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itSMFnz National Conference

Another resounding success

The 2010 itSMFnz National Conference was held in Auckland in May where more than 100 people got busy networking and information sharing.



This year's event focused on the theme of Driving Real Value, and provided great value to attendees with keynotes from industry thought leaders, inspiring presentations, real world case studies and interactive workshops from more than 30 speakers and a range of topics. The Pre-Conference training was new to this year's programme and feedback from attendees was very positive (and all - thankfully - passed the certification exam).

The itSMF International Board attended the conference, providing a great opportunity to find out future plans. David Cannon and Robert Stroud both gave well received presentations, and the Board along with Fairfax Media and Planwell provided a fun and lively Leadership Debate, facilitated by Atwell Williams of BMC.

itSMFnz 2010 National Conference sponsors

Gold



Silver



itSMF International Board attendees: Michael Kum, Alexander Kist, our own Marianna Billington, Rob Stroud, an interloper, David Cannon, Peter Cross, Keith Aldis

At the Gala Awards Dinner, David Gandar of Delta Software presented Land Information New Zealand with the itSMFnz IT Service Management Project of the Year award, with Datacraft and Kiwibank announced as finalists. Throughout the evening, there was lots of creativity with amazing table decorations being conjured up out of just a few provisions (and a fair few improvisations!).

Following on from the Conference Feedback Survey I would like to congratulate Neil Watt from Meridian Energy for being the winner of the Feedback Survey Draw. Congratulations also to Atwell Williams of BMC Software who was voted Best Speaker with his inspiring keynote, Communicating the Value of IT.



Atwell Williams of BMC and Graham Atwell of Lucid IT, discovering that they share a name

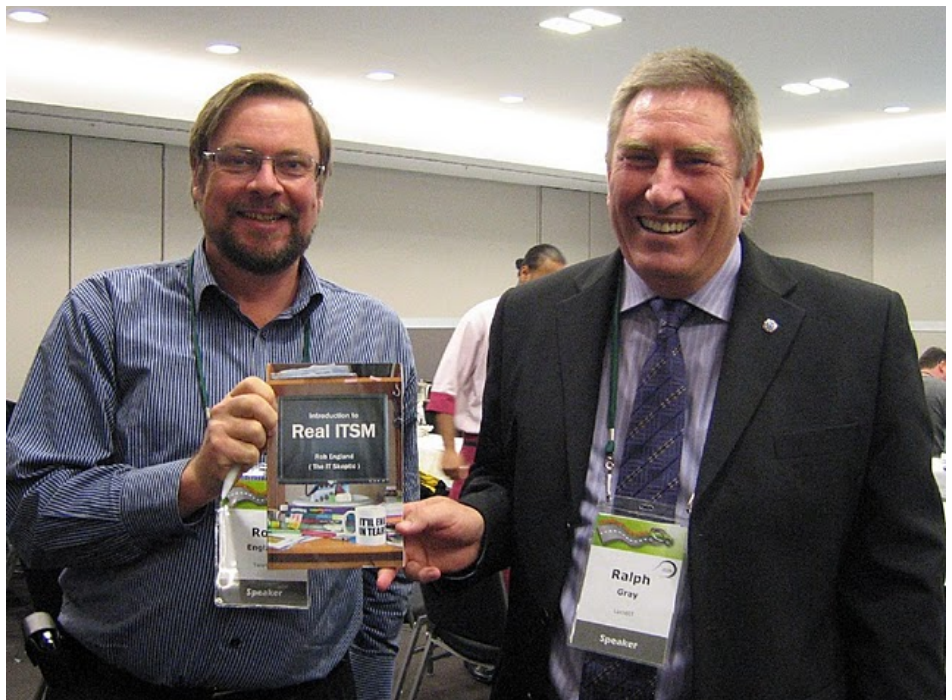
Associate



Pre-conference training



Ralph Gray, LucidIT, was rewarded for his ability to drive real value through process improvement by being voted the Best Local Speaker of the Year.



