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What's happening in the world of Service Management



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Aidan Lawes, FISM
CEO, *itSMF*

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Agenda

itSMF News
- CAR project

ITIL Refresh

ISO/IEC 20000

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International chapters

Fully approved

Argentina, Australia, Austria, Belgium, Brazil, Canada, Denmark, Finland, France, Germany, Hong Kong, Hungary, India, Ireland, Israel, Italy, Japan, Korea, Luxembourg, Mexico, the Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Singapore, South Africa, Spain, Sweden, Switzerland, UK and USA.

Close to launch

China, Dubai, Greece, Russia,

Active interest

Chile, Czech Republic, Estonia, Latvia, Lithuania, Saudi Arabia, Slovenia, Taiwan, Thailand, Venezuela

Other interest

Croatia, Egypt, Indonesia, Iran, Lebanon, Malaysia, Philippines, Turkey





itSMF International board

Brian Jennings	- Australia
Craig Pattison	- New Zealand
Ole-Vidar Christensen	- Norway
Ivor Macfarlane	- UK
Jan Verwoerd	- Netherlands
Ken Wendle	- USA

Regular telephone conferences, met in London early February, next meeting in May in Singapore.

Focused on Business plan

CAR project

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CAR project

OGC seeking to “outsource” the management of their “best practice” portfolio.

NOT selling IPR.

5 year concession – extendable up to maximum of 10 years.

Offered 4 “lots”

- 2 for ITIL;
- 2 for Prince2, Management of Risk & Program Management
- in each case 1 for accreditation; 1 for publishing

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What we bid for

Lots 3 & 4 – covering ITIL

All lots – in a joint bid with APMG & TSO

Both were accepted for proposal, but had to make choice

Went for joint bid

- presented to OGC on 22nd March
- we would form a Special Purpose Vehicle (SPV)
- equal shares in SPV
- delivery
 - APMG: PPM accreditation
 - itSMFI: ITIL accreditation
 - TSO: Publishing

Next phase – negotiation (31st March first meeting)

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What will itSMFI do

Much more formal position with TSO regarding ongoing development

Responsibility to

- manage & maintain ITIL qualification scheme
- accredit Examination Institutes
- accredit/license derivative publications
- maintain a register of qualified consultants
- deliver more formal marketing
- manage trademarks and IPR usage

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Benefits to itSMFI

Clear formal role in scheme

Revenue from accreditation activities

- may mean no levies on chapters in future

Common discount for chapters from TSO

itSMF members performing authoring & QA work will be paid

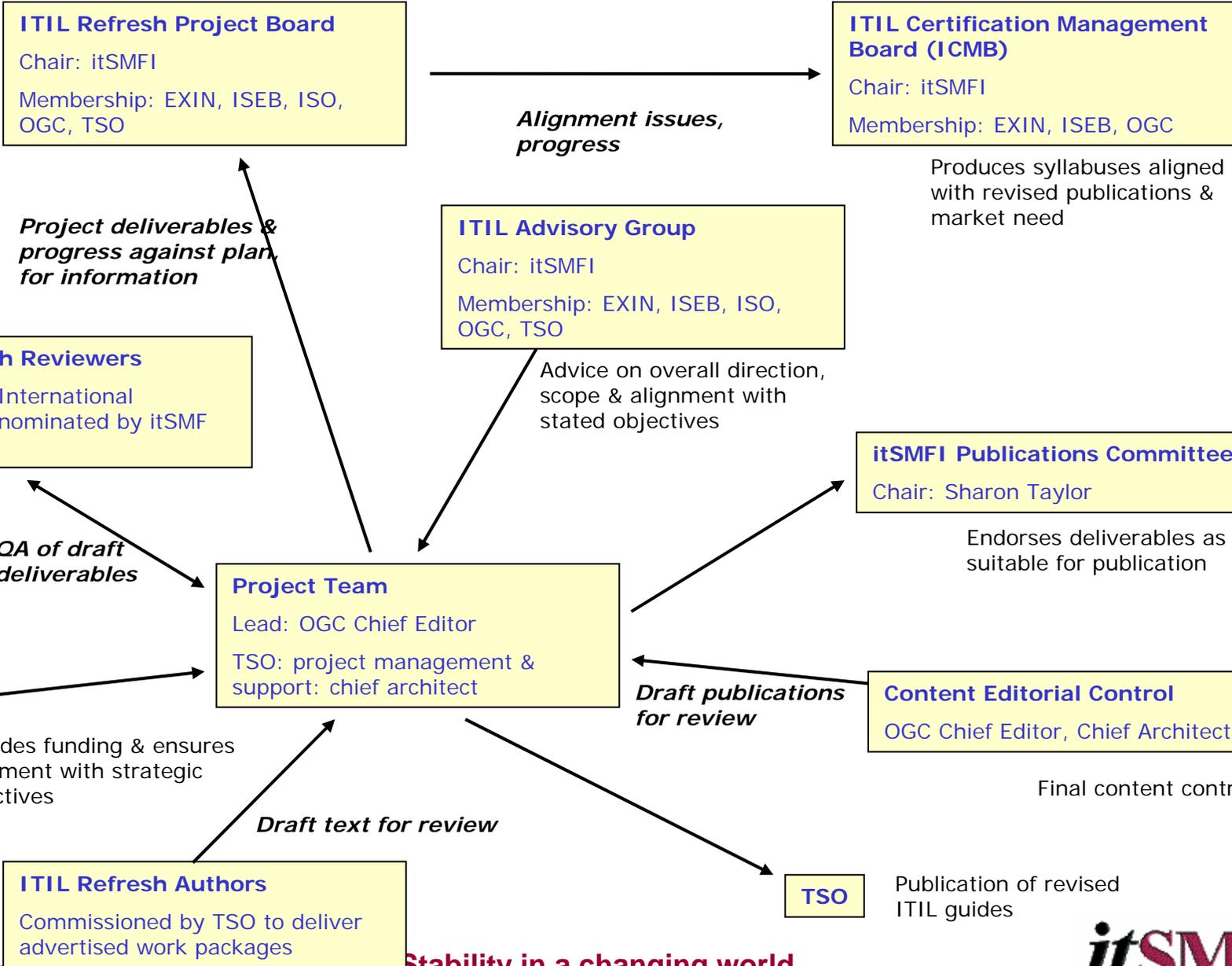
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Influences & manages interfaces with key stakeholders on behalf of user community

