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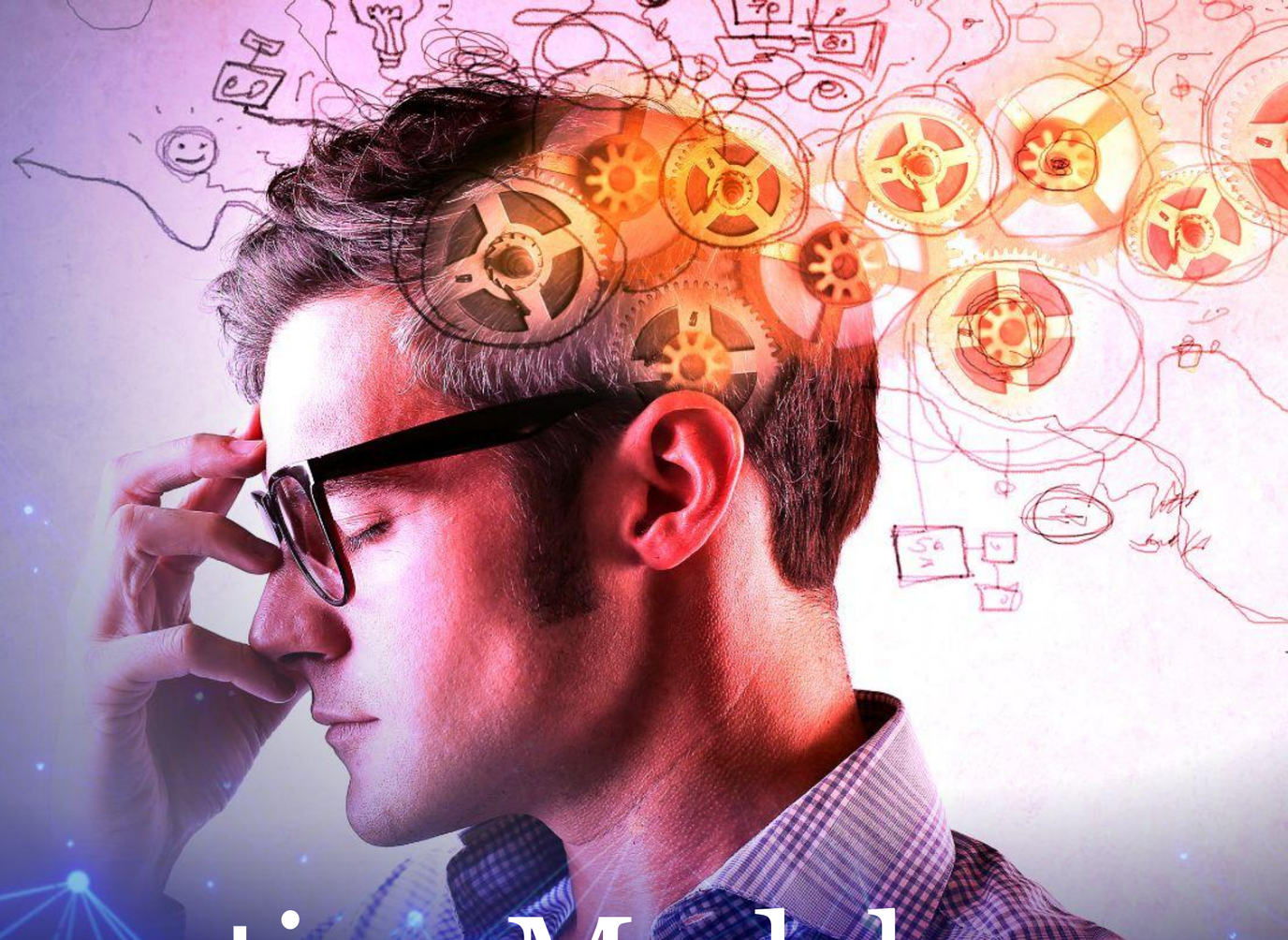
Webinar



by Mike Mitchelmore

AI and Your Operating Model – What Changes?

Scope of This Webinar

- Scope of This Webinar
- What is out of scope – OT vs. IT
- Present a generic Operating Model to discuss the impact of artificial intelligence (AI)
- Discuss how Agentic AI, Generative AI, and AI Agents will impact each element of the IT Op Model
- Discuss potential Next Steps

OT is Out of Scope for Today's Discussion

What are the key differences between OT and IT?

