

itSMFI Chapter Leadership Conference

Industry and Market Awareness

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*it***SMFI** – Agenda - introduction

- Where did the industry and *it***SMF** come from?
- Where we are now?
- Where are we going?

itSMFI – Where did the industry and we come from ...

Timeline:

- 1972 CCTA established
- 1986 Project scope produced
- 1987 Development team recruited
- 1989 First book produced, SLM initially as GITIMM then ITIL
- 1989 First ITSM projects started in the UK
- 1991 *it*IMF started in the UK
- 1994 *it*IMF chapter set up in Netherlands
- 1995 BSI Code of Practice issued
- 1997 *it*IMF changed its name to *itSMF*
- 1997 Chapters set up in South Africa, Australia and USA

itSMFI – Where did the industry and we come from ...

Timeline (cont'd.) :

- 1999 First ITIL V2 book produced “Security Management”
- 2000 BS 15000 ITSM standard issue
- 2000 CCTA becomes OGC
- 2000 Second ITIL V2 book produced “Service Support”
- 2001 Third ITIL V2 book produced “Service Delivery”
- 2002 Fourth ITIL V2 book produced “Planning to Implement”
- 2002 Fifth ITIL V2 book:- “Application Management”
- 2002 Sixth ITIL V2 book:- “ICT Infrastructure Management”
- 2003 Seventh ITIL V2 book:- “Business Perspective”
- 2004 *itSMF*'s BS 15000 Certification Scheme launched
- 2004 *itSMF* International is formalised
- 2004 First organisation certified against BS 15000

itSMFI – Where did the industry and we come from ...

Timeline (cont'd.) :

2005 First organisations certified against BS 15000

2005 BS 15000 replaced by ISO/IEC20000

2005 *itSMF*'s Certification Scheme transitioned to ISO/IEC20000

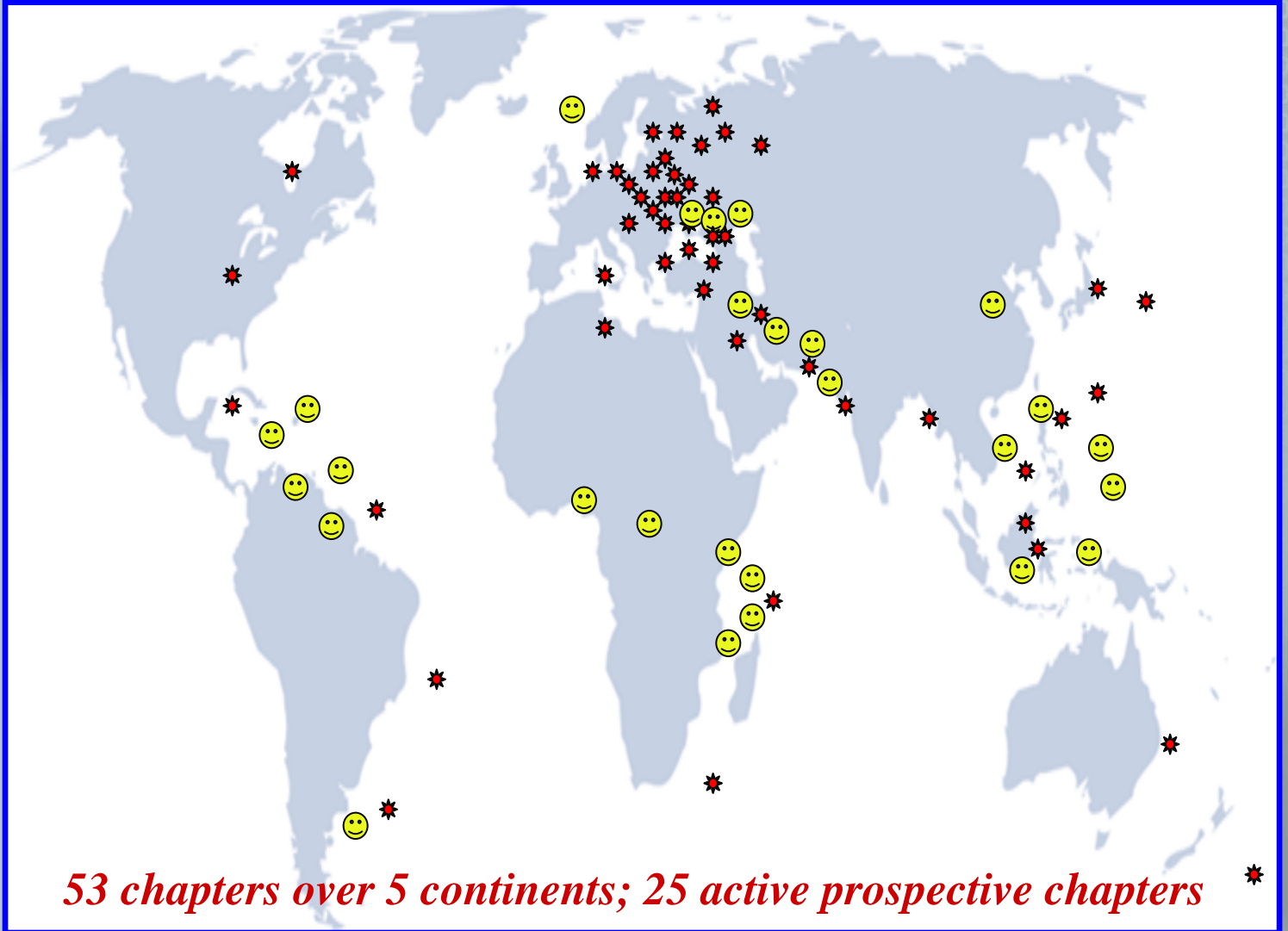
2007 ITIL V3 Launched:- Five new books:

