



In This Issue

3rd National Conference and Exhibition

itSMF UK Conference 2006

Publications News

New column: ITSM Member News

Simple Survey

We are pondering whether to distribute this newsletter as a printed paper. The electronic version would be available for download from our website (as it is now).

Please reply to the email which sent you this newsletter with a "yes" in the subject line if you would prefer the newsletter sent printed instead, and a "no" if you would prefer it to continue to be sent by email.



**Merry Christmas and Happy Holidays
to all our members and readers**

itSMFnz wishes you all the very best for the festive season

itSMFnz Third National Conference and Exhibition

Preparations for the 2007 Annual *itSMFnz* Conference and Exhibition are in full swing.

The Conference Theme – DIGGING DEEPER, Unearthing the Value – reflects just how committed we are to giving our members and delegates what they have asked for. We are digging for those Service Management stories that blast through the theories to reveal the treasures that lie beneath.

If you feel that you have such stories to share, please let Mary-anne know at events@itsmf.org.nz If you would like more information on Sponsoring the Event, please also get in touch with Mary-anne.

Don't forget to diarise

***itSMFnz* National Conference and Exhibition**

Hyatt Regency Auckland

8 – 9 May 2007

Conference Gala Dinner

The Floating Pavilion

8 May 2007

Sponsors

The following companies kindly sponsored the *itSMF*nz 2006 national conference:

Platinum

BMC Software



Gold

CA



Datacraft



Delta Software



HP New Zealand



Planwell Technology



itSMF UK Conference 2006

**1400 delegates,
1 Hilton Hotel,
3 Exhibitor Halls,
5200 Lunches,
30 billion text messages (estimate!),
1 Corporate lawyer with 10 steps for taming the tiger,
1 Olympic rower,
3, the new version of ITIL,
And finally 5 lesser spotted kiwis!**



The *itSMF* conference in the UK was another huge success and patronised by a large international contingency.

From New Zealand were Cheryl Tóvizi, representing the *itSMF*nz chapter, David Hayes from Delta Software with Mark Harvey from Mighty River Power (winners of the 2006 Delta Software IT Service Leadership Award), Craig Pattison representing *itSMF* International and Karen Evans en route back to the University of Auckland.

There were 6 streams of presentations including one from David Hayes and Mark Harvey that was well attended and full of practical service improvement implementation steps. Some of you may have seen this presentation already at recent *itSMF*nz branch meetings.



ITIL v3 was bigger than Ben Hur with 3 long sessions with the authors throughout the conference. The ITIL Refresh project (a.k.a. v3) now uses a service lifecycle model and has 5 core books, Service Strategies, Service Design, Service Transition, Service Operation and Continual Service Improvement. You will be hearing more about this early next year as the publication date draws near, for further information check out www.best-management-practice.com.

The *itSMF*nz chapter is lobbying hard to get the v3 authors to New Zealand around the time of *itSMF*nz National Conference so watch this space for more information.

We are now looking forward to the *itSMF*nz National Conference in May next year and extend a warm invitation to the ITSM community to present their stories and of course join in and support this premier IT event. We may not have to make as many packed lunches but we hope to find a few more kiwis at our conference than in the UK!



David Hayes

(Sponsors...)

Silver

EXIN



Pink Elephant



Proactive Services



Partners

wit



Publications News

Shared itSMF Bookstore

itSMFnz are pleased to be able to introduce you to the Shared itSMF Bookstore. This bookstore stocks the full range of ITIL books and will provide itSMFnz with a small commission on all books ordered via this link. These funds will allow us to keep membership costs down while increasing services to our members.

The bookstore is an initiative of itSMF Netherlands, operated by Van Haren Publications and governed by the itSMF International Publications Committee (IPESC). Although based in The Netherlands, our analysis shows that the prices, including delivery, are more than competitive with the prices that we could offer through a local bookstore and the range is much greater. The bookshop has been operating for 2 -3 months now and performance seems to be good. Delivery times are about 2-3 weeks and itSMFnz members can obtain a 15% discount.

To use the Shared itSMF Bookstore, just follow the link and create an account, it will ask if you are an itSMF member to provide the 15% discount. Note that the Shared Bookstore is set up to accept payment by credit card.