IT is the technology backbone of any organisation. It's necessary for monitoring, managing, and securing core functions such as email, finance, human resources (HR), and other applications in the data centre and cloud.

OT is for connecting, monitoring, managing, and securing an organisation's industrial operations. Businesses engaged in activities such as manufacturing, mining, oil and gas, utilities, and transportation, among many others, rely heavily on OT. Robots, industrial control systems (ICS), Supervisory control and data acquisition (SCADA) systems, programmable logic controllers (PLCs), and computer numerical control (CNC) are examples of OT.

'*How Is OT Different From IT? OT vs. IT*', CISCO, 2026.

What's the Difference Between Agentic AI and Traditional AI?

Agentic AI Desired Outcomes

- Operates autonomously, makes decisions, pursues goals, and asks for human guidance when needed
- Analyses situations and finds the best path for moving forward
- Designs, executes, and optimises workflows to achieve specific objectives
- Adapts to changes and continuously self-improves

Traditional AI

- Provides valuable insights based on data
- Is a key ingredient in more sophistic Agentic AI systems
- Automates or assists with specific, simple tasks
- Often requires manual retraining to adapt to changes in its environment

'*What is agentic AI? A complete guide*', Pega, 2026.

What are AI Agents?

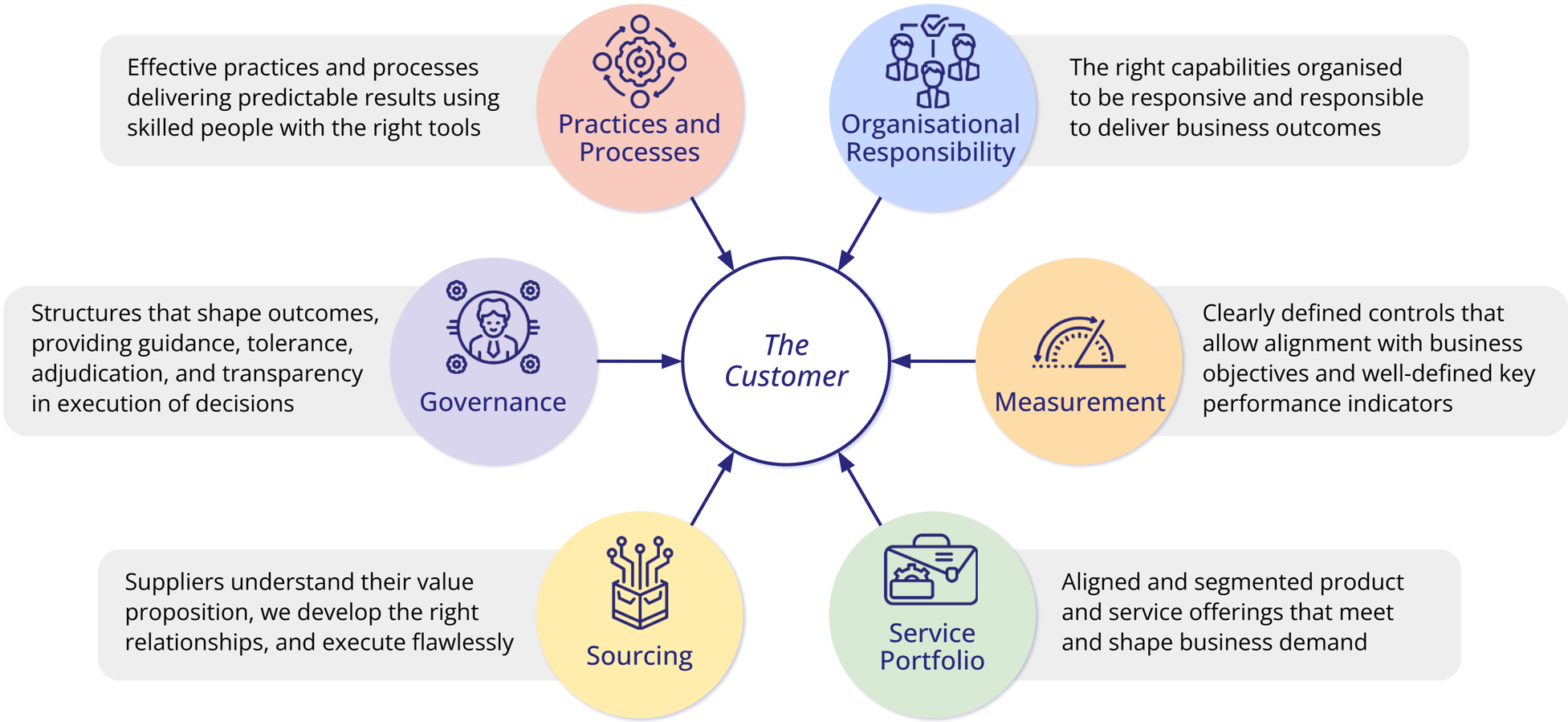
AI agents are advanced, autonomous, or semi-autonomous software systems that analyse, plan, and execute tasks independently. When used with proper governance, they leverage artificial intelligence to process information, *make decisions*, and perform actions while adhering to established business rules. As part of the broader evolution toward *agentic AI*, these agents are designed to act with intent, and assist in pursuing goals. These intelligent agents can optimise operations through continuous learning and adaptation, improving efficiency and quality of output over time.