Service Strategy, Service Design, Service Transition,
Service Operation and Continual Service Improvement

2008 ITIL V3 qualifications scheme launched

2009 50th *itSMF* Chapter established.

*it***SMFI**— Where are we now?



itSMFI– Where are we now?

itSMF current situation numbers:

- 53 Chapters established
- about 5,000 organisations worldwide
- over 30,000 members worldwide
- two International Committees – IPESC and IQC

Governance and partnerships:

- International board well established
- Good communications
- MoUs, contracts and working relationships with many of the leading organisations within the ITSM market space:
 - ISO, BCS and ISACA
 - OGC, APMG and TSO
 - Institute of IT Service Management

itSMFI— Where are we now?

itSMFI Mission:

Is to harness global resources to strengthen IT Service Management as a management discipline, to support its growth into new markets, to direct its expansion into new areas and to protect its integrity

Strategic objectives:

- establish clear governance and policies regarding the management, leadership and business of *itSMF*
- coordinate and manage the establishment of new Chapters
- lead the on-going development of ITSM through strategic direction
- promote and manage relationships with organizations supporting the growth of ITSM
- protect and promote the *itSMF* brand

*it***SMFI**— Where are we now?

*it***SMFI** Principles:

A member driven and focused organization

A not-for –profit organization

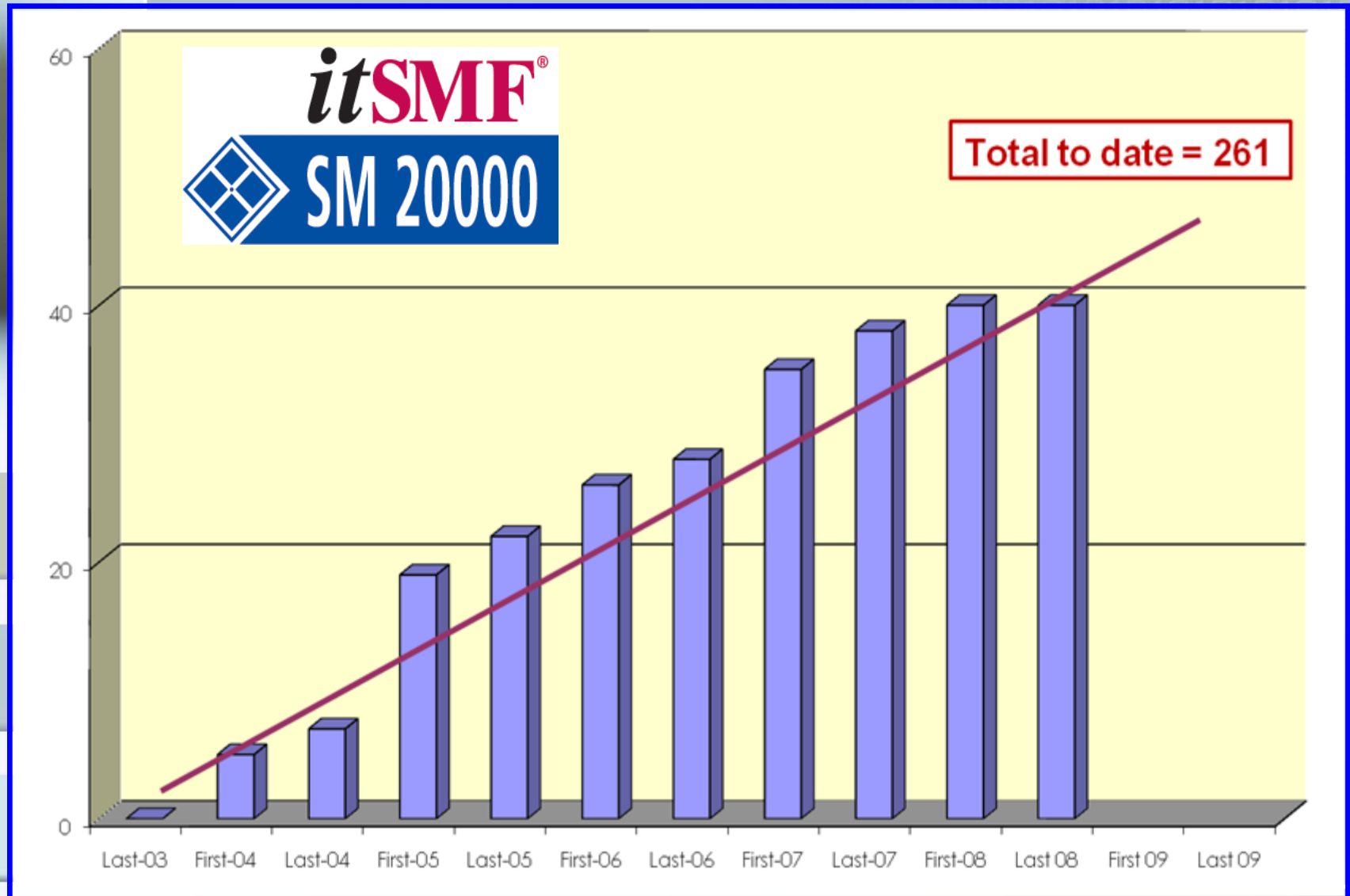
A vendor neutral organization

An organization directed and controlled by volunteers

A commitment to best practice including, but not limited to ITIL®

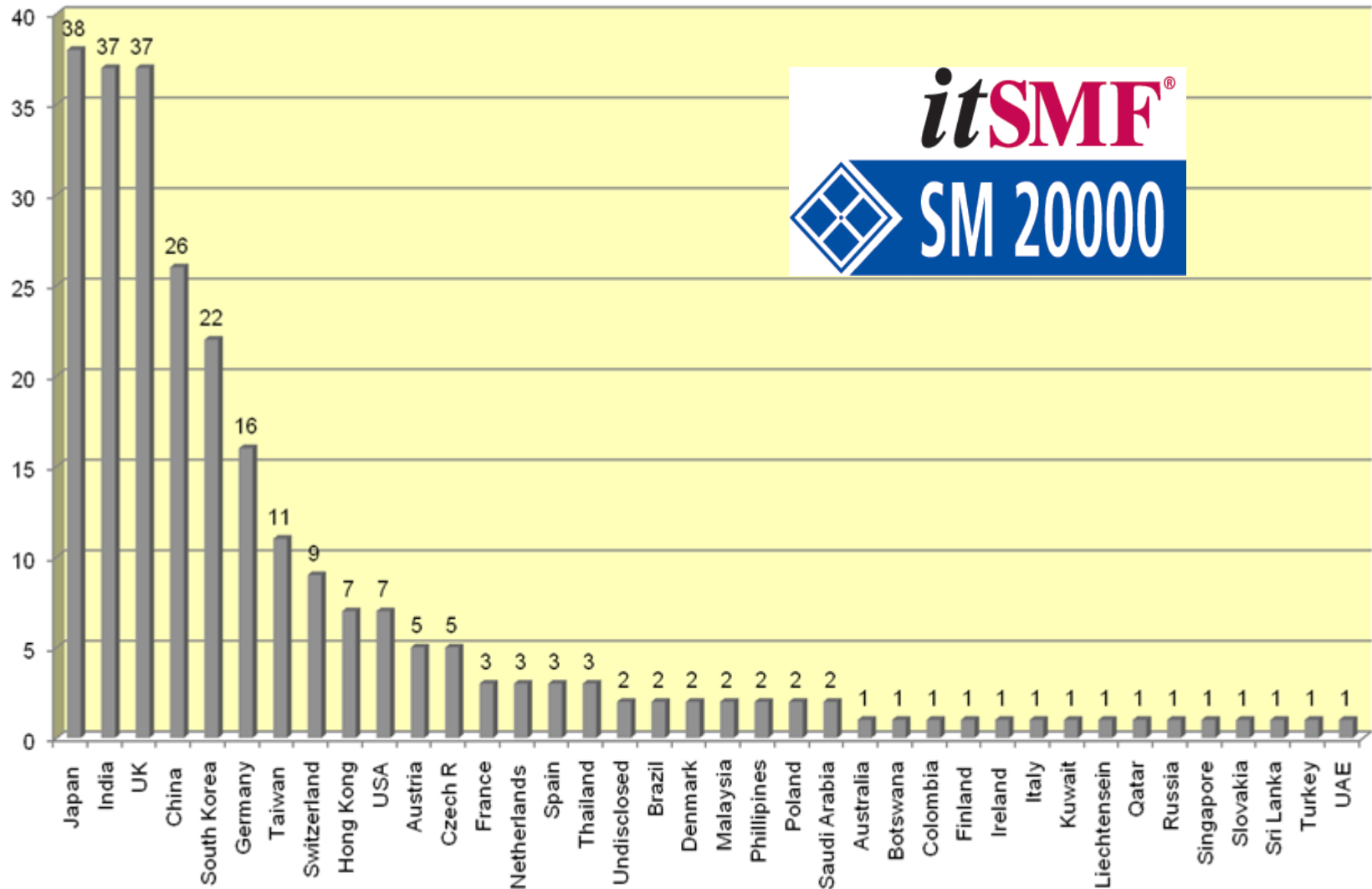
itSMFI— Where are we now?

