

Unlocking High-Velocity ITSM

People, Practices, And Technology Drive Success For High-Performing IT Organizations

UNCERTAIN TIMES REQUIRE HIGH-VELOCITY IT

The prioritization of speed, direction, and quality drive business outcomes.

● High performers

○ Low performers



Transform culture between IT operations and development teams



Measure performance through metrics that optimize for speed and customer value, such as MTTR



Build a culture of continuous improvement

(data indicates average number of improvement areas)



Adopt DevOps and continuous delivery workflows

COMPONENTS OF HIGH PERFORMANCE*

High performers are classified by their focus on:



Unified people

Operating models that include product-focused teams with embedded operations
Open culture of knowledge sharing and collaboration



Flexible technology to cut through silos

Integrated tools between IT operations and development



Modern, high-velocity ITSM practices

Swarming-influenced incident management
Risk assessment engine for change management
Coordination between IT operations and development

BENEFITS OF HIGH-VELOCITY ITSM

Even in times of uncertainty, high-performing organizations experience:

Accelerated deployment velocity



85% have increased their release frequency while managing risk

Preparation to adapt to unplanned shifts



78% were prepared for big changes before COVID-19

Greater visibility through integrated cross-team workflows



52% experience greater cross-functional collaboration

Greater focus on innovation



49% can spend time on more innovative tasks

Base: 239 global ITSM decision-makers at high performing organizations

*Base: 649 global ITSM decision-makers

Note: Respondents were classified as high performers based on their use of these people, practice, and technology components, among others. For more explanation of the breakdown of high vs. low performance methodology, please read the report.

Source: A study conducted by Forrester Consulting on behalf of Atlassian, July 2020