

VeriSM™ Case studies: early adopters

6POINT6 CLOUD GATEWAY



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Introduction

In this case study, VeriSM™ early adopter, Steve Leach from 6point6 Cloud Gateway, talks about why they chose to work with the VeriSM™ approach, how they got started, and the results they've seen on their journey so far.

Steve Leach is the Head of Service at 6point6 Cloud Gateway. His first IT Service Management role was in the late 1990s with the Ministry of Defense (MoD) and required the ITIL® Red Badge (Manager's) qualification. He has been an ITIL practitioner, trainer and evangelist, implementing support models in the MoD, Norfolk County Council, Cable&Wireless, Vodafone and Serco. His current role, as Head of Service for a Cloud start-up, requires the development of a modern, responsive service management model.

About 6point6 Cloud Gateway

Founded in 2012, 6point6 is a challenger technology consultancy focused on delivering business value-driven solutions, underpinned by cutting edge technology and agile delivery methods. 6point6 enjoys a strong reputation across the government, financial services and media sectors, not only for high quality strategic IT advice but also for its program delivery.

“Since 2018, 6point6 Cloud Gateway has existed as a separate entity within 6point6. This is essentially a startup company offering “Cloud Gateway” as a portfolio of solutions that turns into reality the (much talked about but rarely delivered) ‘agile network’. It provides a secure gateway that is entirely vendor- and technology- neutral, connecting organizations to any cloud service provider or legacy infrastructure using any carrier medium, enabling transformation at the pace of change that suits the consumer. Already prized by two major public-sector entities, its solutions put organizations back in control of their IT, their data assets and their business, enabling agile transformation without contractual lock-in.

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Getting started with VeriSM™

Coming from an ITIL background, the Cloud Gateway team recognized that ITIL alone would not provide the holistic Service Management capability required – where the support aspects were aligned with all the ‘best’ elements of DevOps, Agile and Continuous Integration/Continuous Delivery (CI/CD). Therefore, something different was required and a start was made on an approach to deliver precisely this.

The Cloud Gateway team soon discovered that VeriSM™ had already formalized the required approach. Despite VeriSM™ being new and, therefore, immature in a market sense, Cloud Gateway confirmed that there existed a mutually beneficial opportunity to adopt the VeriSM™ methodology:

- VeriSM™’s pragmatic, up-to-date approach is well-suited to development in the cloud computing environment, vital to 6point6 Cloud Gateway’s line of business;
- VeriSM™ recognizes the need for the design and development teams to get updates and enhancements to market very quickly, while applying the necessary level of transition governance through change management. It also enables user support via Respond activities, incident management and related processes – also important to 6point6 Cloud Gateway and its customers.

VeriSM™ provides an integrated service management approach, allowing elements of ITIL-based service management to be adopted alongside DevOps, Agile, etc.

The Relationship Now

For the Cloud Gateway team, the relationship with VeriSM™ has developed well, with benefits typical of those enjoyed by an early adopter. Specifically, the VeriSM™ authors listened to early adopters, and VeriSM™ has evolved and continues to develop in a way that exactly mirrors Cloud Gateway’s original ambitions for its service management.

In just six months, Cloud Gateway has:

- Recruited new support staff and trained them to ITIL Foundation level;
- Put key staff through the VeriSM™ Plus exam to build on their existing ITIL knowledge;
- Purchased Service Now as its service management tool;

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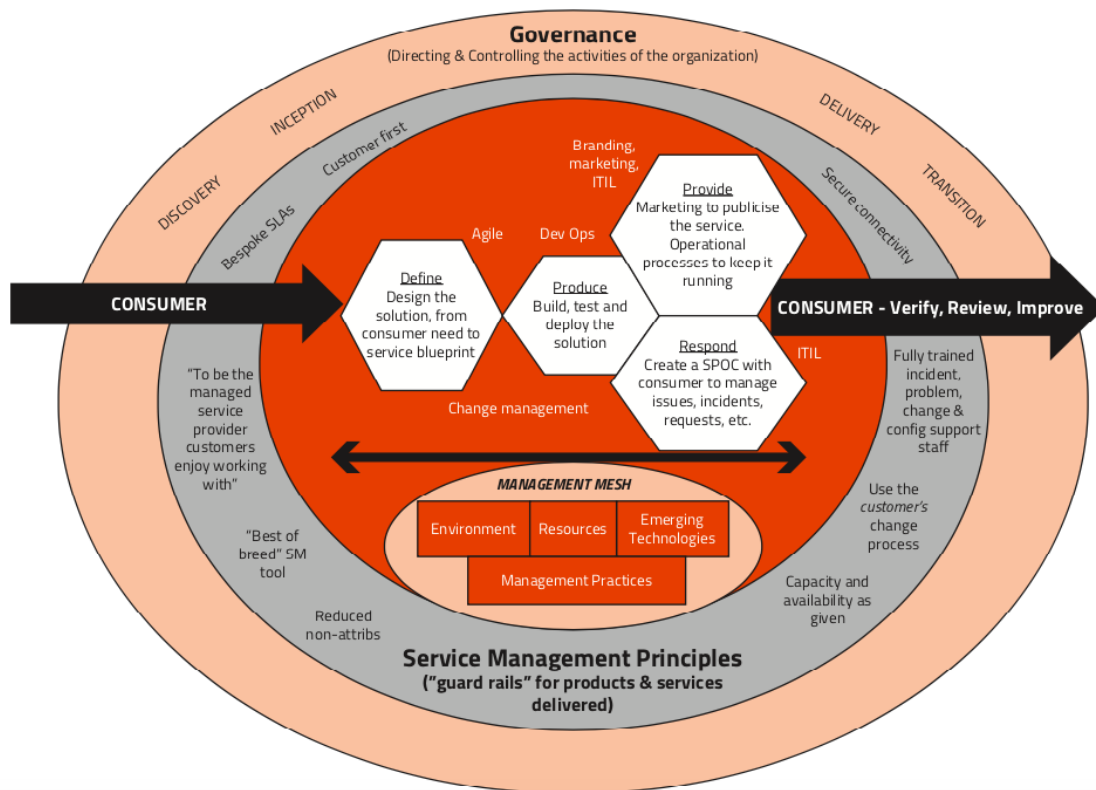
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- Recruited a trained Service Now administrator;
- Agreed new SLAs with its public-sector customers;
- Adopted and started to implement VeriSM™:
 - Built a draft VeriSM™ model for the organization;
 - Flow charted, documented and agreed support processes;
 - Adopted new Service Management Principles.



