

Atos Breakout session
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Cloudification of Service Management through automation

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Cloudification of Service Management through Automation

Abstract

Automation is playing an ever-increasing role in today's digital economy, and service management is no exception to this trend. Due to the high level of customer interaction in digital workplace services, the development of a highly effective, automated service management process is vital in this area.

The article examines and evaluates how an Automation-Technology (Intel EMA: Endpoint Management Assistant) can be effectively paired with an IT Service Management Tool (ServiceNow).

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Content

1. Automation Technologies in different IT-Services
2. Atos Digital Transformation Factory
3. Automation of Service Management-Processes and -Procedures
4. Atos Digital Workplace: Value proposition and Market Differentiators
5. Utilization of ReST-API based EMA-Features in automated Service Management-Procedures
6. Use Cases
7. Results
8. Acceptance of automated Processes by Service Providers and Customers

Cloudification of Service Management through Automation

Ferdinand von Ahnen



Professional Expertise and History

- ▶ More than 20 years experience in Information & Communication Technologies (ICT)
- ▶ Global Solution Architect for Cross Functions (Service Management & Security Management). Customers: Telefónica (Germany), Aviva (UK) etc.
- ▶ Solution Manager for the German Market: DZ-Bank, Lekkerland, Sodexo etc.
- ▶ Service Management-Processes (ITIL) & -Tooling (ServiceNow),
- ▶ Knowledge Management (Technical Editing & Proposal Writing),
- ▶ Certified Lead Auditor (ISO 9001), Information Security Management Systems (ISMS / ISO 27001),
- ▶ Geographic Information Systems (GIS) for Utilities (Gas, Water, Power)

Other Companies History

- ▶ easynet / BSkyB: Process Manager
- ▶ ISION GmbH: Technical Editor
- ▶ Stein Engineering GmbH (IDP): Project Manager
- ▶ German Technical Cooperation (GIZ): Project Assistant / Expert for Development Cooperation (SE-Asia / China)

Education

- ▶ Software Developer / Network-Expert, CBM Education & Management, Hamburg (Germany)
- ▶ Diplom-Geographer, University of Hanover (Germany) – Geo-Informatics / Water Resources Management

Speaker Biography

John Minnick



- ▶ For the past 2 decades, John has managed a global team of enterprise architects incubating new technologies to bring new products and services into the Atos Portfolio. The team is currently working with strategic partners and responsible for creating a framework for innovation technology sourcing, development, and integration to enhance intellectual property and drive revenue.
- ▶ John brings a wealth of experience in the technology sector, having served in CIO and management roles in engineering, manufacturing, and information technology; leadership for five start-up companies; and proficiency across a wide range of software platforms. He is a member of industry councils, customer advisory boards and leads technology innovation teams. As the founding member of several industry-wide teams, he has been instrumental in guiding standardization of workplace technologies with documented savings of tens of millions per year. John is the author of more than 100 Technical articles including 17 IEEE whitepapers, a prolific Atos Scientific Community Blogger, quoted in dozens of online and trade magazines, a noted reviewer of software text books, and an event speaker at conferences, including Global Enterprise Summits, Microsoft TechEd, sales conferences, industry councils, and customer advisory councils. He is a Dale Carnegie certified team builder, winner of two graphical software development awards, as well as the coveted Tully Award for teamwork communications. John is an Atos Distinguished Expert and currently leads the Expert Community's Domain-G Applications.

Education

- ▶ Degrees in Electrical Engineering, Applied Math and Computer Science Washington University, St. Louis, MO
- ▶ Graduate work at Ohio State, Engineering and Harvard, Boston, MA