itSMF International
and the role of standards in IT Service Management

Colin Rudd CITP, FISM, FBCS, FIITT, CEng
Director of itSMF International
Chair of the itSMF Standards Management Board

(Email: colin.rudd@itsmfi.org)
What is the itSMF?

Purpose…

To develop and promote “best practice” and standards in IT Service Management to enable organisations to deliver efficient & effective IT services.

Through…

Thought leadership & contributions, conferences, seminars, workshops, websites, magazines, white papers, research - that enable the sharing of knowledge and experience.

• A “Not for profit/Not for dividend” organisation

• All surpluses ploughed back into the organisation

• It is both a user forum and a trade association
ItSMF History

Started in UK in 1991 – run by volunteers

- First ‘overseas’ chapter (Netherlands) in 1994/5
- ItSMF International created in 2004
- Now 47 chapters and growing...
- UK Chapter alone has 23 staff and £3.5m+ turnover

ItSMF Core Values:

- Provide Value to its members
- Enhance ItSMF’s Reputation
- Through Teamwork
47 chapters in 6 continents; 23 active prospective chapters for 2008/9
Chair: Sharon Taylor: Governance Policy & Accountability
(Canada)
(Netherlands)
Colin Rudd: Professional Qualifications & Certification
(UK)
Paul Martini: Publishing & Best Practice Management
(Germany)
Peter Brooks: Marketing & Business Development
(South Africa)
Robert Stroud: Audit, Compliance & Standards
(USA)
Ken Wendle: Chapter & Member Services
(USA)
Keith Aldis: Company Secretary
(UK)
itSMF – Services to Members / Chapters

• Conferences and exhibitions
• Seminars and special interest groups
• Pod casts, online discussion forums
• Webinars
• Publishing and selling books and standards
• Service Talk journal
• Electronic newsletter
• Improvement of Certifications and Qualification Schemes
• The Institute of IT Service Management
IT Service Management standards

• Principally:
  • ISO/IEC 20000 IT Service Management
    Part 1: Specification for IT Service Management
    Part 2: Code of Practice

• But also:
  • ISO/IEC 27001 Security Management
  • ISO/IEC 19770 Software Asset Management
  • ISO/IEC 9001 Quality Management
  • ISO/IEC 38500 Corporate governance
The interrelationships

- ISO 20000 Part 1
- ISO 20000 Part 2
- BIP 0005
- ITIL
- Internal processes and Procedures

Achieve this
Code of Practice
Management overview
Process definition
Deploy solution

BIP0015 Workbook
Self Assessment

itSMF International
The IT Service Management Forum
Standards – Use with Service Management?

• The need for business focus – customer confidence, in IT service provision
• The need for high quality services and effective processes
• Review and assessment linked to continuous improvement
• Compliance to processes and procedures can be audited – impartial industry standard
• A “benchmark” level to be achieved – staff morale and motivation
• A method for justifying or combating outsourcing
Standards – Certification and qualification

Developments:

• Scheme developed in 2002/2003

• Launched in July 2003, based on BSI 15000

• Transitioned to ISO/IEC 20000 in December 2005

• Firmly established as the “market leader” within the industry
ISO/IEC 20000 relationships

OGC

Concordat

ITIL

Concordat

Standards Bodies (e.g. BSI / ISO)

Own

ISO 20000

Register

itSMF Management Board

Own

ISO 20000

ISO 20000 Scheme Reg’s

Use

Examination Panel

Use

ISO 20000 Qualification Scheme

Use

Accreditation Panel

Use

Course Providers

Accredit

Auditors

Certify

RCB (Audit) Organizations

Certify

Consultants

Train

Service Provider Organizations

Train

Certify

Consultants

Use

Use

Use

OGC

Concordat

ITIL

Standards Bodies (e.g. BSI / ISO)

ISO 20000

Exam Panel

ISO 20000 Scheme Reg’s

ISO 20000 Qualification Scheme

Auditors

Course Providers

Consultants

RCB (Audit) Organizations

Service Provider Organizations

itSMF International
The IT Service Management Forum
Why is itSMF International involved?

- To provide a service to its members and to lead the industry forward
- To build on itSMF’s reputation within the IT and Service Management industry
- To provide consistency throughout the industry, on a global basis
- To establish quality certification and qualifications within the ISO/IEC 20000 area
- To establish rigour with regard to IT service provision
itSMF International
and the role of standards in IT Service Management

Colin Rudd CITP, FISM, FBCS, FIITT, CEng
Director of itSMF International
Chair of the itSMF Standards Management Board

(Email: colin.rudd@itsmfi.org)