

Developing Teams, Building a Service Provider Culture in a Client Environment

Thank You to Our
Sponsors!

Harris Kleyman
Pentair - IT Infrastructure
Global Platforms

Harris Kleyman

- Welcome and Thank You
- Introduction to Harris
- Network Operations
- Data Center Management
- Infrastructure Engineering
- Transition to Pentair
- Organizational Priorities
- Data Center Relocation
- Partnerships and Modernization
- Cultural Transformation

We help the world sustainably
MOVE, IMPROVE & ENJOY WATER,
life's most essential resource.

Global Platforms

- **IT Infrastructure**
 - Project based team
 - Eliminate tech debt
 - Modernize environments
 - Infrastructure replacement
 - ERP Consolidation
- **IT Infrastructure Operations**
 - Newly formed team
 - Break / fix focused
 - Competency hand-off
 - Incident management
 - Repeatable processes

United by our
WIN RIGHT VALUES.

Customer First

Accountability for Performance

Innovation and Adaptability

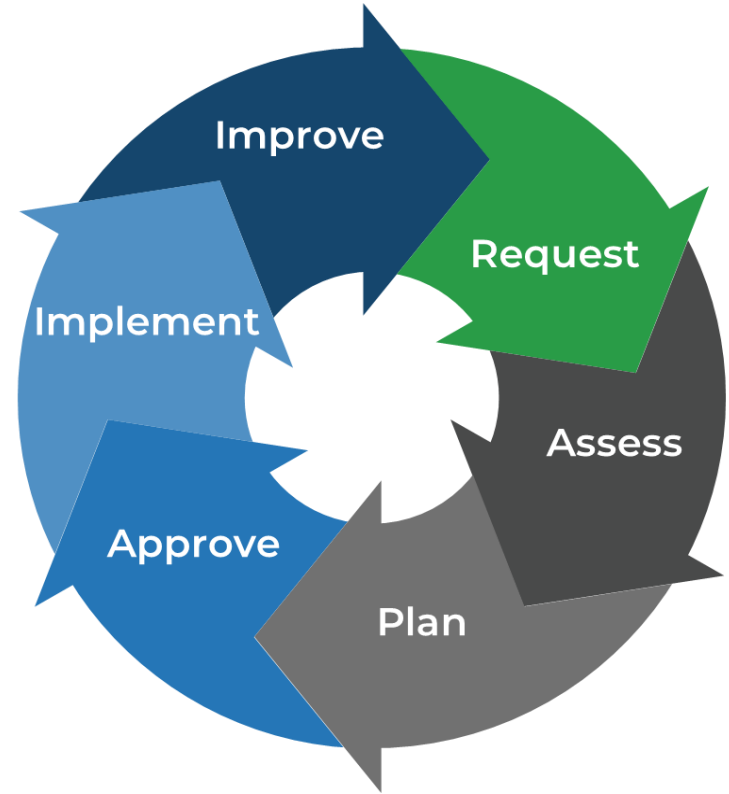
Positive Energy

Respect and Teamwork

Absolute Integrity

Service Provider Autonomy

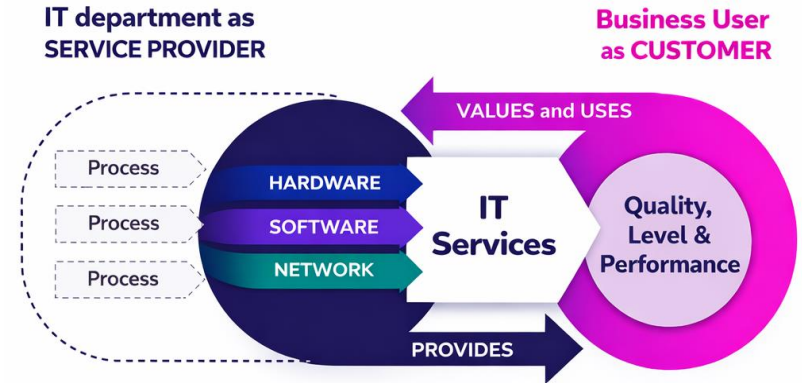
- Engineering Documentation
- Support Documentation
- Change Management
- Capacity Planning
- Network Standards
- Server Standards
- Data Center Standards
- Circuit Management
- Asset Management
- IP Address Management
- Identity Access Management
- Compliance and Auditing