Please let us have feedback on the shared bookstore, good or bad; send to books@itsmf.org.nz.

Local Bookstore for Members

We are planning to continue to stock the most popular books locally as a service to our members, especially the small pocket books where the delivery costs via the shared bookstore aren't attractive. Contact Michelle (admin@itsmf.org.nz) to see if we have the book you want. Look out for our local online bookstore in the next few weeks. However, we will be running down stocks as the ITIL3 refresh approaches.

Our local bookstore is also based on payment by credit card. If your organisation cannot pay for books via credit card, itSMFnz can assist; however, there will be a handling charge, longer delivery times and we can only offer this service for member organisations.

ITIL Refresh

Version 3 of ITIL is due for release in May 2007, just before our National Conference. The principle ITIL processes remain, but the form of the guidance is changing significantly. The library will now consist of 5 core publications and a suit of complementary products (e.g. introductory guides). The core publications reflect the lifecycle stages of service management:

- o Service Strategies
- o Service Design
- o Service Transition
- o Service Operation
- o Continual Service Improvement.

The core books are about to go into final draft and we hope that more information will be provided at the UK itSMF conference taking place in early November.

Jenny Ellwood-Wade

Chairperson's column

2006 has been a huge year in the area of Continuous Improvement of the ITIL body of knowledge.



The ITIL Refresh also known as V3 has generated a huge effort by the authors, support staff led by Sharon Taylor, Chief Architect, as well as a comprehensive number of contributors worldwide.

At the itSMF-UK Conference, 13–15 November, Birmingham, UK, nine of the ten authors presented a 90 minute session each day in sessions chaired by Chief Architect Sharon Taylor. They outlined the core of each book and answered questions at the well-attended sessions. To ensure that you keep up-to-date with the news, register for the ITIL Refresh News and alerts via www.best-management-practice.com/ITILRefreshRegister.

The common sense approach to development of ITIL remains at its heart today. Best practices from V2 have been brought forward to V3. In addition a complementary guidance portfolio including pocket guidance, case studies, ITIL practice working templates, governance methods and certification based study aids is being developed. A big improvement on the current set which has concentrated on the 'what' but not necessarily the 'how'.

Your itSMFnz Committee are currently in negotiations to bring the team of authors to provide us with a first hand opportunity to gain a deeper understanding of V3 and the contents. The V3 publications are due 23 April 2007. All going well we are aiming to entice the team to provide a pre-conference (potentially the 7th May) road show specifically on V3 and how this will impact us all. This will add significant value to attendance at our 3rd Annual itSMFnz National Conference and Exhibition to be held on 8-9 May 2007 in Auckland. This will make us one of the few countries to benefit from such a road show. We will keep you posted on this aspect

Sharon Taylor in her presentation also dispelled a number of myths, rumours and speculation. The following has been extracted from the 1st Edition of the ITIL Refresh News articles.

Myths:	Response
1. OGC is planning to sell ITIL	OGC has no intention to sell its best practice portfolio. It recognises that much of the value in these products comes from its vendor-neutral status and that they should remain Crown Copyright. The new five year contracts for accreditation and publishing services have been put in place to support users and ensure that the products remain fully accessible
2. Everyone will need to be re-certified when the new ITIL (V3) is released	Rest assured, this is not the case. ITIL qualifications will remain valid and training already undertaken will not be undermined by the introduction of new material. There will be opportunities for candidates to upgrade their qualifications and short conversion or update courses are likely to be provided.

Website

<http://www.itsmf.org.nz>

Whitepapers and other web content are welcome from our members and vendors for adding to the site.

Please forward to the webmaster for review at webmaster@itsmf.org.nz

Hamish Duff

itSMFnz Webmaster

Missing Out?

If you are a member of the **itSMFnz** and you didn't receive this newsletter directly, or you know someone who didn't, let us know at membership@itsmf.org.nz

Pass it on

You are welcome to forward this newsletter to anyone you feel is interested. If you benefited from such generosity you might consider joining the **itSMFnz** to support our efforts in New Zealand.

