

Will we have a job in 2020?

The Changing Nature of Service Delivery

Topics and notes taken:

- Three things IT need:
 - Influence
 - Trust
 - Integrity

These things need to exist between IT management or the IT department is in trouble

- Mid level support (specialists) will be more likely to lose their jobs unless they have the ability to adapt to change.
- First level support – the more generalised knowledge – will still be required as users will still need them to ‘hold their hand’ and bridge the gap to the new technology.
- If your clients like you they will back you and go along with your processes. Also, if you are liked you are more likely to keep your job.
- Build **RELATIONSHIPS** with your clients.
- Tangible quality of service is important and means quality delivered to the organisation – **TRANSPARENCY** is very important.