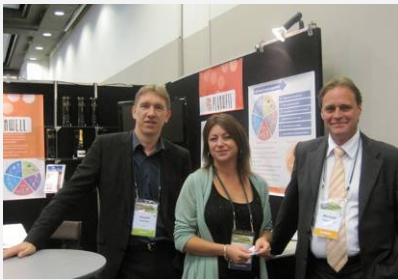
Ralph Gray gets a souvenir from a fan

Local speakers are always a great addition to the conference programme as they share knowledge from lessons learnt within the local NZ marketplace. [Ed: Ralph qualifies as local? ☺] We had a great turnout of local speakers and lots of positive feedback was received.

As always we will be looking for more great local speakers for next year. If you are an ITSM professional with a story to share but are new to speaking, the local events are a great way to practise your speaking skills so that you can overcome the nerves and take on the challenge of presenting at the National Conference. I am sure that Ralph and any other local speakers who have been up there would be happy to assist with a few tips also.

In addition to David Cannon, Robert Stroud and Atwell Williams, we had even MORE international speakers: Mark Smalley of the BiSL Foundation in the Netherlands, who was both hilarious and thought provoking; Robert Ryan from IBM USA who spoke on *Success! - how to develop and implement an ITIL Performance Management Framework*; Colin Rice from Hong Kong gave us a tale of two ISO20000 Certifications ; Shane Deay from the USA presented on Maximising Service Value and facilitated the Pre-Conference Training "IT Service Value Management Essentials"; Bhismaraj Shinde from India spoke about Service Decomposition; and Karen Ferris from itSMF Australia with a well-received keynote presentation on green ITSM. There can't be many itSMF conferences around the world with so many international speakers. When you combine with all the excellent local content, this represents extraordinary value for money!

All presentations are available online at http://www.itsmf.org.nz/index.php?option=com_docman&task=cat_



[view&gid=74&Itemid=306](#), along with photos received to date. If you have any more that you are happy to share, please forward them to events@itsmf.org.nz.

I would like to take the opportunity to say a huge Thank-you to those who helped to make the conference a success. To all the speakers, sponsors and the committee members (both itSMFnz and ICON Events) who all worked hard to ensure all the wheels were aligned to help make it a smooth journey - and to the delegates who came along and actively participated to make it enjoyable and worthwhile. I wish you all the best with your ITSM journey and look forward to seeing you at the conference next year.

Rachael Ryan



Marleen and Rachael - the conference powerhouse.

Comments from overseas

Great itSMF conference in New Zealand last week. Good mix of local IT pros from New Zealand, balanced with a sprinkling of US, Aussie and European experts. Much focus on the relationship issues between IT and the Business units in organizations. Also more focus on metrics and overall ROI for IT organizations. Plus, added benefit, Auckland is a beautiful city with many local attractions so allowed for some tourist activities tied to the conference. Lastly, many members of the itSMF International Board attended the last day of the conference and shared their insights on ITIL, COBIT, and the future direction of standards such as ISO/IEC38500. Would go back next year

Bob Ryan (no relation to Rachael), IBM USA, commenting on LinkedIn

The Kiwis are warm and hospitable, and the conference was intimate and interactive, with a focus on what organizations are actually able to achieve with IT Service Management.

David Cannon, Chair ITSMF International



Service Management Project Award

The inaugural Service Management Award was presented at this year's National Conference in Auckland.

The itSMFnz National Committee had been thinking of a Service Management Award for some time. We looked at how such awards were run overseas, particularly in the US and in Australia. During our investigations, we discovered Delta Software had already instituted a Service Management Award that was focused on their own clients here in New Zealand. We established a dialogue with them, and very graciously they agreed to open this up to all participants.

A call for entries and a call for judges went out - and while we waited, the judging criteria, process and worksheets were created.