<p>3. All the processes I know today will be gone</p>	<p>The processes you are working with today will continue to be part of the refreshed ITIL. You will notice, however, that the Service Support (SS) and Service Delivery (SD) processes will be integrated into a service lifecycle. This will better reflect how service management is applied in everyday practice and so you implementation of them is likely to become easier.</p> <p>A significant portion of the current version of ITIL will be refined and included in ITIL V3. This includes the parts that are still widely practised and usable in the IT Service Management Community.</p>
<p>4. V3 is simply an add-on to V2</p>	<p>The refreshed ITIL will replace the current version and this is part of an ongoing process to enhance and improve OGC's Best Practice in service management. This is the essence of 'current best practice', ensuring that it continues to meet the evolving demands of customers. The refreshed ITIL will help service providers remain competitive and effective in providing value to their customers.</p>
<p>5. My current software support tools will no longer be useful</p>	<p>The main functional elements of most ITSM tools will still be required for V3 since the main process elements from V2 remain. We do expect, however, that some vendors will want to make enhancements to their tools to capture the additional power of new functions that V3 will introduce.</p> <p>You can continue to use V2 based tools and practices until you are ready to (and if you wish to) make improvements. We are confident that V3 will entice you with compelling opportunities to improve your ITSM practices, but we have been very diligent in making sure that this transition can occur for you with ease and in your own time</p>

At the international level *itSMFI* are working hard to deliver a more effective support organisation to local chapters and help improve chapter services to our members. If you are interested in becoming involved with the development of chapter services please contact Sergio Rubinato Filho at Sergio.rubinato@itsmf.org. *itSMFI* have a huge programme of work ahead and are looking to actively consult with the ITSM community. After getting tangled up in the CAR project the team have refocused on improving services to the chapters and their members. There are currently 40 chapters with others waiting in the wings to join. So 2007 looks like being a busy year.

On the local front the regional branches continue to delivery some thought provoking work shops which cover a number of ITIL and ITIL related topics, these have been well attended. Check out our web

Something to contribute?

This newsletter is for the local members of the **itSMF**. If you have something to contribute please contact editor@itsmf.org.nz.

It is preferable if content has a local NZ perspective. There are lots of good sources of overseas **itSMF** and ITIL information on the internet already. Case studies are good. So is (informed) opinion.

It should be brief, say 300 - 1200 words. We are looking for information about service management and related topics (ITIL, BS15000, CMM, 6sigma etc).

Text should be in MS-Word .doc format

Photographs should preferably be high resolution files (300dpi).

We will also consider letters and notices for publication.

site www.itsmtnz.org.nz for future dates. Come join us and share your own experiences as well.

We are also looking to recruit a Director of Membership which has come about due to a recent vacancy. The focus is on the strategic development of membership and membership services. If you are interested please contact me at chairperson@itsmf.org.nz.

We are also looking for additional volunteers for the Southern Branch to assist with developing the branch further. Auckland and Wellington are steaming ahead, can't have the Cantabrians lagging behind now can we!

I'd like to thank the itSMFnz team for all their hard work to bring you value through conferences, events, and the news letters, access to discounted books etc. We would love to hear what additional services would be of benefit, please free to drop me a line at chairperson@itsmf.org.nz also

Last but not least I wish you a merry Christmas and a safe and happy new Year. See you all at our Auckland conference in May.

Regards
Cheryl

Cheryl Tóvizi

Kiwi ITSM Professionals

We would like to keep everyone in the community current with what is happening to our members. If you are heading off overseas (or returning) or changing roles or organisations, let us know by emailing the editor with a brief update. Include a small .jpg portrait photo if you wish.

No news this time!

Regional updates

No regional updates this time. Watch the website for news and calendar. We look forward to seeing you in the new year

Calendar

May 8th- 9th 2007, itSMFnz National Conference, Auckland.

August 13 – 15 2007, itSMF Australia 10th Anniversary Conference and Expo, Melbourne.

September 17-21 2007, "Fusion 07" itSMF USA National Conference and Exposition, Charlotte, NC.