Relationships between participating groups on ITIL refresh programme





ITIL Refresh project – who's who

Project board chairman	Aidan Lawes
Chief Architect	Sharon Taylor
Chief Editor	Jim Clinch
Project support	TSO

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ITIL Refresh project – IAG members

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Tony Betts, UK
Alison Cartlidge, UK
Diane Colbeck, Canada
Ivor Evans, UK
Karen Ferris, Australia
Malcolm Fry, UK
John Gibert, UK
Colin Hamilton, UK
Lex Hendrix, Netherlands
Carol Hulm, UK
Majid Iqbal, USA
Tony Jenkins, UK
Vernon Lloyd, UK
Ivor Macfarlane, International

Phil Montanaro, UK
Alan Nance, UK
Christian Nissen, Denmark
Don Page, UK
Bill Powell, USA
Sergio Rubinato-Filho, Brazil
Colin Rudd, UK
James Siminoski, Canada
Rob Stroud, USA
Jan van Bon, Netherlands
Ken Wendle, USA
David Wheeldon, UK
Paul Wilkinson, Netherlands
Takashi Yagi, Japan

**Several non-UK, non-vendor members have withdrawn
– to be replaced.**

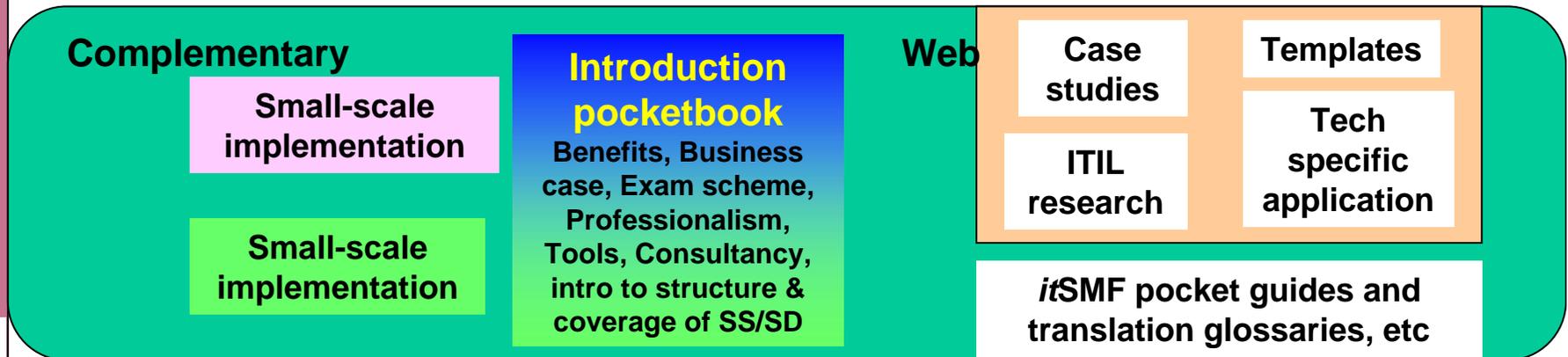
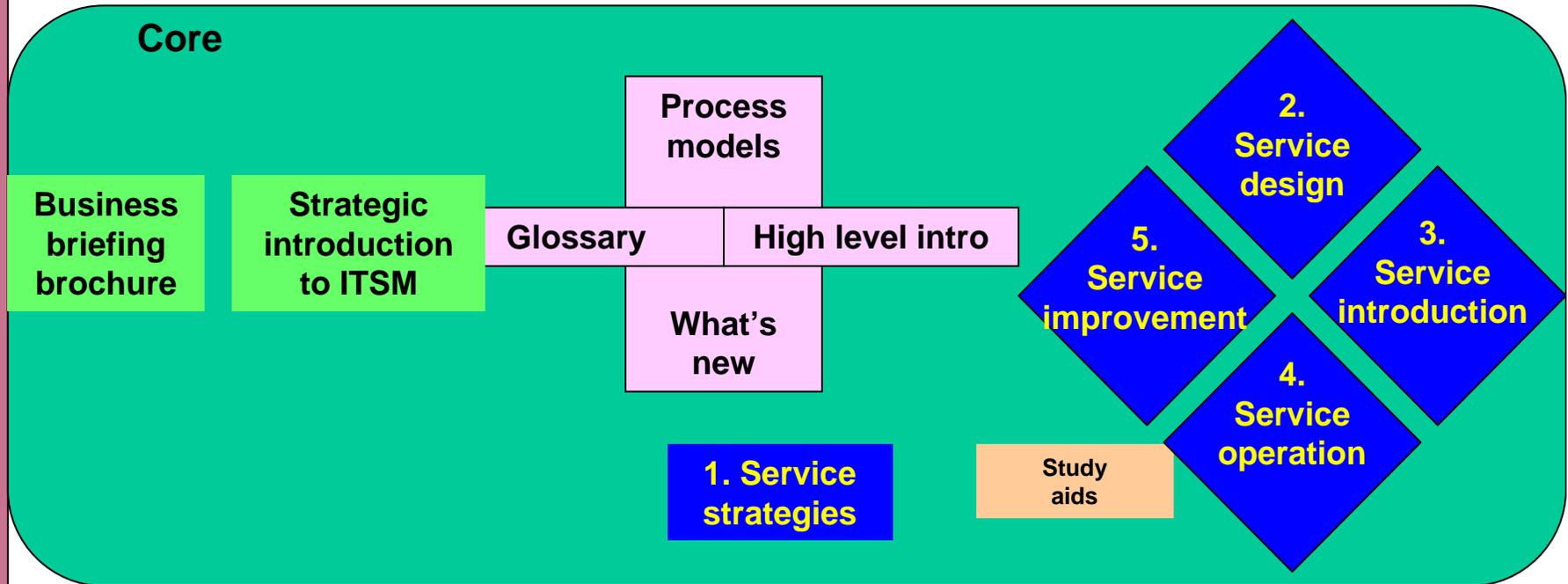




Probable shape

Business \dashrightarrow Strategic \dashrightarrow Tactical \dashrightarrow Execution
 CEO/CFO CIO/Director Management Practitioner

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ITIL Refresh project – authors

Glossary of terms

Ashley Hanna, HP Consultancy
Stuart Rance, HP Consultancy

UK

Service Strategies

Michael Nieves, Accenture,
Majid Iqbal, Carnegie Mellon University

USA

Service Design

Colin Rudd, ITEMS Ltd
Vernon Lloyd, FOX IT

UK

Service Introduction

