



itSMFnz News

December 2010

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IT Service Management
Conference & Exhibition 2011

innovative pragmatic knowledge sharing
professional networking continuous improvement ingenious

Clever People
Doing Clever Things

7th - 9th June 2011
Wellington

www.itsmfconference.org.nz

2010 itSMF Nz
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itSMF Nz Conference & Exhibition 2011

Save the date, and spread the word!

Thought provoking keynotes, pragmatic workshops, informative presentations and case studies from NZ and overseas that provide real world ingenious solutions to those pesky business issues. All of these, mixed with plenty of networking and knowledge sharing amongst Service Management professionals are available at the upcoming 7th Annual itSMF Nz Conference & Exhibition 2011. The theme this year is "Clever People doing Clever Things".

itSMF Nz is well known for hosting conferences that provide great value for money and this year will be no different. We would love to see you and your colleagues there, so please save the date and spread the word. Members and non-members are all welcome. If you are receiving this newsletter second hand, please join us on the itSMF Nz group on LinkedIn to ensure you receive conference updates direct.

We are also currently receiving expressions of interest from presenters and workshop facilitators. If you think you should be on stage at this year's conference (and have something interesting to share) please get in touch now. Feel free to suggest people as speakers that you've seen before or would like to see. International and local speakers are welcome. We would love to see even more local speakers celebrate the Kiwi ingenuity this year, so if you know some local gurus, inspirational speakers or someone who has been there/ done that and is willing to share the good as well as the not so good, please send them our way. Key topics of interest (particularly for workshops) are: Risk Management, Advanced Change Management (including how to determine risk), Financial Management, Service Catalogues and Problem Management. We are of course also open to other topics and suggestions. If you are keen, please get in touch via events@itsmf.org.nz to register your interest (preferably with a high level overview of your preferred presentation / workshop) or visit our conference website www.itsmfconference.org.nz for more information (this site will be online soon).

We would also love to hear from any potential sponsors. Sponsorship is a fantastic way to connect with those who may wish to use your product or service and gives you an opportunity to find out what your target market are looking for in future. We have various sponsorship levels available, starting from as low as \$1,000nz. We would welcome your support in helping us provide delegates with great value and helping your business grow as a result. If you are interested in

Associate



Pre-conference training



sponsoring or exhibiting at the conference please contact Rachael Ryan (events@itsmf.org.nz) who will be happy to assist.

Finally, let us know if you've got ideas on how we can improve our conference, have a suggestion for a particular topic or would like to help support the conference team. We look forward to seeing you in Wellington on 7th to 9th June 2011 for another great event.

Rachael Ryan

itSMFnz Awards

The award criteria and eligibility will be posted on our website. Entry must be completed electronically and received by e-mail by the closing date of midnight (NZ time) on 17th April 2011. For further details, please see the itSMFnz website or contact Clive Keylard at awards@itsmf.org.nz

The awards this year are:

IT Service Management Champion Award

itSMFnz announce a new award.

The IT Service Management Champion of the Year Award will be awarded to the individual that, in the judges' view, has been the most successful and consistently achieving IT Service Management excellence during the year.

The winning submission will be the individual that can demonstrate they have outperformed and made the most outstanding contribution within their organisation and for their customers.

This category is open to individuals: members and non-members.

IT Service Management Project Award

The IT Service Management Project of the Year Award will be awarded to the organisation that, in the judges' view, has completed the most successful and challenging IT Service Management project during the year.

The winning submission will be the one that can best demonstrate a proven ability to design, plan, build, implement (and maintain) a Service Management service or product to substantially improve the business operations of the organisation.

This category is open to organisations.

Clive Keylard

Conference help wanted

We would love to hear from people who have got a few hours spare (preferably during business hours) and would like to get involved in making next year's conference a great success. If you are keen please contact Rachael via events@itsmf.org.nz. Thanks in advance!

President's column



It has been another big year for itSMFnz. We have run over 30 local events in Auckland, Wellington, Christchurch and Dunedin on subjects ranging from Service Portfolio Management to Business Continuity after major natural disasters. As far as I am aware no other chapter runs this many events as part of the membership fee. We see this as a core part of what we do and will continue to offer these events next year. Josie, Terry, Corey and their helpers have done a great job pulling these events together this year. It is not an easy task and I know they will be appreciative of any help any of you feel you may be able to give next year.

We also ran a successful National Conference and Exhibition in Auckland in May. As I have mentioned in the past, numbers were lower than we had hoped but the content was well received and I personally believe was as good, or better, than other Service Management Conferences I have attended this year. Seeing everyone enjoying themselves, meeting new people and expanding their Service Management knowledge was a real highlight for me.