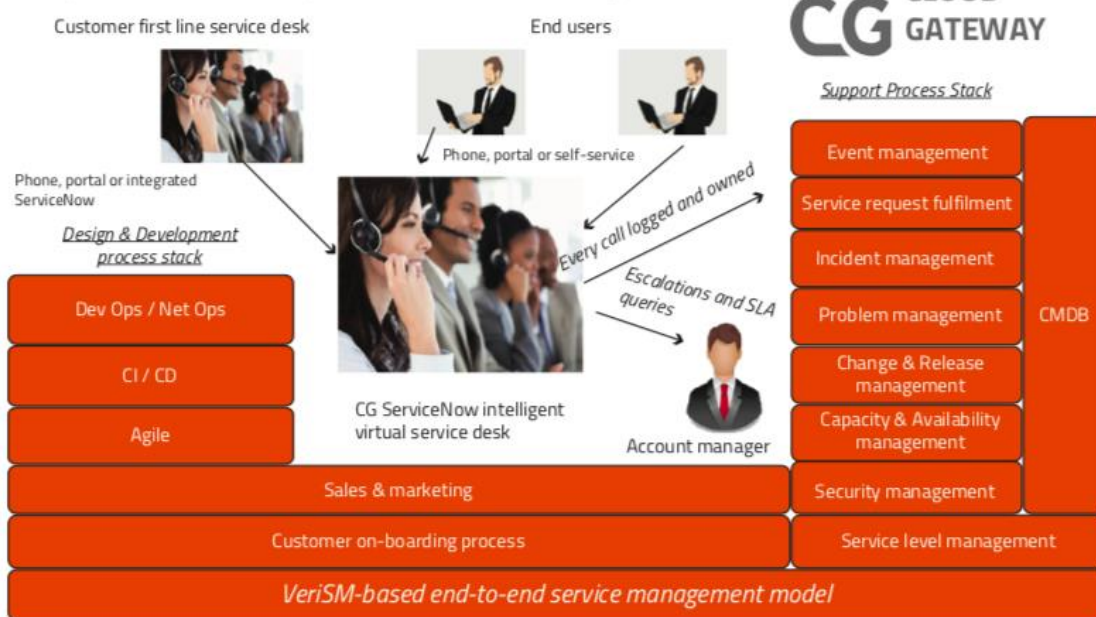
An interim support model is currently in place, depicted in Figure presented below, as the company continues to work towards its vision where the VeriSM™ stages of Define, Produce, Provide and Respond seamlessly work together. Customer feedback to date indicates that this support model already delivers exactly what they require, while also enabling Cloud Gateway to demonstrate how it is different from its competition – an equally important aspect.

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The 6point6 Cloud Gateway (CG) interim service management model



The business benefits

VeriSM™ has enabled 6point6 Cloud Gateway, as an early adopter, to enjoy the following benefits:

- **People:** an organization-wide understanding of the approach, with previous 'silos' eliminated;
- **Process:** confirmation that rapid, Agile releases of new functionality can still be deployed with sufficient governance. Establishing Service Management Principles has helped Cloud Gateway to focus on its unique selling proposition (USP), and its service agreements and support processes have been written to reflect these principles;
- **Technology:** Cloud Gateway needs to be capable of rapid development to meet changing demands for cloud computing, and at the same time, it needs latitude to explore automation, AI and Machine Learning. The VeriSM™ Management Mesh facilitates this, while imparting a certain level of governance. As a result, Cloud Gateway is not forced into a risk-averse approach by its Service Management Principles, and in fact, embracing new technology is actively encouraged.

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Next Steps

In the near term, 6point6 Cloud Gateway:

- Plans to evolve its Service Management model to align even more closely with VeriSM™'s guidance. Management techniques and support processes will be grouped by the VeriSM™ stage where they add best value to continue improvements to cross-team working and communication;
- Is also working on a more detailed breakdown and description of how the onboarding elements of Sales and Marketing, Design and Support will all work together up to the 'Respond' stage, with the objective of creating a highly repeatable customer onboarding process;
- Is contributing to the ongoing evolution of VeriSM™ as lessons are learned about implementing it as an early adopter in a start-up company.

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