Operational Culture

- Ticket Culture
- Building and Empowering Teams
- Triage and Escalations
- Winning Business Partners
- Setting Expectations
- Translating Technology to Business
- Adding Value to Business Processes
- Technical Leadership
- Ops Model Across Departments

Building Repeatable Process



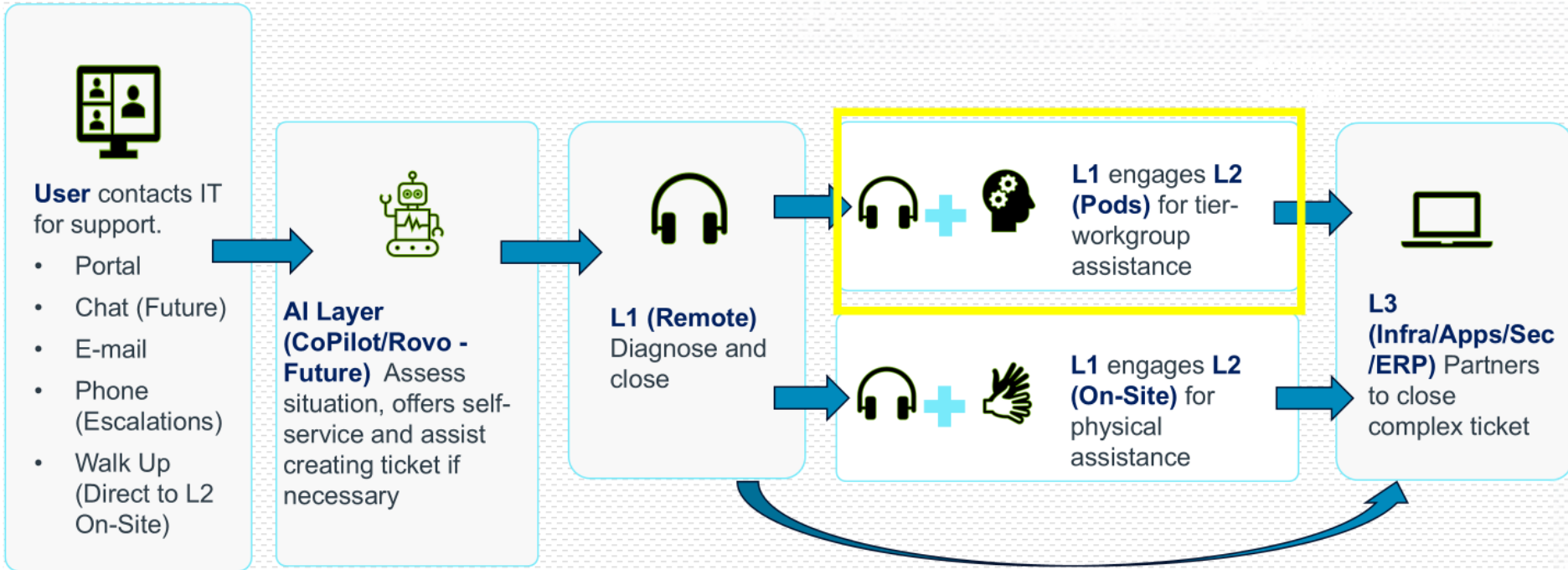
Incident Management

- Incident Response Program
- Language Caveats
- Monitoring and Response
- P3 Incident Process
- Paging and Escalation
- Escalation Culture (Who / When)
- After Action Report (RCA)
- Pattern Remediation (Action Items, Accountability)