itSMF ISO/IEC 20000 Certification Scheme: Organisations



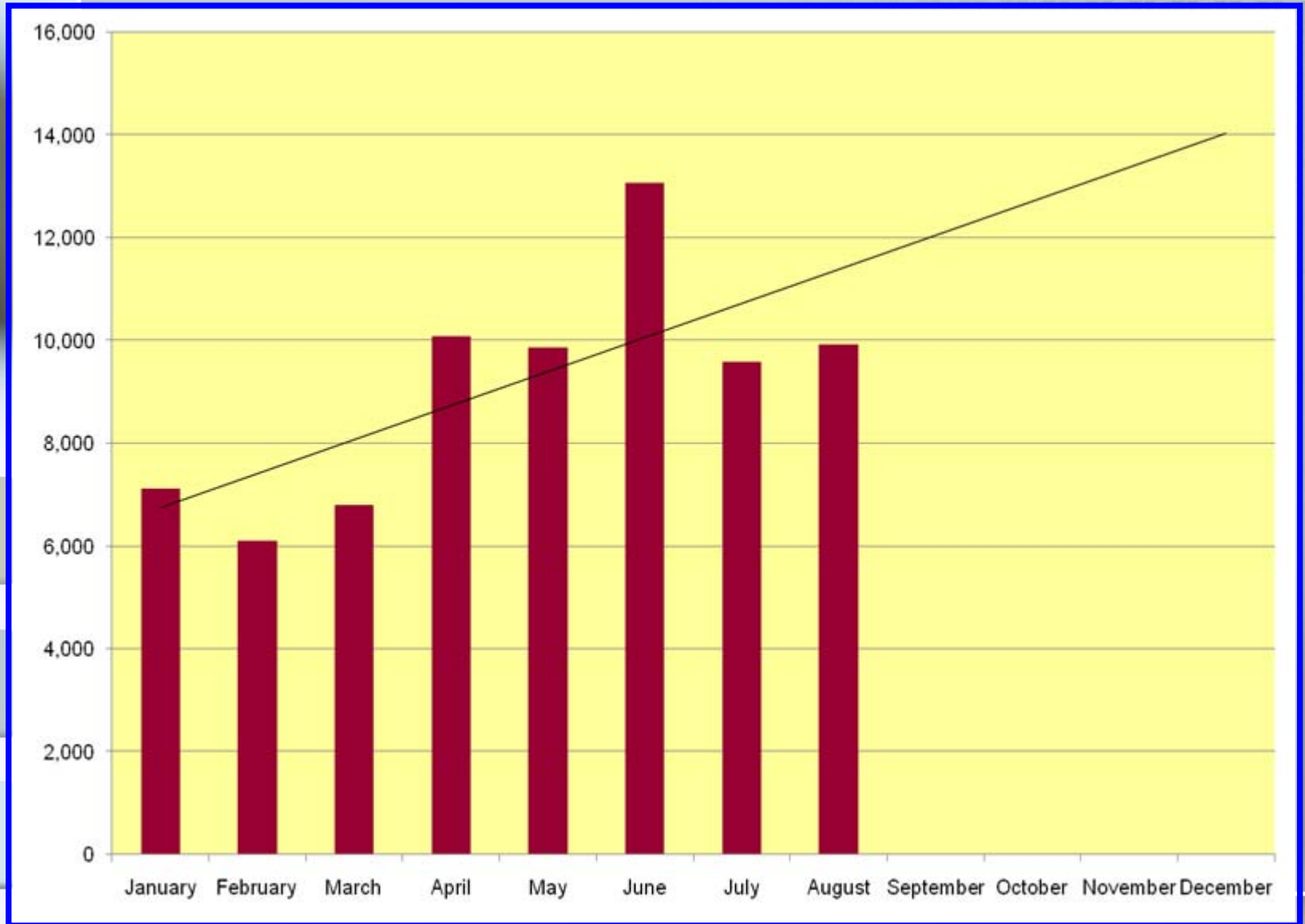
itSMFI – Where are we now?