This newsletter contains details of the 2011 conference, which will be held in Wellington. We are working hard to bring you the best content at an affordable price so start putting budget aside and clearing your schedule for June 7th-9th. We want to see you all there!

Rachael is doing the hard yards to put this event together and the best reward you can give her is to turn up, to submit proposals for papers when the call for papers comes out, and maybe even to offer to help. Thanks must go out to Chong too, who is working away to ensure we have sufficient sponsorship money to allow us to keep the cost of the event down.

One of the other areas we have been working on this year is streamlining our business processes to allow more efficient delivery of member value. This is all background stuff you probably don't care greatly about but we have made some good progress on financial and business management. This means we can invest funds in areas that deliver the greatest value to members.

One of these areas is the website. We are aware that the current website is outdated, difficult to navigate and offers little to the members. This has been an issue for some time now and we have been struggling to find a workable alternative. Therefore, I am happy to report that we have been working with Avatar here in Christchurch and will be launching a new Website early in the New Year. This will be fairly basic for a start but will allow us to build functionality as we go. Thank you to Clive for all the work he has put into this.

Best Management Practice Film Studio at the itSMF UK Conference 2010

The itSMF UK Conference took place in London on the 8 and 9 November 2010. The Best Management Practice film studio in the exhibition hall was a great success and drew a large crowd. Based on actual TV shows, footage includes The ITIL Show, Mastermind, ITIL Wipeout, Antiques Roadshow and voxpops.

Take a look at the footage: <http://goo.gl/DZQZ2>

Thanks must go out to the team that makes this all possible:

The Board: Michelle, Clive, Rachael, Chong, Cheryl, Josie, Terry and Corey.

Rob for his continuing great work on the Newsletter (I promise I'll get SOMETHING in on time next year).

Michelle Hay for keeping the innards working.

I'd also like to acknowledge Marianna and Kirstie for doing such a great job of flying the New Zealand flag on the International stage.

Finally, thank you to all our sponsors and supporting organizations. Your support is greatly appreciated. Without it we could not hope to do as much as we do.

Michelle is taking a well earned break over Christmas so the office will be closed between December 19th and January 10th.

I know I am well and truly ready for a holiday and I'm sure most of you are too. I hope everyone manages to get a break. Merry Christmas to all. Have a safe and happy holiday season and we will see you back next year.

Tristan Boot

ITSM Member News

Contributions are welcomed from any member of itSMFnz of short ITSM-related announcements regarding their own organisation. Items should be kept to 100 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.

New Zealand ITSM website wins international award

The IT Skeptic (the notorious website of your editor, Rob England) was awarded the ComputerWeekly UK annual award for 2010 for best IT Consultant/Analyst blog. And in other news a second one of Rob's books is to be published in Russian! The satirical *Introduction to Real ITSM* was translated some time ago and now *Owning ITIL* is to be released for Christmas. Lastly, you can listen to Rob's views on Green IT in the November itSMF USA podcast <http://goo.gl/EzJaL>

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.

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.

Website

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

Look out for the new itSMFnz website being launched at the end of January 2011

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

Clive Keylard

itSMFnz Webmaster

Regional Updates

Northern region

"Christmas Panel – The Real DR Story".

Thanks to our panelists Jim Swanson (aka Speedy), Leigh Sherwen (he got the power), Rodney Pomfrett (no excuses!), Marianna Billington (unrelentingly accomplished) and the uber-capable Mr Richard A'court from the Warehouse.



Thanks to all of our members and supporters this year. Huge appreciation to ALC Training for sponsoring our Christmas festivities.



New voices and views on our committee team are highly desirable. We would love to hear from you if you have an interest to take a more active role in next year's Northern Branch – whether it's as a presenter, with suggestions of topics or presenters you would like to hear about, as a member of the committee, offers of sponsorship, or something else entirely!

Please let Josie Ryan know if you would like to join the Committee for Northern

Branch in 2011 – email me at: josie.ryan@hp.com

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. Preference is given to original content: if we can Google it then so can readers. 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).

Member notices and people announcements are welcome. See those sections of the newsletter for submission details.

We will also consider letters for publication.

itSMFnz reserves the right not to publish submitted content.

We are delighted to announce that Jesse Forbes from Fonterra will be joining our Northern Branch committee next year. Jesse's a familiar face to most of us, having represented Fonterra at most of our Branch events over the last couple of years. Please join me in thanking Jesse for taking an active role in the community!

Finally, thanks to retiring committee member Stacey Barzen. Stacey's commitment to the organization this year has been remarkable. Her ability and willingness to both assist and lead in every aspect of our team has been invaluable. We will be seeing Stacey at our events and I'm sure she will continue to provide service to our Branch on an informal basis. Thank you for all your work this year, Stacey.