P3 Incident Response Workflow

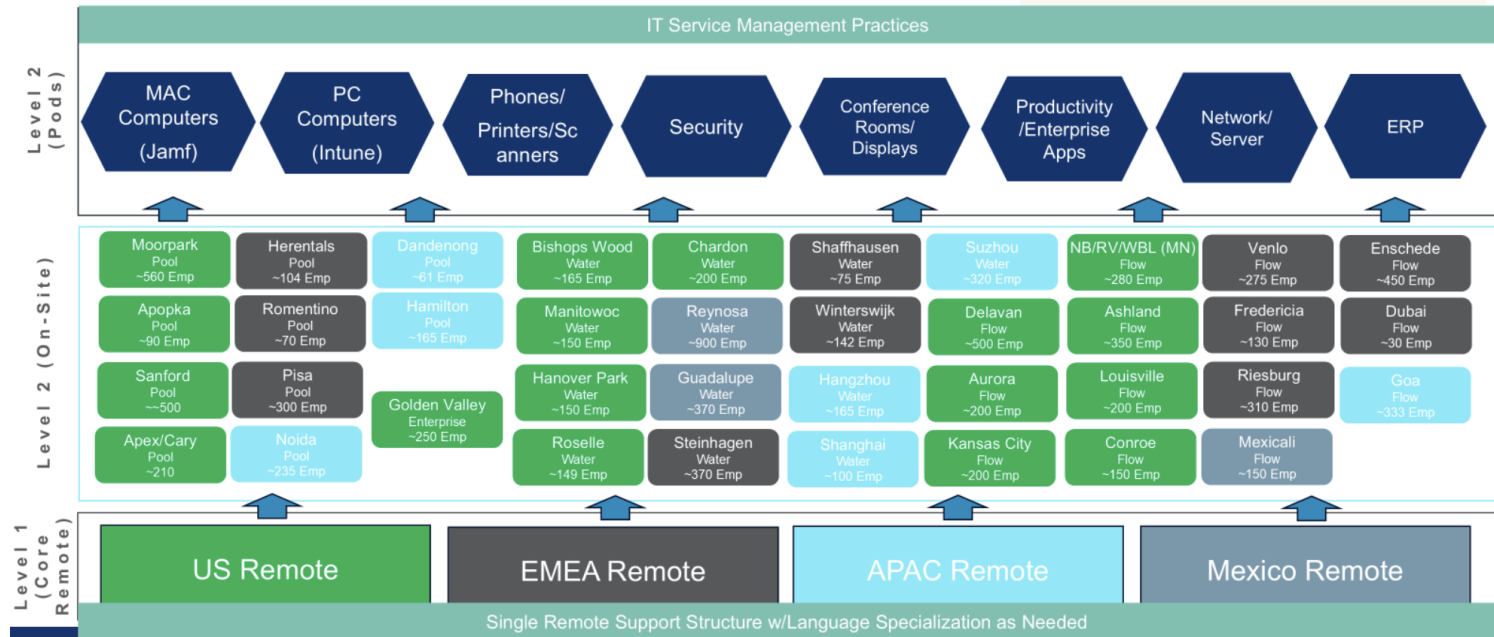
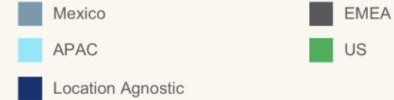


Shifting Left



Shifting Left

Activating the Operating Model



In Closing

- Everyone Leads
- IT Perception, Breaking the Stigma
- Efficient and Well-Oiled Machine
- Deep Technical Understanding
- Technical Curiosity and Passion
- Customer and Business Empathy
- Solving Business Problems
- Translating Technology to Business
- Translating Business to Technology
- Execution and Ownership Mindset

LEADERSHIP COMPETENCIES



BE A THOUGHT LEADER
Be Curious. Be Strategic.



BE ACCOUNTABLE
Deliver Results. Drive Execution.



LEARN & GROW
Be Courageous. Be Agile.



MAKE OTHERS BETTER
Leverage Teams. Develop People.

Shadow of the Leader – Everyone Leads

Thank You

Q&A

Connect with me on LinkedIn at HarrisKleyman.com