itSMF ISO/IEC 20000 Certification Scheme: Countries



itSMFI – Where are we now?

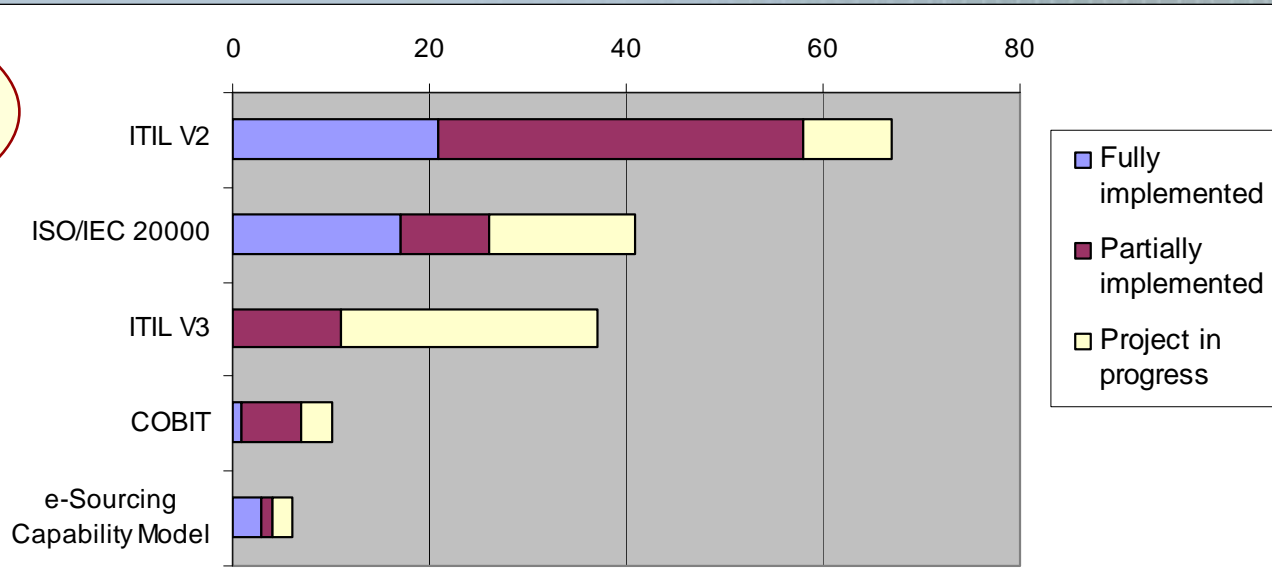
ITIL V3 Foundation exams



itSMFI – Where are we now? – The members

Implementation of ITSM Frameworks (Implemented or In Progress)

- 54% of respondents stated that they had fully or partially implemented ITIL v2.
- 25% of respondents said that they have fully or partially implemented ISO/IEC 20000
- However, the projects that are currently in progress are primarily implementing either ISO/IEC 20000 or ITIL v3



