



# ITIL<sup>®</sup> 4 + Agile + AI

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# ITIL<sup>®</sup> 4

- ITIL<sup>®</sup> 4 focuses on aligning the value delivered by IT services with businesses' needs
- It emphasizes the importance of flexibility, adaptability, and direct value delivery to businesses
- ITIL<sup>®</sup> 4 incorporates Agile, DevOps, and Lean concepts, encouraging a more collaborative and customer-centric approach to service management

# Agility

- Agile Methods, including frameworks like Scrum and Kanban, prioritize flexibility, customer feedback, and iterative development
- Agile allows teams to adapt quickly to changes, deliver products incrementally, and improve continuously based on user feedback
- Agile's focus on cross-functional teams and iterative progress complements ITIL<sup>®</sup> 4's emphasis on the co-creation of value together with suppliers and customers through services

# Artificial Intelligence (AI)

- AI brings a technological dimension to the mix, offering tools and systems to automate complex tasks and analyze vast amounts of data to enhance our abilities to make data-informed decisions
- In the context of ITIL<sup>®</sup> 4 and Agile, AI can enhance service management and development processes by providing advanced analytics, automating routine tasks, and facilitating improved decision-making by augmenting traditional knowledge management methods

# Interactivity and Integration (1/3)

## ENHANCING EFFICIENCY AND INNOVATION

- AI can automate routine tasks in service management (as outlined by ITIL<sup>®</sup> 4) and software development (guided by Agile Methods), allowing teams to focus on more strategic tasks requiring human creativity and intuition
  - IT Support: Chatbots gathering initial information from customers
    - ?
  - CI / CD: Code integration testing
    - ?
  - ?

# Interactivity and Integration (2/3)

## DATA-INFORMED DECISION MAKING

- AI can analyze data from the entire service value chain (a concept from ITIL<sup>®</sup> 4) and development processes (from Agile projects) to provide insights that help improve efficiency, value, customer satisfaction, and product quality
  - Demand management (patterns of business activity)
  - Throughput analysis (Lean: Identification of waste)
  - ?

# Interactivity and Integration (3/3)

## AGILE AND ITIL® 4 INTEGRATION

- Integrating Agile Methods with ITIL® 4's service management practices can lead to a more responsive and adaptive IT organization. AI can support this integration by providing tools for continuous feedback, automated testing, and CI / CD, thus speeding up the value delivery process.
  - Structured information gathering and analysis for retrospectives
  - Monitoring and event management enhancement
  - Quicker, more efficient software delivery
  - ?

# Conclusion

- The interactivity between ITIL<sup>®</sup> 4, Agile Methods, and AI represents a powerful synergy that can transform IT service management and product development
- Organizations can achieve greater efficiency, adaptability, and innovation by leveraging the strengths of each:
  - ITIL<sup>®</sup> 4's structured approach to service management
  - Agile's flexibility and customer focus, and
  - AI's automation and analytical capabilities



The logo features the text 'BiTA' in a bold, white, sans-serif font, centered within a white graphic element. This graphic consists of two thick, curved lines that sweep upwards and then downwards, creating a dynamic, open shape that resembles a stylized 'B' or a pair of wings.

**BiTA**

*Delivering change*

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