'*What is agentic AI? A complete guide*', Pega, 2026.

Poll 1: How would you describe your organisations use of AI, does your organisation:

	Results
◯ Not use AI at all.	0%
◯ Limited use of AI (for example, assisting skills in project management, software development, or development of documents).	50%
◯ Planning to expand the use of AI.	50%
◯ Uses AI extensively.	0%

What are the Components of an IT Operating Model?



AI Approach to IT Governance

Propose a governance framework that shape outcomes, providing guidance, tolerance, adjudication, and transparency in execution of decisions

IT Steering Committee

Commercial and Expenditure Review Board

Vendor Coordination Board

Architecture Review Board

Change Review Board

Data and Information Management Board

IT Project Delivery Board(s)

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Impact of AI:

- Generative AI will allow for better reporting and transparency of issues
- Agentic AI and Agents will allow for faster decision cycle using data driven decision making

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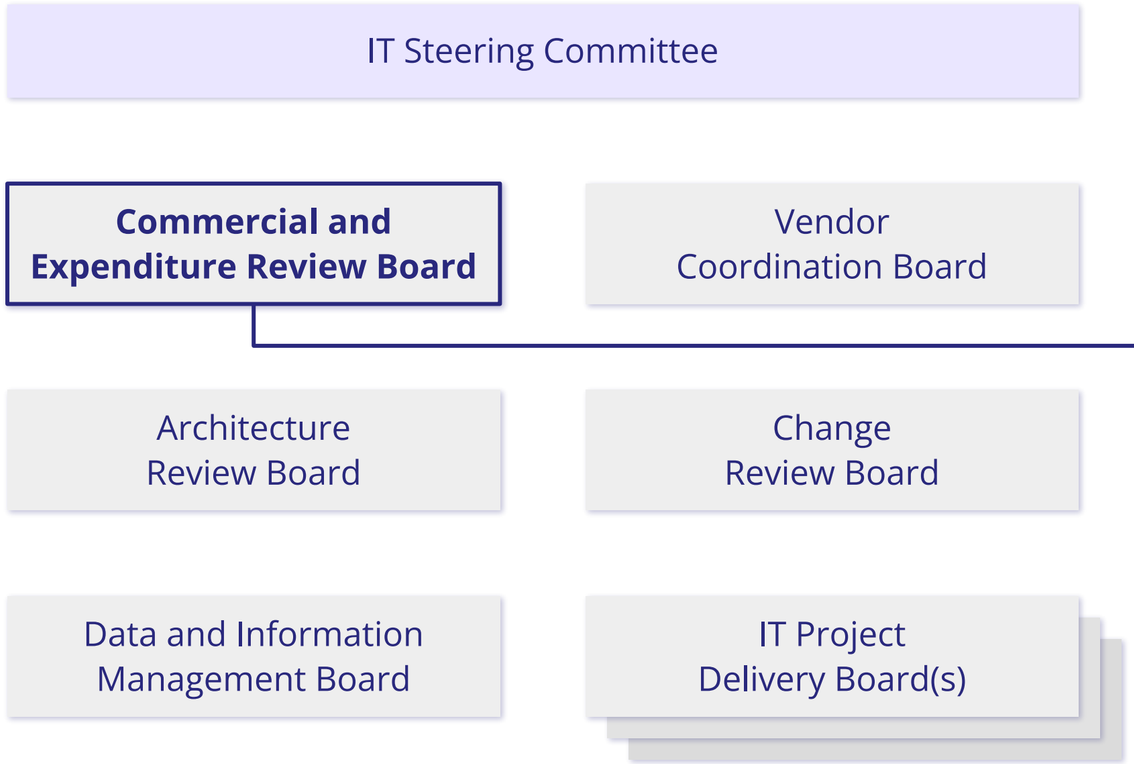

