

Peter Johnson

Director at Fairday Research Limited

Sheffield, United Kingdom, , GB

New Thinking for Service Organisations

Biography

Peter A. Johnson is part techie part organisational thinker. He is a graduate of the University of Sussex and the Institute of Work Psychology (University of Sheffield). He has also worked in the IT service sector for over thirty years much of that time was spent working within the IT service management (ITSM) paradigm. Currently he earns a living from business intelligence and data analytics contracts, but also blogs, writes and speaks on the topic of the organisational factors influencing service quality in IT and other sectors. He is currently the author of a new approach to service work. This approach - which he has termed 'Lumiere' - draws upon the ideas of thinkers as diverse as Immanuel Kant, Thomas Kuhn and Professor Ralph Stacey. It is in part a deep philosophical unpicking of the negative issues regularly experienced by users of contemporary services (i.e. target and process based). However - and importantly - Lumiere also outlines a radical alternative to the current modus operandi. Note that the material Peter delivers in his talks is not facile and simplistic - there are no "10 Sure Ways To Supercharge Your Service" promises made. Lumiere is a deep yet practical approach to re-envisaging the service organisation for the better. Peter lives in Sheffield UK.

Availability

Keynote, Author Appearance

Industry Expertise

Human Resources, Consumer Services, Information Technology and Services

Areas of Expertise

Organisations, Service Provision, Itsm

Affiliations

British Psychological Society

Sample Talks

A 21st Century Approach to Service Work and Organisations

Approaches to service work are based on ideas that are between 60 and 100 years old. Peter describes a new approach - termed 'Lumiere' - which draws upon the ideas of thinkers as diverse as Immanuel Kant, Thomas Kuhn and Ralph Stacey. It is in part a deep philosophical unpicking of the negative issues regularly experienced by users of contemporary services (i.e. target and process based), but importantly - Lumiere also outlines a radical alternative to the current modus operandi.

Event Appearances

People: The Grit In The Machine
itSMF Annual Conference

People: The Grit In The Machine
itSMF North-East Regional Seminar

People: The Grit In The Machine
BCS Seminar

The Culture of Improvement
itSMF Continual Service Improvement Seminar

The Culture of Improvement
BrighTalk Continual Service Improvement Webinar

Welcome to the Post-ITSM Service Desk
The Service Desk and IT Show

Education

The University of Sheffield
MSc Occupational Psychology

University of Sussex
BA (Hons) Social Psychology

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