

Leading integratedITSM™



Professional
DESIGNATIONS

Leading integratedITSM™

Transform your IT leadership to drive synergy, innovation, and lasting success.

SAMPLE



Professional
DESIGNATIONS

SAMPLE

© Professional Designations Corp. 2025. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or by any means (electronic, photocopying, recording, or otherwise) without written permission from Professional Designations Corp. Inquiries for permission to reproduce, transmit, or use this material for any purpose should be directed to the publisher, Professional Designations Corp.

Published July 2024. Revised October 2025.

Contents

Acknowledgements	IV
Foreword	V
The integratedITSM™ System	6
Introduction	6
IT Service Management Frameworks	7
Why integratedITSM™?	8
integratedITSM™ Core Concepts Overview	10
The Three Levels of Integration	10
The integratedITSM™ System	12
Enablers	13
Execution	14
Performance and improvement	15
Chapter 1: Integrated IT Service Management	17
The Integration of IT and the Business	17
Defining Integrated IT Service Management	22
Chapter 2: Integrated IT Service Management Leadership	30
Leadership Defined	30
Leadership Knowledge, Skills, and Principles	33
Chapter 3: Creating and Leading Effective IT Organizational Structures	40
Governance	40
IT Organizational Structure	43
IT Service Management Structure	51
IT Business Relationship Management	55
Chapter 4: Leadership, Culture, and Organizational Change	57
Organizational Culture and Performance	58
Leadership in Times of Change	62
Chapter 5: Thoughts about Artificial Intelligence	69
Conclusion	72
References	74