Impact of AI:

- Machine learning (ML) and AI will allow for better reporting and transparency of budget issues
- Agentic AI and Agents will allow for better management of procurements

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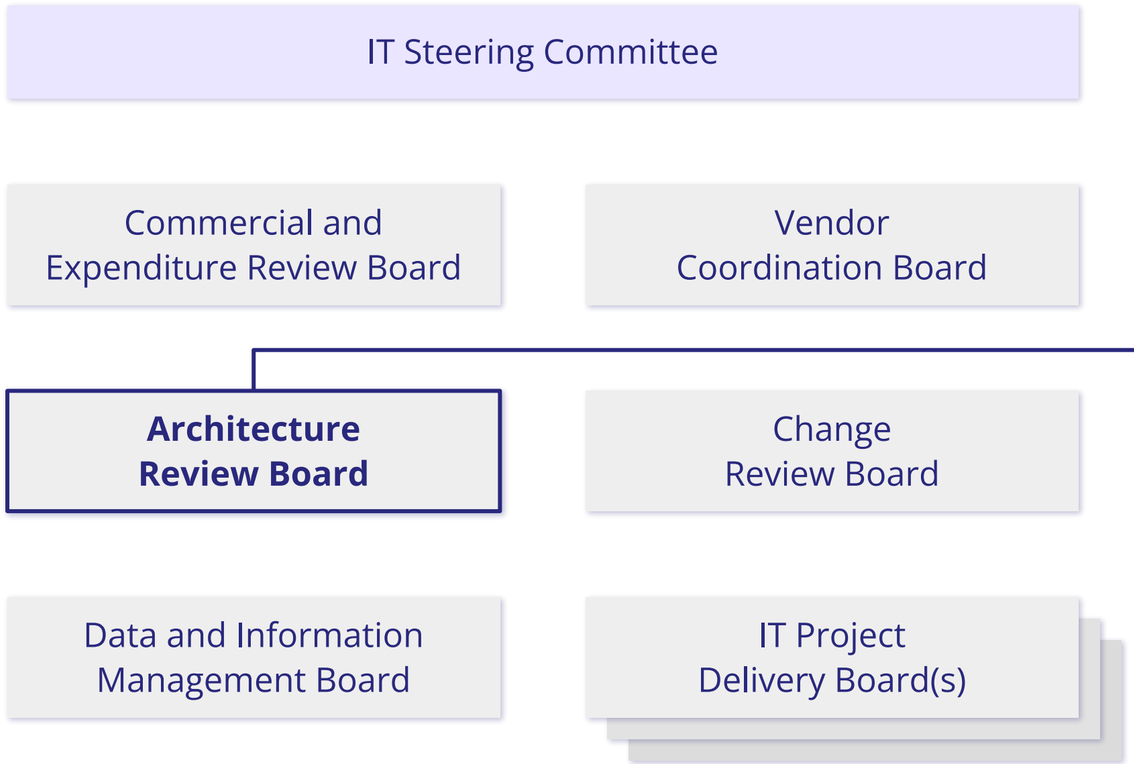

Impact of AI:

- Generative AI promises to improvements in architectural decisions and maintenance of patterns
- Generative AI can be used to challenge existing architecture design and help identify gaps
- Agentic AI and Agents will allow for faster decision cycle using data driven decision making