We had five judges :

- John McLeod, Service Delivery Manager from the Waitakere City Council
- Mark Huttley, General Manager - Infrastructure Services from Datacom
- Menno van Eijk, Availability and Continuity Manager from Department of Justice
- Marianna Billington, IT Services Manager from Fairfax Media & itSMF International Board Member
- Sunit Prakash, Interim Vice President & Treasurer itSMFnz

A couple of judges stepped down on account of conflict of interest since their organisations were submitting entries for the award.

Six entries were received :

- Auckland City Council - implementing a new & successful Change Management Process
- Datacraft - one.govt Transition Project
- Kiwibank - Rolling out AskMe, a Knowledge Management System
- TVNZ - Implementing ITSM & a New Service Management Tool
- Land Information New Zealand - Continuous Service Improvement
- Mighty River Power - Implementing a CMDB

I had always known that there was a lot of service management activity happening in New Zealand, but for some reason, the real juicy projects somehow managed to remain just under the radar of itSMFnz in Wellington at least.

Here was proof that Service Management was alive and well - and some of the usual suspects surfaced, namely process improvement and tools implementation. Conspicuous by their absence were SLAs and Service Catalogues [Editor: maybe I'll have one for you next year!].

It was interesting to see that all of the entries were either from government, local government, state owned enterprises, or serviced the government in some form. Three entries from Auckland and three from Wellington.

The judges reviewed the submissions individually and independently and ranked the six submissions.





The top three finalists as a result of this were :

- Datacraft
- Kiwibank
- Land Information New Zealand

The next round was a session with the judges. Each finalist presented their case to the panel of judges and answered their questions. I had thought an hour would be enough per session, but set aside ninety minutes "just in case". To my amazement, we used the full quota of time for virtually each session! What struck me most about all the submissions - not just the finalists - was that these were highly complex projects, with highly committed people, going deep into the heart of Service Management, and coming out on the other side with significant positive impact on the customers or businesses they were serving. Normally reserved, shy and taciturn service management specialists (by definition service management practitioners are reserved, shy and taciturn) turned voluble, animated and enthusiastic as they presented the case for their submissions and answered our questions.



The process put in place had assumed that one clear winner would emerge from the post-interview round and that the decision from the judges would be unanimous; but "just in case" I had also put in a process in the event we had a deadlock. Sure enough, we had a deadlock! The judges had to go through three iterations, going into the details of each criteria of each finalist to arrive at the final result. As you can imagine, there was some robust debate.



The winner was Land Information New Zealand with their Continuous Improvement Program - congratulations to LINZ, and congratulations to Datacraft and KiwiBank for such a fine showing.



Dave Gandar of Delta presents the Award to Debbie Ward of LINZ

What's next then? As a committee we have been very pleased with the way the awards went and are thinking of expanding this next year. You as members have the opportunity to take ownership to drive this initiative next year, to put yourself forward as

a judge. Or, think about the project your organisation is working on and nominate it for the award next year.

Thanks to all entrants for their time and effort. Thanks to all the judges for their time and effort. Thanks to Clive Keylard for organising the awards. And a special thank-you to Delta Software for their sponsorship. Any feedback on the awards including suggestions for improvements should be sent to awards@itsmf.org.nz

Sunit Prakash



A conversation with the Award winners

We spoke to Debbie Ward, Chief Information Officer, Land Information New Zealand, about LINZ's award. Debbie said "Entering our work into the itSMF award gave us an opportunity to review where we had got to, look at our achievements and clarify what future goals we have. The entry process became part of our review and planning. It is thrilling to be recognised by industry and the award is a reflection of the effort our IT team has put in."



From left to right: Tristan Boot, Marianna Billington, Helen Renouf (Change/Release Manager), Debbie Ward (CIO), Graeme Tweedie (Project Manager), Joanne Wright (Manager Business Delivery), Sunit Prakash, Tania Neho (Operations Specialist) and Mark Parks (Team Leader - IT Support).