Shirley Lacy, ConnectSphere
Ivor Macfarlane, GUILLEMOT ROCK

UK

Service Operation

David Cannon, HP Education
David Wheeldon, HP Education

USA/UK

Continual Service Improvement

George Spalding, Pink Elephant
Gary Case, Pink Elephant

Canada

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ITIL Refresh project – process & rough timings

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Author teams allocated 1 or more IAG mentors

Authors produce detailed spec, sample and estimate for completion

Refresh team/IAG review output

Acceptable?

Author teams complete draft

Drafts to review teams

Refined

IPESC final review & approval

Published (expected late 2006)

Not acceptable

New authors sought





ITIL Refresh project – qualifications

Project team

Rosemary Gurney – itSMF UK leading

ISEB & EXIN

itSMF International

itSMF USA

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IT Service Management Standards & Best Practice Framework



**Formal Standard
(BS 15000 / local variant,
ISO/IEC20000)**

**Part 1
Specification**

**Part 2
Code of Practice**

ITIL, BIP series

Best practice guidance

**Implementation
& CSIP plans**

**Your Own Policies,
Processes & Procedures**

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Transition

Up to June 2006 – audit under BS 15000

**Up to June 2007 – transit existing certificates to
ISO/IEC 20000**

**Same timeframe transit to UKAS & other national
services**

Qualifications transiting to ISO/IEC 20000 already

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