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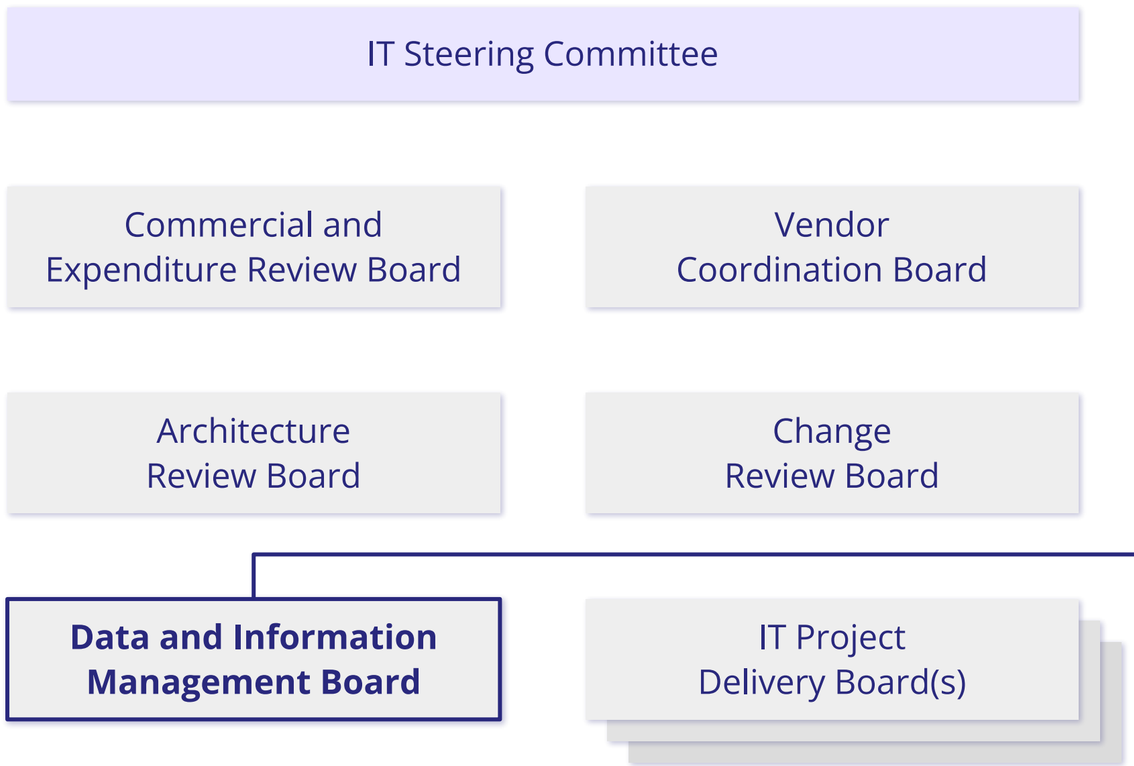

Impact of AI:

- Generative AI will allow for better reporting and transparency of issues
- Agentic AI and Agents will allow for faster decision cycle around data governance

AI Approach to IT Governance

Propose a governance framework that shape outcomes, providing guidance, tolerance, adjudication, and transparency in execution of decisions

Impact of AI:

- Generative AI will allow for better summary and transparency of issues
- Agentic AI and Agents will allow for faster decision cycle on variation and change to agreements

