# Facilitated Content – Session Outline

1. Our Story
   1. Strategy, Situation, Problem
2. How we began
   1. Traditional IT: Help Desk, Applications Development, etc.
3. Let’s look at your situation: Activity 1
4. How we changed
   1. Service Management, Projects Team, BA/PM role
5. Let’s look at your future: Activity 2
6. The Next Iteration
   1. Balancing projects and operations
   2. Shifting architectural responsibilities
7. Our lessons learned
8. Let’s apply our lessons to your organization: Activity 3