COLLABORATION

Are we collaborating as an organisation or just co-operating with our team members?

Taking a walk-the-talk approach (as opposed to just talking the walk) I am going to present some questions that you may ask yourself? Whether related to managing incident tickets or other aspects that would be appropriate or relevant; those who have completed or currently working through the ITIL® 4 managing professional (MP) designate will know where I am coming from when I refer to "complexity-thinking".

When we are faced with stuff' deemed as '**obvious**,' meaning that if we follow the predefined process model that we have in place we should get to the answer. **Questions:** So, how much of this do we consider for automation? How much of this could we impact workflow by introducing shift left? How much of this should we have predefined models for but do not? In other words, are we unnecessarily making a meal out of serving the same cups of teas and coffees?

When we are faced with stuff' deemed as '**complicated**,' deemed as unclear but knowable causality, e.g., we have the expertise to work through this. **Question:** So, next time how much of this could we convert to explicit knowledge, i.e., could we next time convert such tacit knowledge into explicit knowledge, thus classifying as obvious?

When we are faced with stuff' deemed as '**complex**,' meaning unknowable causality, e.g., we require fail to safe experimentation and emergent practices. **Question:** How much of this next time could we convert to complicated?

Without going into "chaotic" what about "disorder"? **Questions:** How often are we in a position when we do not know where we are, i.e., we have no guidance on such classification so we either kick it around in a silo-to-silo motion, or we adopt a bias of assuming it belongs to the area that we know best? This is destined for unnecessary delay!

So, in summary who is responsible for ensuring that we manage all of this properly? Who is responsible for ensuring that we collaborate as an organisation rather than just co-operating with our team members?

Let's gets this in place and start having a positive business impact organisation-wide, thus promoting honesty, efficiency, and a great consumer experience!

Trevor Wilson

E: twilson@itsmassist.com