Chairperson

Cheryl Tóvizi
chairperson@itsmf.org.nz

Treasurer

John Greenwood

Past President

Craig Pattison

Secretary

Richard Rayner (interim)
secretary@itsmf.org.nz

Director Membership

Terry Barwick (interim)
membership@itsmf.org.nz

Director Events

Mary-anne Stuart-William
events@itsmf.org.nz

Director Publications & Distribution

Jenny Ellwood-Wade
(interim)

Director Marketing & Communication

Dave Hayes

Webmaster

Hamish Duff
webmaster@itsmf.org.nz

Newsletter Editor

Rob England
editor@itsmf.org.nz

Regional Representatives

Northern

Jenny Ellwood-Wade
021 74 0354
northern@itsmf.org.nz

Central

Marian Smolders
central@itsmf.org.nz

Southern

Cheryl Tóvizi
027 290 3249
southern@itsmf.org.nz

Administrator

Michelle Hay
admin@itsmf.org.nz

ITSM Member News

Contributions are welcomed from any member of itSMFnz of short ITSM-related announcements related to their own organisation. Items should be kept to 80 words or less, text only, URLs OK, no graphics. itSMFnz reserves the right to decline any submission as unsuitable. There is no charge. Send contributions by email to the Editor at editor@itsmf.org.nz.

Applications Management Training course

ProActive Services has released its Applications Management Training course – a first in Australasia – close on the heels of the Release Management Practitioner course. This new capability helps to complete the bigger IT Service Management picture by combining Applications Management, ICT Infrastructure Management and Service Support and Service Delivery.

Extended Process Maturity Framework

ITSM processes can now be repeatable, more consistent, and have a wider scope via the ProActive Extended Process Maturity Framework. Importantly too, Extended PMF addresses the limitations of the OGC Maturity model, and now permits the assessment of the ICT Infrastructure Management and Applications Management processes, process interfaces and the Business Perspective.

Mighty River Power Wins Service Award

Delta Software's Service Advantage Award this year goes to Mighty River Power. As a result, Mark Harvey (Mighty River Power Service Desk Manager) accompanies David Hayes of Delta to the itSMF UK conference.

InfraEnterprise gets a Major Upgrade

Delta Software announce infraEnterprise v8. the upgrade adds new functions to support service delivery process such as availability. "Existing clients that have matured in their service support process will benefit from version 8 driving service delivery processes" says David Gandar of Delta.

Software Audits - Not if but When!

Audits are occurring in Australia so it will not be long before New Zealand companies will need to check their licence compliance. Very few tools can be used to ease the burden of SAM, however ManageSoft Compliance Manager has been designed to do just that. For further information check out www.managesoft.co.nz to register for free webinars explaining the world of SAM and audits.

Flexible, interactive, and effective e-learning

IT Management Online sets the standard in flexible, interactive, and effective e-learning. IT Management Online offers a comprehensive portfolio of training solutions for the most significant best-practice frameworks: ITIL, COBIT, ISO IEC 20000, HDI, and MOF. Take the online demo at www.itmanagementonline.com and see for yourself.

Did you know...

The itSMF supports IT Service Management in general, not just ITIL. There is more to ITSM than ITIL.

First there are variants.

- [MOF](#) from Microsoft
- ["Implementing Service and Support Management Processes: A Practical Guide"](#), Higday-Kalmanowitz and Simpson Ed., HDI, 2005 from the Help Desk institute is, not surprisingly, a callcentre slant on ITIL.

If you are looking for something simpler than ITIL, then there are several options:

- ["ITIL Lite": ITIL Small-scale Implementation](#), Office of Government Commerce, The Stationery Office Books, 2006.
- [FITS](#)

If you just want to assess your capability, i.e. measure/benchmark your business, then there are several alternatives.

- ISO/IEC 20000 (and its ancestor BS15000).
- [COBIT](#)
- or the lighter [COBIT Quickstart](#)
- [The IT Service Capability Maturity Model](#)

ITIL® is a Registered Trade Mark and a Registered Community Trade Mark of the UK Office of Government Commerce.

ITIL® is registered in the U.S. Patent and Trademark Office.

Editorial



Open content is a modern and growing phenomenon that raises interesting questions about how ITIL is developed.