On behalf of all the team – I wish you a safe and happy Christmas break. As always, I urge you to please (please!) wear that sunblock!

Josie Ryan and the Northern committee

Central region

Google Apps Behind the Cloud

**Wednesday 17th November – Hosted by IT&T Hudson
Report by volunteer scribe Rob England of Two Hills.**

At our November branch meeting we heard from Jeremy Cook and Duncan Nash of Fronde on "Google Apps Behind the Cloud" (Fronde are the Australasian "preferred enterprise partner" for Google). Jeremy and Duncan were a consultant and an architect i.e. they really work with this stuff.

Jeremy made the point that the web as a platform has won out.

[Rob's tangential asides are in []: Anyone deploying new applications in 2010 to be delivered on any platform other than a browser should be justifying that decision. The potential for desktop independence/portability/downsizing; centralised administration; remote and mobile access; and external/cloud hosting, all point to the immediate payback and future potential of browser-based systems.]

"Google in the Enterprise" boils down to three SaaS offerings: Google Apps, Google Search, and Google Spatial (Maps/Earth).

[It struck me that these are not game-changing on their own. They merely enhance and enrich an application. Something like Amazon EC2 – Servers-as-a-Service - has at least as much enterprise significance, probably more.]

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There was general agreement that Apps is not an Office-killer yet – it needs to mature to be a replacement for advanced users. And integration/coexistence with desktop MS-Office and/or other systems is still problematic (but Google bought DocVerse in March so watch this space).

There is a lot to Google Apps. There are Docs, Calendar, Video, Groups, Talk, Sites and many more components. The Google Apps Engine makes the underlying technology available to developers. There is a marketplace for apps built on the Apps Engine.

[Google still lacks project management and Visio-standard drawing, and integration between all the components is nowhere near that of MS desktop tools]

Gmail is also lumped in as part of Google Apps but Gmail alone is significant. Although Fronde have developed Apps-based systems for clients on the App Engine, the majority of worldwide sites counted as Google Apps users are in fact using Gmail and little or nothing else. (Locally, Jeremy mentioned NZ Post, Jade, NZIER, NZX, BRANZ and Fronde themselves as Apps users). Usage of Gmail is growing fast, for good reason.

[You have to get out of the Outlook mindset of sorting and scrolling folders, and into a Google-search mode of interacting with a big black bucket full of indexed mail. Once you make the shift you will never look back. Outlook sucks.]

Many people are still challenged by the concept of SaaS (software-as-a-service).

We ITSM folk expressed some discomfort around the lack of any control over change. The 99.9% uptime SLA (at the server not the desktop) also caused some discussion, as did Google's ignoring any interruption less than 10 minutes as "not downtime". Google will assign a technical relationship person to enterprise clients and/or you can get support via local partners such as Fronde.

For government agencies especially, the issue is not integrity/availability. There are sovereignty and compliance issues still to be worked out around the Cloud.

Nevertheless the world is changing. SaaS and the Cloud are here, they're a real phenomenon and we ignore them at our peril. As Jeremy said, it is about the best fit for purpose. In some cases SaaS and Cloud don't fit. In others they do. More and more they will.

Calendar

20-23 February 2011,
Pink Elephant IT
Management Conference,
Las Vegas

22- 23 March 2011, itSMF
Norway Conference "Heal
the World - with ITIL",
Oslo

**7-9 June 2011, itSMFnz
National Conference,
Wellington**

27-29 June 2011, ISACA
World Congress,
Washington, DC

11–14 September 2011,
Fusion 2011 conference
jointly produced by itSMF
USA and HDI, National
Harbor

For more international
events, see
<http://www.itsmfi.org/view/ventpageview>

In New Zealand, the
Northern Region meet in
Auckland every 3rd Monday
of the month, Central Region
in Wellington every 3rd
Wednesday of the month,
full details in the event
calendar

http://www.itsmf.org.nz/index.php?option=com_extcalendar.

Editorial



Reports of ITIL's death are premature.

It is amazing the fury with which some people overseas are going after ITIL. I find myself in the remarkable position of transitioning from ITIL gadfly to ITIL defender in some contexts.

There are at least two reasons for this anger.

First, the cultural changes to greater IT professionalism and proper governance of IT with controls and accountability are just working their way through the industry. A lot of less mature or socially aware individuals are having a tantrum as the rules tighten.

Second, ITIL has soared up the Hype Curve to the Summit of Excessive Expectations and is now plunging down the other side, into the Trough of Disillusionment. Many people thought they had found the long-sought silver bullet of IT, and when ITIL turned out to be just another tool they took to hating it like a lover spurned.

In either case it is ridiculous.

Two of the latest silver bullets, Cloud and Agile, are both seized on by the opponents of ITIL as ITIL-killers.