ITSM Framework	Fully implem- ented	Partially implem- ented	Project in progress	Total	Response Count
ITIL V2	21	37	9	67	107
ISO/IEC 20000	17	9	15	41	105
ITIL V3	0	11	26	37	105
COBIT	1	6	3	10	105
e-Sourcing Capability Model	3	1	2	6	104

itSMFI – Where are we now? – The members

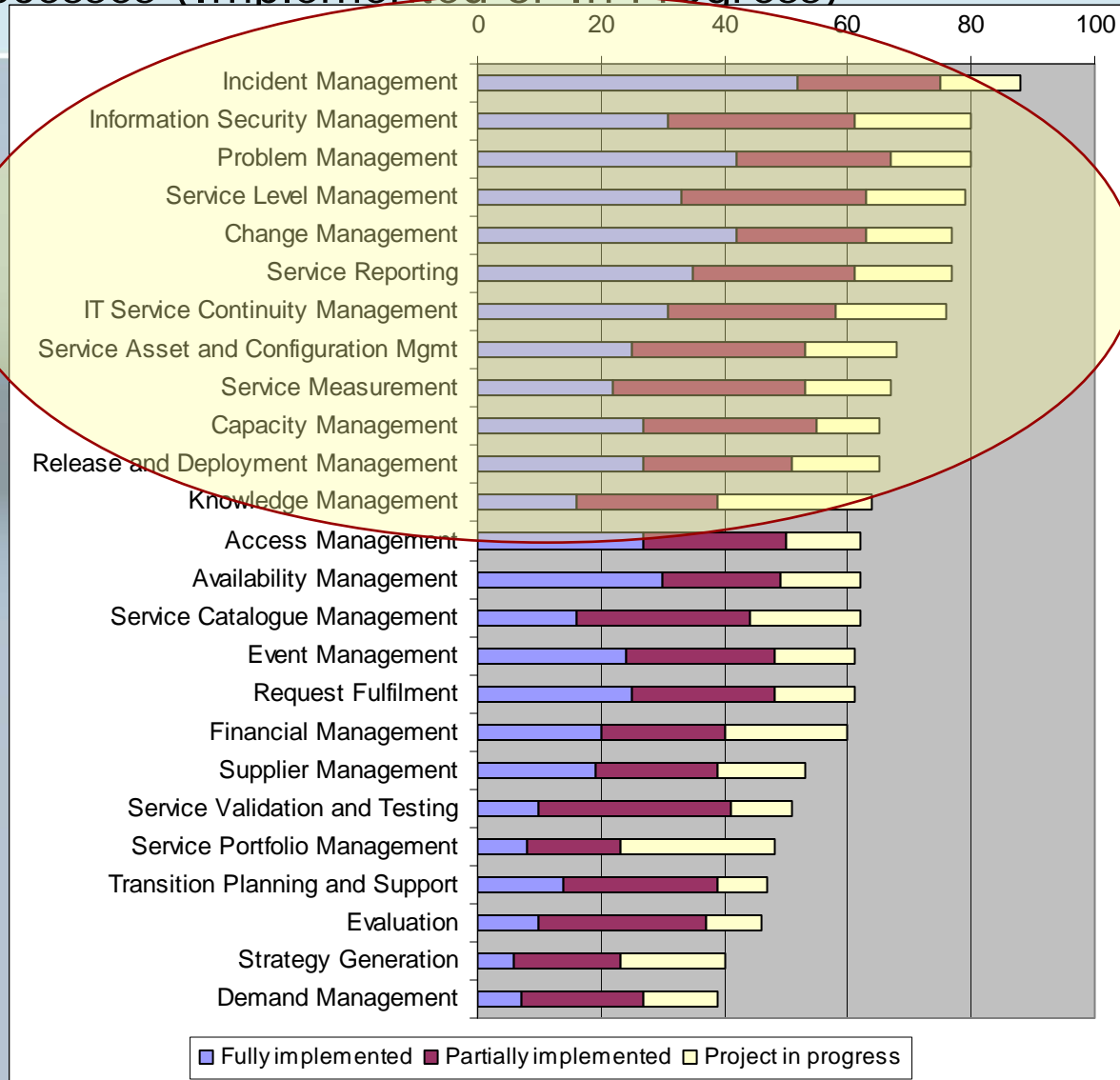
Implementation of ITIL processes (Implemented or In Progress)

- The top 7 processes implemented or in progress include:

- ITIL v2 Service Support processes of Incident, Problem, and Change Management
- ITIL v2 Service Delivery processes of Service Level Management (including Service Reporting) and IT Service Continuity Management
- Security Management