You may have heard about Web 2.0. It is an emergent phenomenon of the internet, where new thinking and new technology result in sites that allow and encourage users to create and/or organise the information themselves. Some examples are wikis, tag clouds, voting/ranking, blogrolls, feed aggregators, and of course content management systems that allow people to have their own "space" or blog or posts. The content is created in the mosh-pit by the crowd, not broadcast from a select few on the stage.

An interesting aspect of Web 2.0 is the growth of open content: knowledge that is contributed "free" just as people contribute open source software into the public domain. The leading example of this is Wikipedia. If you haven't been there, you should. [Wikipedia](#) is now my first lookup to get the definition of something, just as Google is my first place for research. At one-and-a-half million entries in English alone, Wikipedia must be approaching the biggest body of knowledge on Earth.

As the open content movement grows, the question must be asked as to what this means for ITIL. ITIL is created by carefully chosen experts. Its content, quality, direction – and copyright – are closely controlled by OGC. There are in fact no formal mechanisms for user contribution. SO should OGC consider a Web 2.0 user-contribution mode for creating ITIL content? Will an open content alternative challenge ITIL?

Your editor is an exponent of open content (the creator of one such initiative, Core Practice). But whether it is appropriate for ITIL is still very much an open question. The mass in the mosh-pit do not necessarily make sweet music. The "wisdom of crowds" is not yet proven, though Wikipedia is building a pretty good case for where the crowd is big enough.

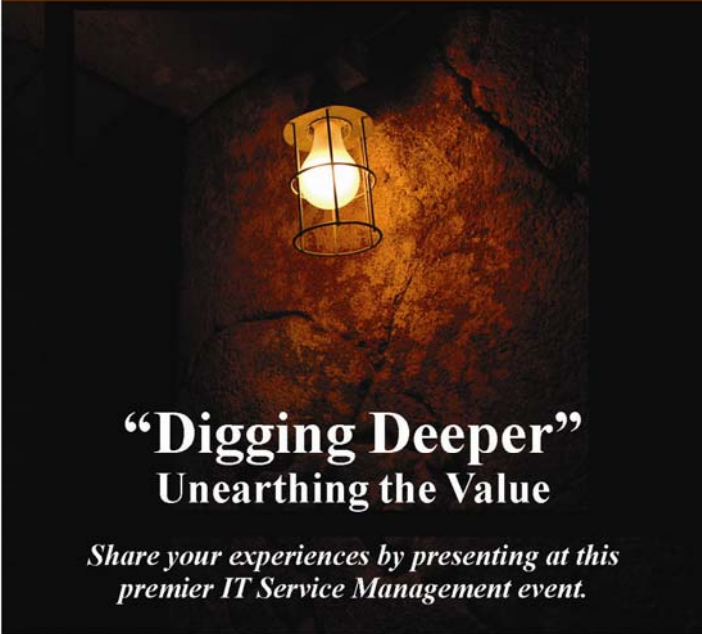
There have been attempts at open ITSM content already. Several have attempted to "open" ITIL, including [the ITIL Open Guide](#) and [the ITIL Wiki](#), not to mention [Wikipedia itself](#). They are light on content and ground to a halt after an initial rush of enthusiasm. The latest, and a serious one, is [OpenITIL](#). In a related sphere, [ASL - the Application Services Library](#) has had some success.

It may be that open content's time has not yet come. Once the general public come to expect their content free in the public domain, perhaps there will be more support for such initiatives. On the other hand, maybe people do not want their wisdom from the crowds. Could it be that the intellectual commons is just some socialist utopian ideal and experience, expertise and respect count for more when things get real?

Rob England



itSMFnz National Annual Conference



“Digging Deeper” Unearthing the Value

Share your experiences by presenting at this premier IT Service Management event.

Searching for Best Practice in IT Service Management?

Find it at the itSMFnz National Annual Conference, 8-9 May 2007 in Auckland.

We will be ‘*digging deeper*’ to unearth the business value of IT. *Come prospecting with us as we dig deeper in the following areas:*

FIRST LOOK - Discover the ITIL refresh project and the benefits that Version 3 will deliver.

CASE STUDIES - Real life demonstrations of adding business value.

LATEST - Practices, tools and exhibitors.

Call for Papers - to register your interest at presenting, please contact events@itsmf.org.nz



itSMFnz News