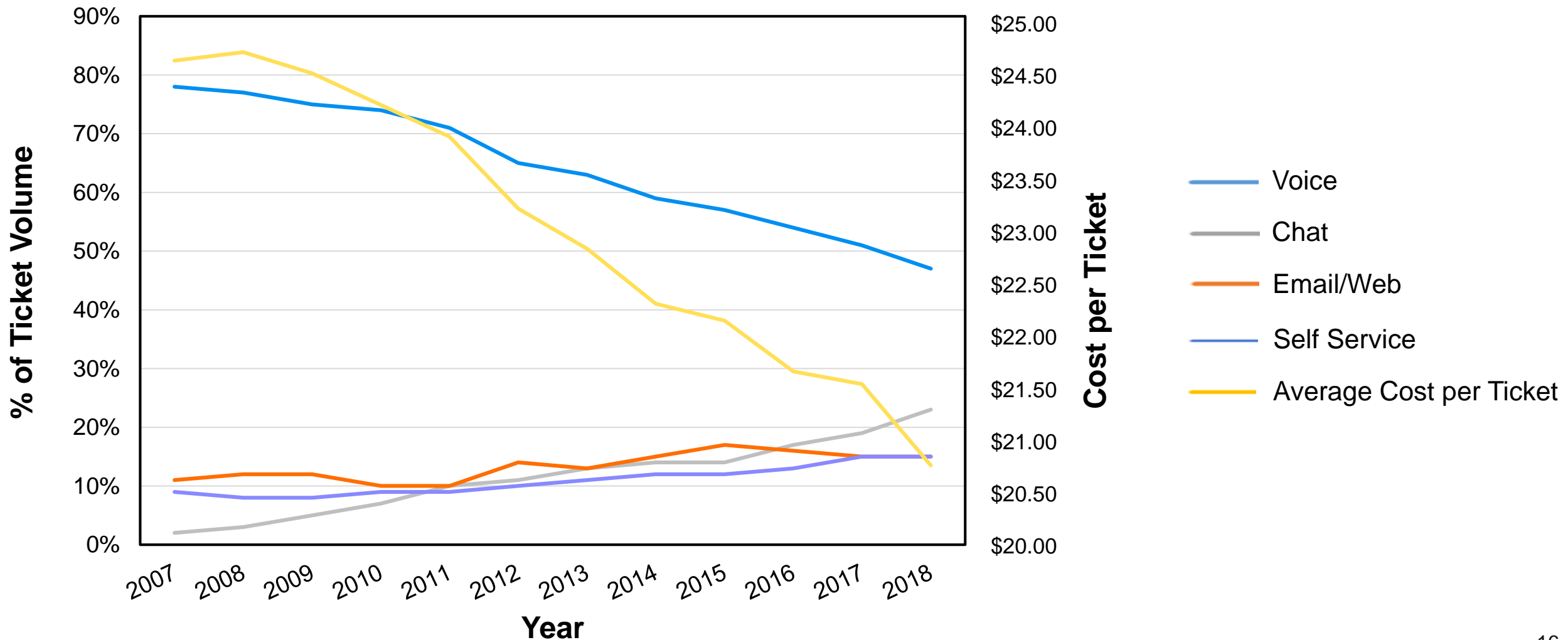
PROBLEM



The Elephant in the Room...



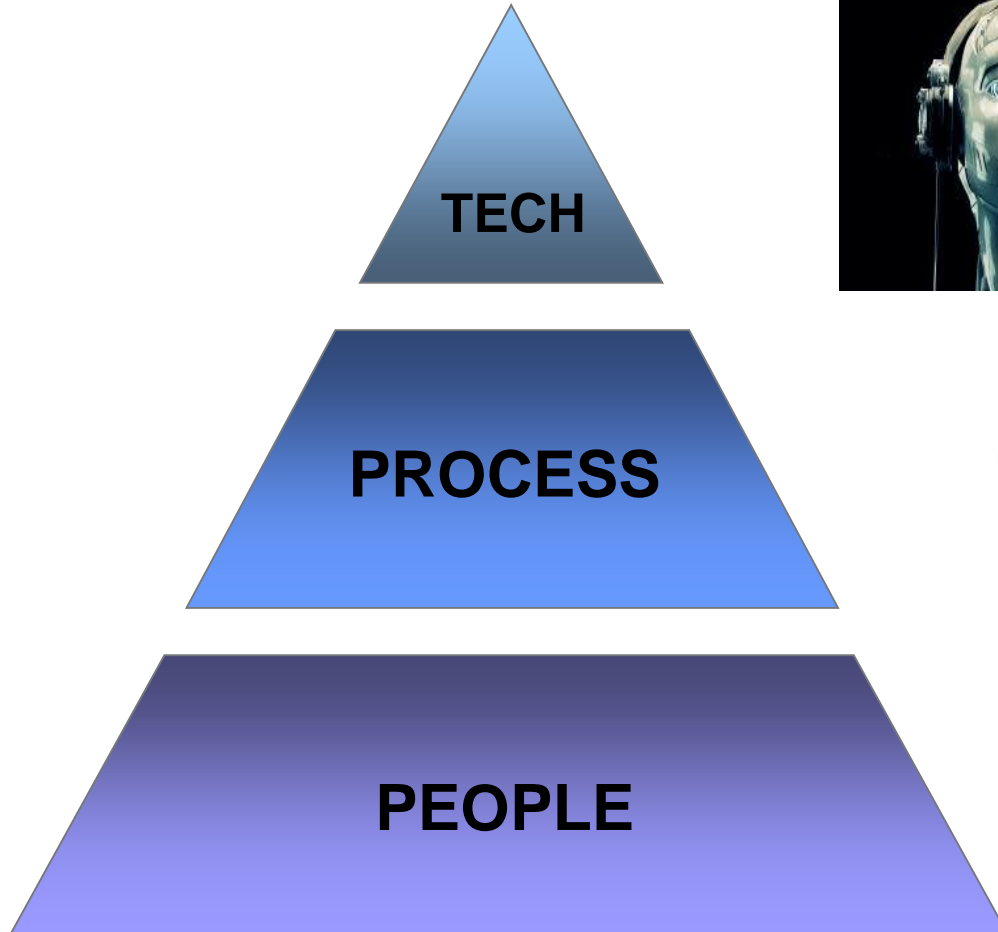
Channel Mix is Accelerating



The Enterprise Services Oppty...



Past is Prologue...



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The Future of Service and Support

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**THANK YOU FOR
ATTENDING THIS
SESSION.**

**Please complete the session
evaluation form in the App.**



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Your Benchmarking Partner



Your Speaker: Jeff Rumburg



- Co Founder and Managing Partner, MetricNet, LLC
- Winner of the Ron Muns Lifetime Achievement Award
- Named one of HDI's Top 25 Thought Leaders in 2016, 2017, and 2018
- Former CEO, The Verity Group
- Former Vice President, Gartner
- Founder of the IT Service and Support Benchmarking Consortium
- Author of *A Hands-On Guide to Competitive Benchmarking*
- Harvard MBA, Stanford MS

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Satisfaction

- Customer Satisfaction
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