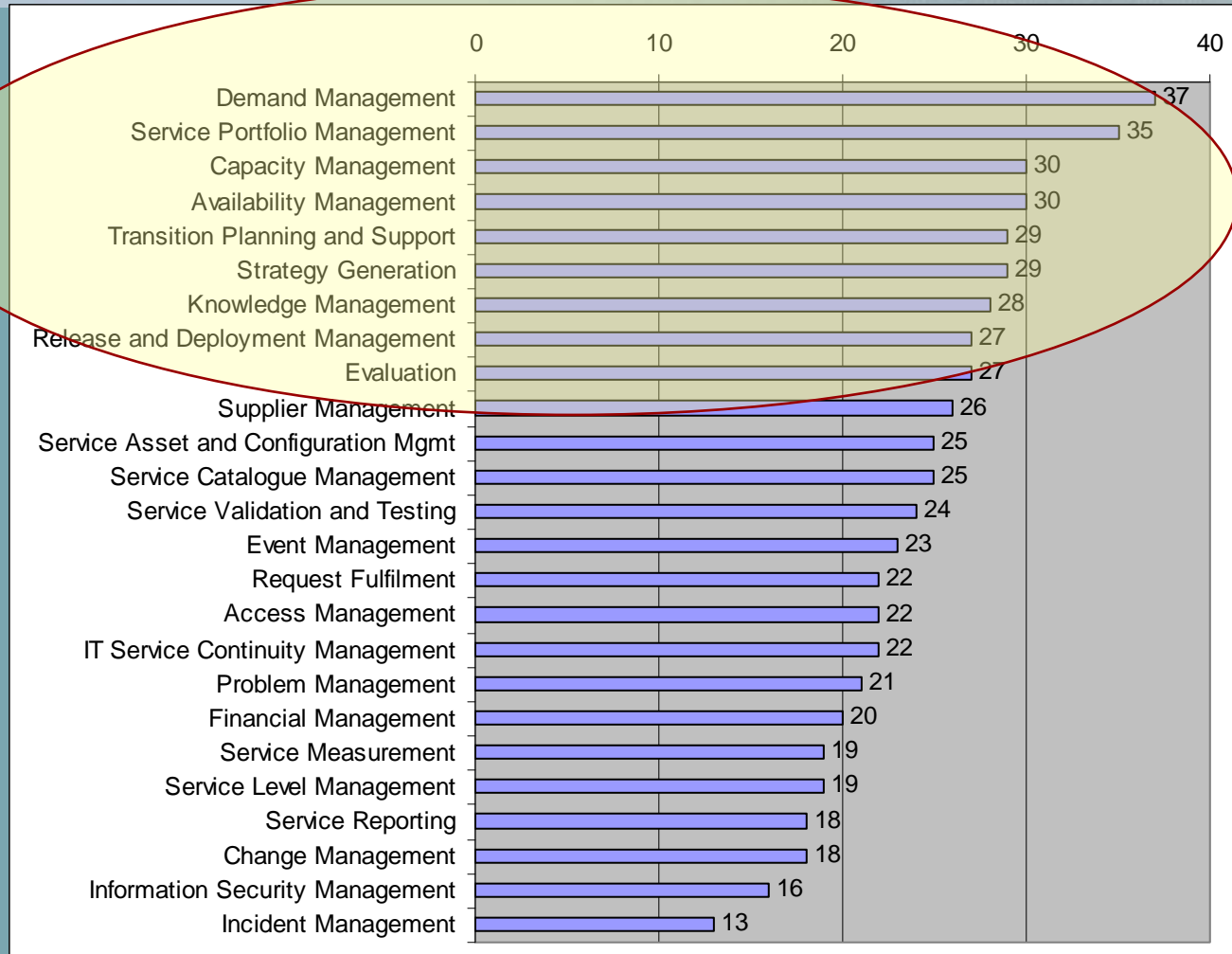
- ITIL v2 processes of Configuration, Capacity, Release, Availability and Financial Management seem to be either a lower priority or less well understood.

- New ITIL v3 processes have low levels of implementation (as expected).



itSMFI – Where are we now? – The members Implementation of ITIL processes (Planned)

