

NAVVIA™

Webinar

Managing a Global ITSM Program

with Dave Howard

From Ingram Micro

February 29, 2024



Welcome to the Webinar!



Katherine
Marketing Coordinator
NAVVIA™

Use the Q&A feature to ask any questions you have

Chat is a great way to make comments

We'll email you the recording and slides

Speakers



Dave Howard
Senior Manager of ITSM

INCRAM
MICRO



David Mainville
CEO & Co-founder

NAVVATM



Ingram Micro is an American distributor of information technology products and services. The company is based in Irvine, California, U.S. and has operations around the world.

- ✓ 50.8 billions – 2022 net sales
- ✓ Ability to serve 90% of the global population
- ✓ Operations in 61 countries with 27k associates covering 6 continents
- ✓ Ship 1.5 billion unit/year
- ✓ 40 acquisitions worth over\$2 billion since 2012

Ingram micro. (2024). *About us*.
<https://www.ingrammicro.com/en-us/company/about-us>

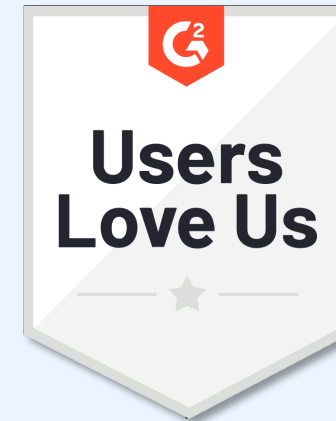


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Global ITSM program

IT Service Management (ITSM) is an approach that Information Technology Organizations use to optimize how they design, build, implement, operate, and improve the services they deliver to their customers.

ITSM combines elements of organizational structure, processes, and supporting tools to support this mandate.

Implementing ITSM on a global scale presents several challenges, including:

- ✓ Geographical and Cultural Differences
- ✓ Standardization of Processes and Practices
- ✓ Communication and Collaboration
- ✓ Technology Integration and Standardization
- ✓ Organizational Change Management
- ✓ Vendor management



Poll Question

What is your interest in a Global ITSM Program?

1

Our Company currently has a Global ITSM Program

2

We are looking to implement a Global ITSM Program

3

No plans to implement a Global ITSM Program, just curious

Question #1

Can you provide some background on the program?

Question #2

What are the key elements of the program?

Question #3

Can you share some of the challenges related to having a Global ITSM Program?

Question #4

I understand you in-sourced your service desk, can you provide some insight into this?

Question #5

Ingram Micro is growing through acquisition. How does this affect the ITSM program?

Question #6

How do you deal with ITSM governance in a Global program?

Question #7

Ending on a positive note, what are the benefits you've seen for implementing a global program?



Global ITSM Program



Navvia Process Designer



Learn how Navvia can really make your ITSM perform!

Schedule a demo today

 <https://navvia.com/contact/>

Thank you!

