

NAVVIA™
2022 Webinar Series



A conversation with canada **life**

Implementing IT Service Management:

Myths, Challenges, and Benefits

October 20, 2022

Welcome!

Verify that you can hear us and that you can see the screen clearly

Chat is a great way to make comments

Use the Zoom 'questions' panel to ask any questions you have

We'll email you the recording and slides



Katherine Franco
Marketing Coordinator

SPEAKERS

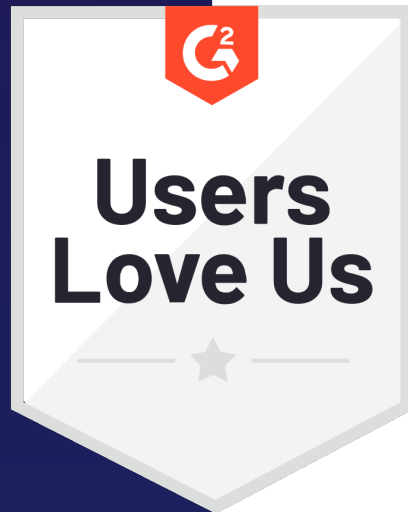


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AVP, Service Management



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NAVVIA

Listed as a Leader in **Business Process Management** by g2.com



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Figure1. Canada Life Building | Toronto, ON Canada [photograph]. Retrieved from <https://www.canadalife.com/about-us.html>



- Founded in 1847, The Canada Life Assurance Company was **Canada's first domestic life insurance company.**
- Canada Life provides a wide range of **insurance and wealth management products for individuals, families and business owners** from coast to coast.
- With \$396 billion in assets and a financial strength rating of A+ from A.M. Best, Canada Life is **one of the most stable life insurers in the country.**
- Today, Canada Life provides insurance and wealth management products and services in **Canada, the United Kingdom, the Isle of Man and Germany, and Ireland** through Irish Life.

What is IT Service Management?

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.



Question:

How would you rate the maturity of your IT Service Management program?

1. **Ad-hoc.** Service Management processes are unproductive and reactive.

2. **Repeatable.** Service Management processes are defined for some areas and are often reactive.

3. **Defined.** Service Management processes are defined for the organization and are proactive.

4. **Managed.** Service Management processes are measured and controlled.

5. **Optimized.** Service Management processes are continually improved.

Myths

You have led numerous ITSM projects as a practitioner, consultant, and as senior leadership.

What are some of the common myths you have come across?



Organizational Challenges

There is much more to an ITSM program than selecting and implementing the latest tools.

What are some of the organizational challenges that you have faced?



Selling the Value of ITSM

Implementing an ITSM program requires the proper funding and resourcing.

What tips do you have for selling the value of ITSM across all levels of the organization?



ITSM Benefits

Many in the industry consider ITSM foundational for any IT organization, but the proof is in the pudding.

What are some of the tangible ITSM benefits you have seen over your career?



Closing Remarks



Audience Q/A



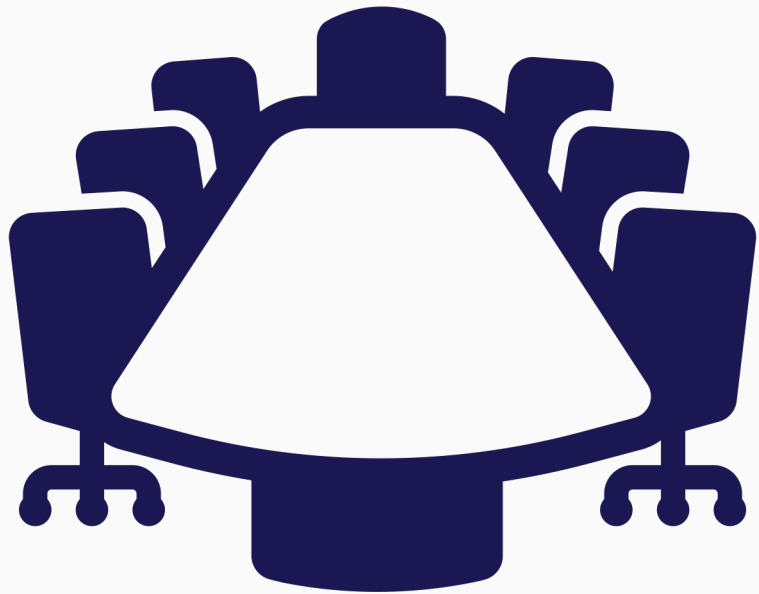
Navvia Process Designer

Supporting ITSM

NAVVIA



Features specific to ITSM



NAVVIA

- ✓ Process Design and sharing
- ✓ User Stories and Requirements
- ✓ Assessment & Governance
- ✓ Templates
- ✓ Value

Upcoming Event

Webinar

Reimagining Case Management at *Johnson & Johnson*

Speaker

Marvin Johnson

Senior Director, Integrated Service
Management at Johnson & Johnson

Dec 01, 2022 | 11:00 am EST

[Registration will open soon](#)





[What is IT Service Management? A Complete Guide.](#)



[Leading a Successful ITSM Tool Implementation](#)



[The Importance of a Process Maturity Assessment](#)



[What is a Service Management Office? Everything you need to know.](#)

NAVVIA™

ITSM

Resources



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Thank you!