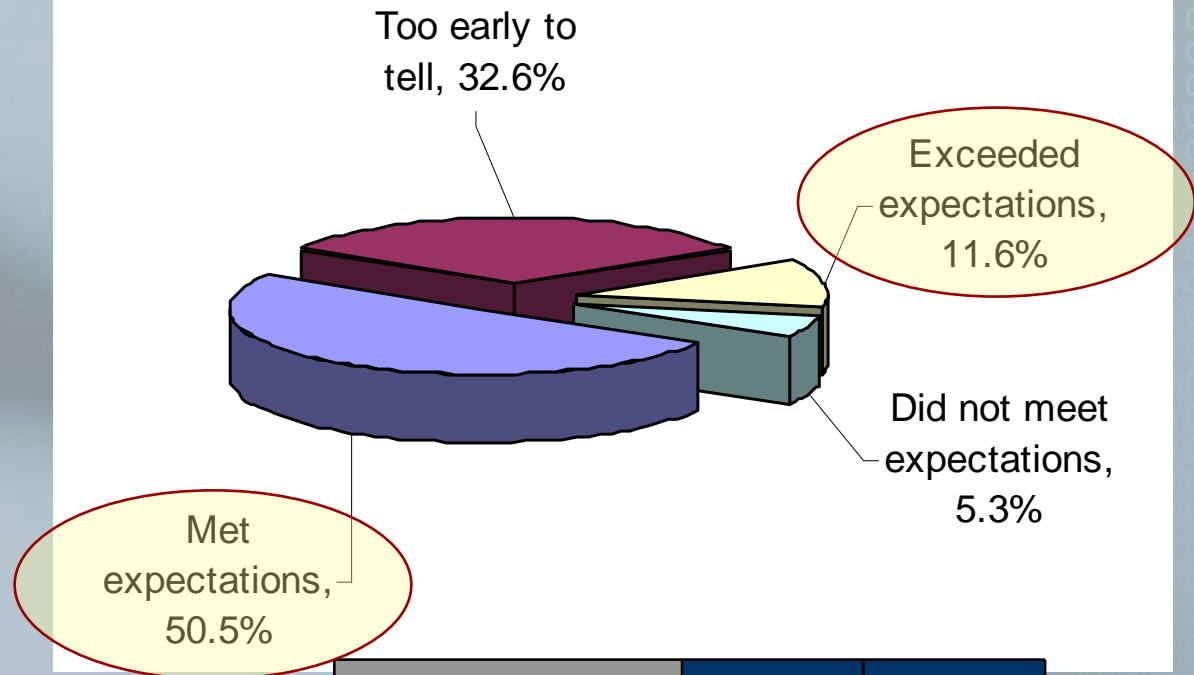
- The top 9 process that are planned for future implementation also contain a number of processes related to managing the Business/IT relationship:
 - This includes Demand Mgmt, Portfolio Mgmt. and Strategy Generation
- There are also a number of ITIL v2 processes that have been less well understood in Asia in the past, including Capacity, Availability and Release Management.
- Knowledge Management also features strongly



itSMFI – Where are we now? – The members

Overall satisfaction

- 50.5% of the respondents are satisfied with the results of their ITSM implementation.
- Whilst 11.5% felt that their expectations were exceeded, 5.3% felt that it did not meet requirements.
- 31 respondents felt that that it was too early to tell.



	Response Percent	Response Count
Met expectations	50.5%	48
Too early to tell	32.6%	31
Exceeded expectations	11.6%	11
Did not meet expectations	5.3%	5
Total		95

*it***SMFI** – Where are we going?

*it***SMF** :

- Actively involved in development :
 - ITIL Publications: Complementary publications, white papers, case studies and translations
 - V3 Training: development of existing qualifications and certifications and the development of additional qualifications
 - ISO/IEC 20000: Actively involved in the development of all aspects of the standard and other standards such as ISO/IEC 19770
 - Certification: development and expansion of existing and new certification schemes (SAM: ISO 19770)
 - COBIT: assisting ISACA with the development of new publications
 - etc...

*it***SMFI** – Where are we going?

*it***SMFI**



*it***SMFI** – Where are we going?

*it***SMF** :

- Actively publicising and promoting the Service Management industry as a whole and all aspects of professionalism within the industry.
- Actively publicising and promoting the *it*SMF
- Developing *it***SMF** as the centre of Service Management information and knowledge

*it***SMFI** – Summary

*it***SMF** :

- Become the focal point for Service Management expertise and knowledge worldwide coordinated by *it***SMFI**
- Become the “information bridge” for Service Management, connecting:
 - Suppliers and customers
 - Information providers and *it***SMF** Members
 - Organisations and individuals
 - Like minded organisations
- Develop the *it***SMF** as the “**hub and centre of excellence**” for the Service Management industry

*it***SMFI** – Summary

*it***SMF** :

- There is no "I" in *it***SMF** we work together as a team
- You're not alone out there, somebody has probably done it before
- Information and knowledge are power
- Shared knowledge and knowledge management is real power and empowerment
- This CLC is the new start of the process

itSMF International

Chapter Leadership Conference

Industry and Market Awareness

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