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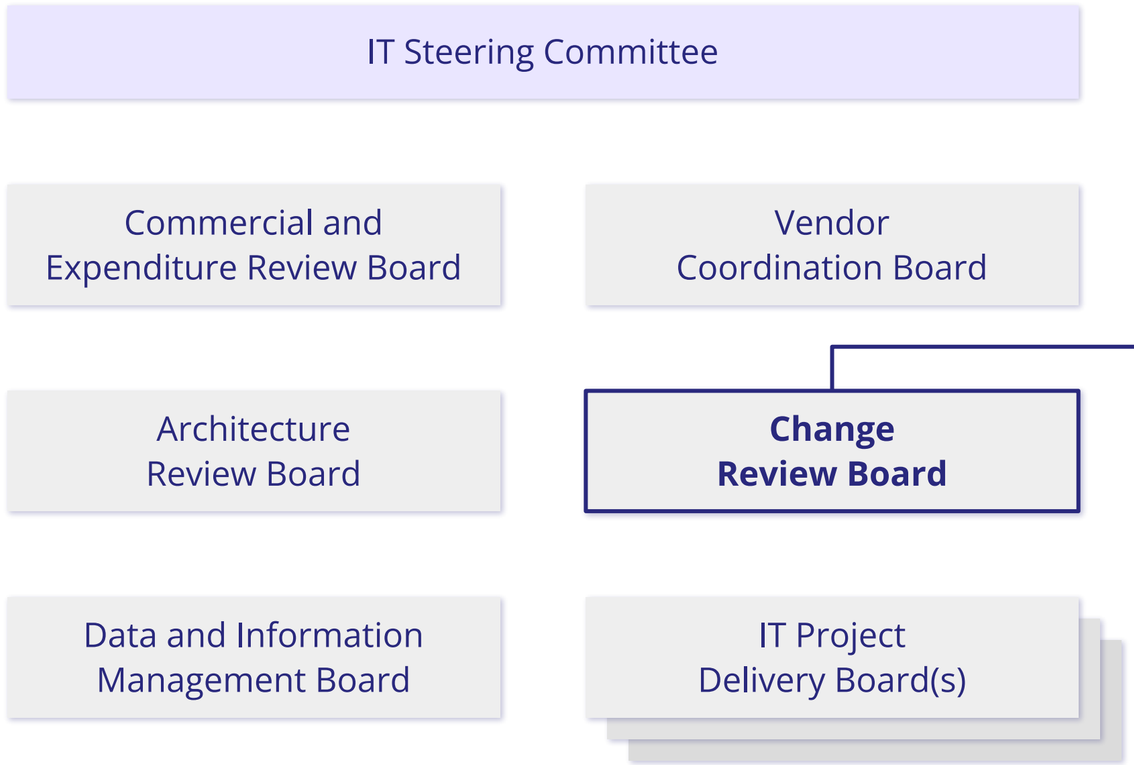

Impact of AI:

- Generative AI will allow for better reporting and transparency of issues
- Agentic AI and Agents will allow for faster decision cycle using data driven decision making
- Agentic AI and Agents will improve monitoring of change process and improve alignment of the Forward Schedule of Change (FSOC) with the Release Calendar

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Impact of AI:

- Generative AI will allow for better reporting and transparency of issues.
- Agentic AI will allow for improved management of risk and escalation of issues that exceed tolerances.

Using AI to Support Practices and Processes

Effective practices and processes based on ITSM, and Prince2; delivering predictable results using skilled people with the right tools.

AI Agents will enable improved transparency of effectiveness of each practice and process, including escalation of issues and improve management of risks.

Practices

- Governance
- Architecture
- Service planning
- Business engagement
- Security
- Test and release management
- Management of IT development (Projects)
- Management of IT operations (internal Ops/MSP/SIAM)
- Financial management
- Workforce planning

Processes *(Examples)*

- Incident management
- Problem management
- Availability management
- Configuration management
- Capacity and performance management
- Service continuity management
- Monitoring and event management
- Service request management
- Knowledge management
- IT asset (Hardware and Software) management
- Service financial management

AI and Organisational Responsibility

Collaboration in Service Delivery, and Delivering with Excellence!

The right capabilities organised to be responsive and responsible to deliver business outcomes. Use of different forms of AI will improve the visibility or responsibility within the organisation to minimise risks associated with limited situational awareness

Each practice and process has a **RACI** aligned to existing organisational units where RACI is defined as:

Responsible – Recognised as the actual owner of a project or task, the Responsible individual is expected to develop and complete the work assigned to them. As the executor or doer, this team member takes a hands-on approach to ensure that the deliverable is submitted on time