ITIL can't possibly be flexible enough to work in an Agile environment, apparently. This loses sight of the fact that ITIL is a framework. At its heart it is a description of what you need to do. The "how" is secondary and differs for every application of ITIL. The idea that one doesn't need to manage change is absurd. The way in which one manages change needs to flex to accommodate the Agile methodology. Both Agile and Cloud might – just might – challenge one of the base assumptions of ITIL: that stability of production is a goal. But that will revise the "how" not the "what". And I believe it will be a revision not a rejection of ITIL.

Even more lunatic, Cloud apparently means we can't have change control at all, because a change process can't respond quickly enough to changes in Cloud configuration. This is unmitigated nonsense.

To allow a Cloud system to change what it wants at will, without bounds, would be irresponsible. Obviously a Cloud will only be allowed to switch between a range of predefined states. Common sense dictates that those states will be assessed during design to ensure that risks are known and within limits, that the system is recoverable from any one of those states, and that a record is logged of changes of state. Anyone who really knew ITIL would recognise that as Standard

Did you know...

...MS-Windows is older than ITIL.

Change.

These delusions are linked to a related misconception: that there are different frameworks of IT management that ITIL is only one and there might be a better one. Wrong. ITIL is the physics of IT management. It describes what is, not one possible description among many. ITSM in general is the description of how IT works, and ITIL is a description of ITSM. There is a growing realisation that the "service" in ITSM is redundant. It's all about how we run IT.

It will stay that way for a long time, even as the details adapt to growing understanding and changing conditions. The physics we use today still describes exactly the same principles as the physics of Einstein, Newton, Archimedes and Ug-the-Rock-Thrower. Relativity didn't make us throw physics away. We just extended and adapted it to new conditions.

One last thought: our industry has such high rates of change that we are in the habit of declaring the demise of anything more than a few years old. That may be true of technology but it is not true of practices, of process. Best practice describes a way of behaving, and the wetware platform is not evolving at a significant rate.

So don't take all this "Ding! Dong! ITIL is dead" stuff too seriously. It is wishful thinking of those who don't know any better.

Merry Christmas.

Rob England

ITSM Data - When good things go bad

The guys at Planwell give us an insight into what can go wrong with data migration.

If we had a dollar for every time we heard someone say that they would deliver clean data from old systems we would be wealthy men. Organisations continue to believe this is straightforward and something they can provide without any input from their implementation partner.

Having been involved in some of the largest Service Management deployments in ANZ involving large migrations, we can confidently say that bringing historical data across from old or legacy systems is rife with complexity and it should not be underestimated. It is still one of the key areas that will cause project overruns and frustration.

If you want to keep costs down for an implementation, try to avoid any historical migrations. If you absolutely need data to be migrated (make sure there is a valid business justification)

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the following sections provide you some food for thought.

Data Migration Options

When preparing the scope of your project – and this applies to all IT projects and not just ITSM projects – ensure that you allow for data migration. Some of the different options are discussed below:

Automated migration

- Custom software is developed to map fields from a legacy data source to the replacement data store
- Custom upload software may be installed to assist with the preparation of the new system, and this software could, for example, accept a data source in Excel spreadsheets and upload that data to the relevant relational database fields
- Custom software is developed to migrate data from legacy systems, and transform the data through the migration process.

Automated migrations have a significant benefit in that they allow you to test, restart and retest the data sets you propose to migrate. This, in effect, becomes a data cleansing exercise.

Manual migration

Coming from a workflow automation company, this one might surprise you, but you should consider simply re-keying critical data. That can be quicker and cheaper – and students are always keen to earn a dollar! If your volume of data is low – perhaps only hundreds of records – then re-keying records might be an option.

No migration

Yes, can you believe it, there are times when it is possible to start with no data other than the configuration data required (e.g. people records, workflow rules, etc).

You may decide that the quality of your legacy data means there is simply no value in migrating it.

Another option is to run the old and new systems in parallel, whereby open jobs at a certain date are kept in the old system and closed as the tickets are resolved, with new tickets being raised in the new system. This option is more common than you may expect, with a relatively light overhead of additional clerical processing. It also allows you to drive some cultural change and even team bonding with a “Drive to Close”... i.e. close the open jobs in the old system.

Conclusion

Your partner/vendor for your ITSM journey is going to provide the technology and the ITIL aligned processes. You must bring your people and provide the data necessary to make this successful!

Our points on data migration illustrate the challenges with one part of an ITSM implementation. We have learnt how to approach this to ensure a successful outcome.

If after all that, you still find your call process is cumbersome, reporting is difficult or you are struggling to implement more Service Management modules, talk to your Service Management partner.

Stuart Maitland and Chris McDermott, Planwell, planwell.net



Merry Christmas

from

itSMFnz