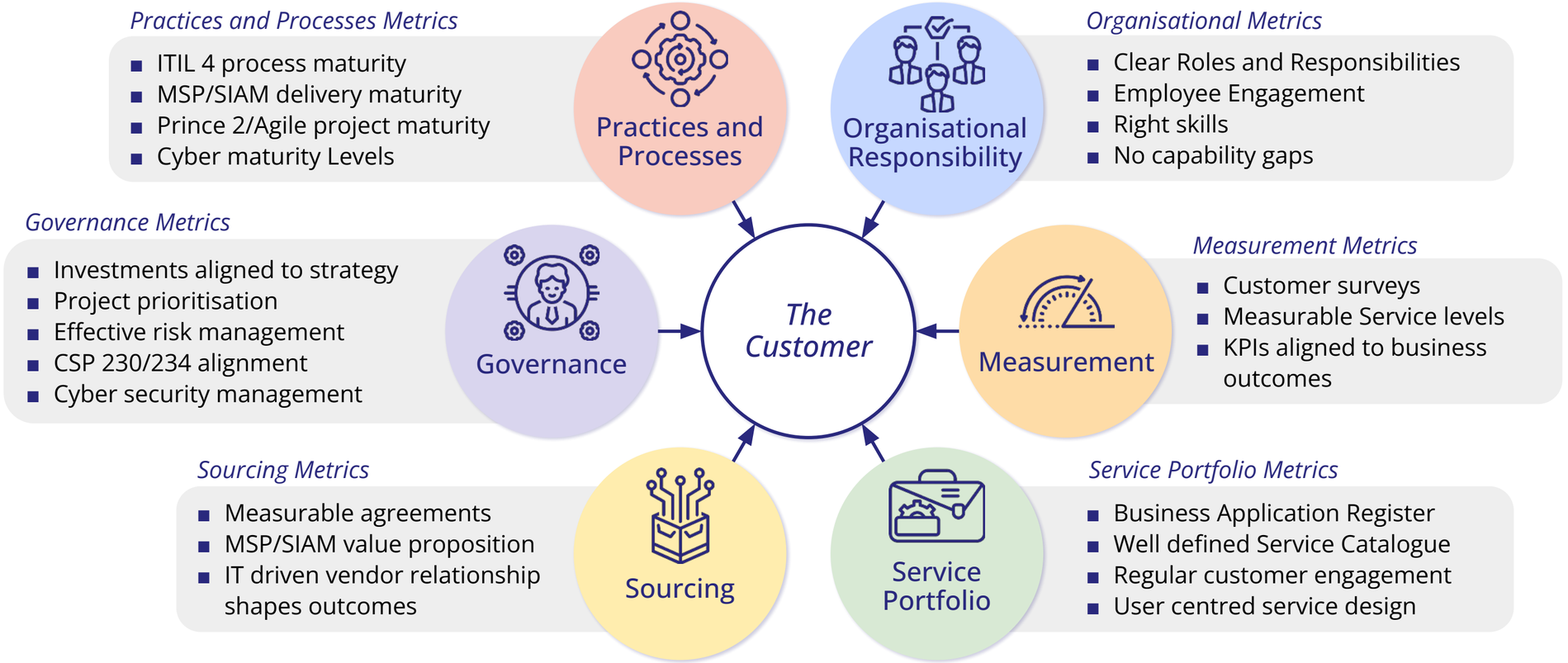
Accountable ensures the work is getting done as per guidelines and is following the agreed timeline. They sign off on the work and determine whether the deliverable or task is indeed completed and if it meets quality standards

A **Consulted** party's opinion is crucial. They provide guidance that is often a prerequisite to other project tasks (for example, providing legal guidance on a project throughout the process). If you are working on new product development or expansion, this could essentially be the entire organisation

Informed persons are those who need to remain in the communication loop throughout the project. These individuals do not have to be consulted or involved in the decision-making, but they should be kept aware of all project updates. While they may share their opinions, they are not obligated to do so

AI and Measurement

Clearly defined controls that allow alignment with business objectives and well-defined key performance indicators.
AI may have value to improve your ability to measure and track delivery of business outcomes and business benefits



AI and Service Portfolio

Aligned and segmented product and service offerings that meet and shape business demand. Examples of where AI can be used:

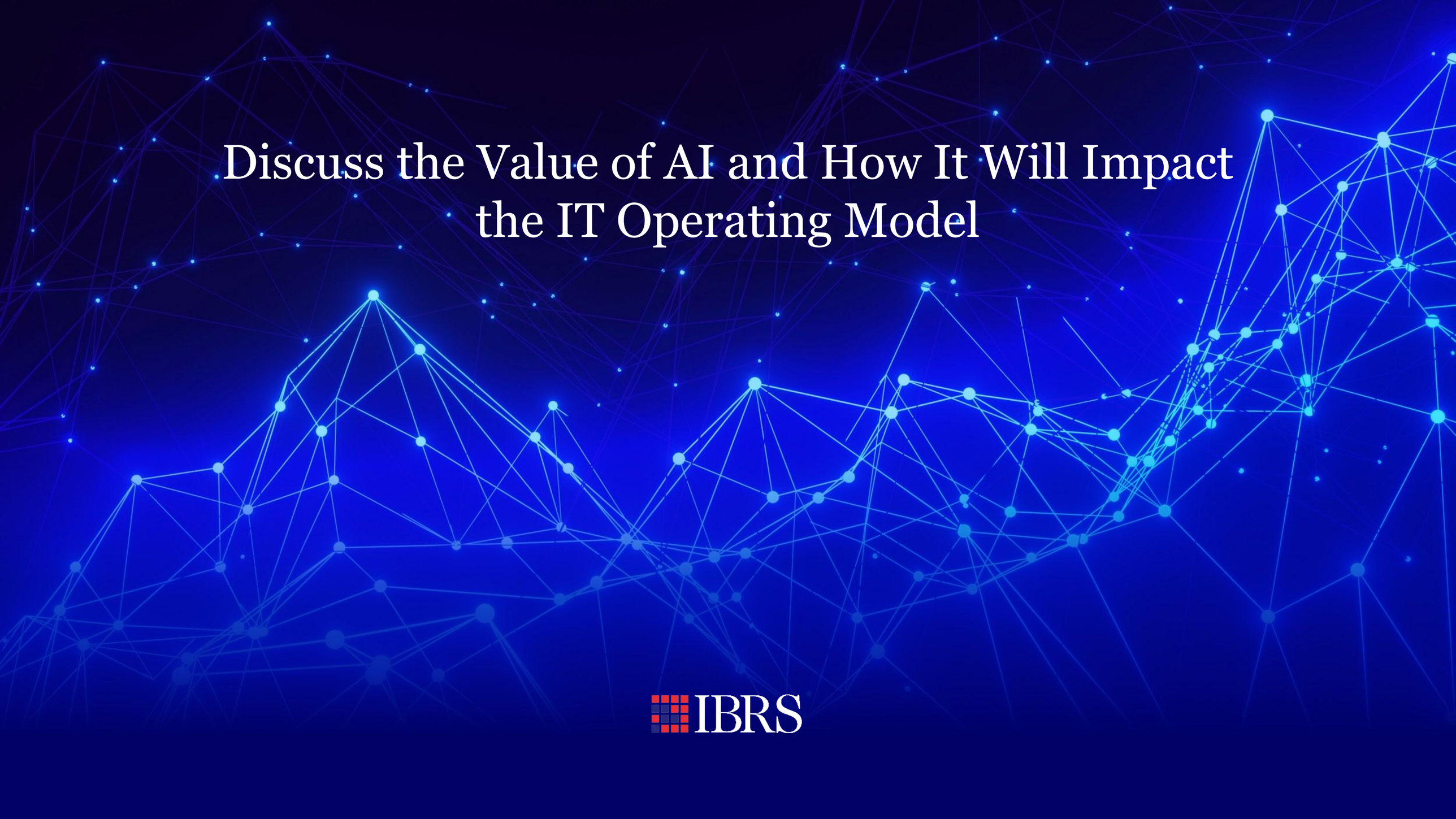
1. Maintain and update the service catalogue
2. Capture details into a business services catalogue that maps all corporate and business applications managed by IT and business, to establish an Applications and Services Directory
3. Develop a Service Level Agreement matrix against each end user and business IT unit for IT services and data analysis
4. Develop QA processes to map compliance
5. Develop a QA process to map improvements in maturity
6. Assess business impact analysis to determine impact on business on loss of IT services in an IT disaster recovery scenario or cyber incident

How Can AI Support Sourcing

Suppliers understand their value proposition; develop the right relationships and execute flawlessly. AI will improve your organisations ability to:

1. Align the current financial and commercial management processes to meet a multiple service supplier model
2. Document the memorandum of operations for IT relationship between the MSP/SIAM service provider and for IT Tower suppliers within the hybrid model
3. Align FinOps and Cloud Management responsibilities for MSP/SIAM
4. Develop a functional directory for MSP/SIAM sourcing component and the broader IT with a lower-level RACI for each process
5. Align the skills required for sourcing with current organisation structures and initiate a change program to achieve better alignment with business outcomes

Discuss the Value of AI and How It Will Impact the IT Operating Model



Poll 2: Based on the webinar presentation and discussion, how would you assess the value of AI to improve the IT Operating Model of your organisation?

	Results
◯ Not of value.	0%
◯ Limited value.	0%
◯ Some value.	75%
◯ Significant value.	25%

Discuss Next Steps

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