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

itSMFnz: What was the most rewarding aspect of this project for you and/or the team?

There are two rewarding aspects relating specifically to this work:

Our IT people

Seeing how much our own people developed and grew throughout the programme. This work has grown our faith in what we can achieve and also developed expertise within our team - that has been recognised both internally and in the IT industry.

Business Improvement

From a business perspective, it is great to be having positive and engaging conversations with our customers because of the work we have done to improve our services and processes.

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.

itSMFnz: Do you think Kiwis can be a bit too reticent to celebrate success?

I am not sure about New Zealand in general, but in the past, LINZ has very much been seen as a quiet achiever. This culture is changing and we are becoming more comfortable with recognising our organisation and our people through things like winning awards. For us, it is related to celebrating our successes.

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

Clive Keylard

itSMFnz Webmaster

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

itSMFnz: What one thing would you most like our readers to learn from this project?

Change shouldn't be difficult. In this project we took 16 key processes and set ourselves high targets for improvement. In some cases, this meant a big change for our processes and the organisation in general.

That might have seemed overwhelming at the time, but when we just got on with implementing changes over time, we recognised how achievable it was. We also bought the rest of the organisation along with us by creating awareness with the change, ensuring buy in. We did this by working alongside our customers and by seeking incremental improvements and learning as we applied these, then adjusting and making the next improvement. Often we want to get everything right and perfect before we make a change, but in the case of the service management processes, it is often through the application of the change and evaluating it that we understand how to seek further improvement and fine tune the process.

So, don't be afraid to set yourself those high targets because you can achieve them but ensure that you bring the whole organisation onboard with what you are aiming to achieve.

President's column



We have wrapped up our national conference for another year. Well done to Rachael Ryan and the conference team for putting together such a great programme. There were a number of highlights for me but I would have to say overall the best thing was to see people together, sharing knowledge and working towards a common goal. It was also heartening to see some first time presenters in the programme. They all did a great job. I have said it before but it is worth repeating, itSMFnz should be an organisation that helps people get up and spread their message regardless of their skills and experience in presenting. Well done to those of you who took the opportunity this year. I hope you will encourage others to do the same in the future.

The itSMF International Board were in New Zealand for a meeting over the weekend following the conference. We managed to get some sessions from them at the conference, including an update from David Cannon on the refresh of the Strategy Core Volume. A number of the Board also took part in the panel session on the Friday afternoon. It is a pity we had to cut that short as it was really starting to get interesting.

A big thank you to our conference sponsors for this year:

Gold – BMC Software and Lucid IT

Silver – ALC, Axios Systems, Beetil, Delta Software, Microsoft, Planwell and ProActive

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.

itSMFnz Committee

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Associate – Exin, HP, gen-i

Without the generous support of these sponsors the event just would not be possible. The financial support they provide is invaluable but it is also important to realise that most of them are also highly active in the Service Management field and bring a lot of experience and expertise to the table.

We are considering our options for next year's conference. The conference went well this year but we cannot carry on with this format if numbers continue to be low. It is great to get people from around the country together but it is not financially viable for us as an organisation or for our sponsors if we cannot get better numbers. In the near future we will be sending out a survey to gain an understanding of what it is that you, our members, want and how we can best deliver value to you. When you receive the survey please take the time to fill it in as we value any constructive feedback we can get and it will help us make decisions that will ultimately make itSMFnz stronger.

Awards

At the conference gala dinner we presented the itSMFnz Service Management Project of the Year Award. There were a pleasing number of entries this year given the short timeframe. It is great to see that there are so many great service management initiatives going on around the country.

Entries were received from Auckland City Council, Datacraft, Kiwibank, Land Information New Zealand, Mighty River Power and TVNZ. I would like to acknowledge you all for the time and effort you put into your entries.

Congratulations to Land Information New Zealand for winning this years award.

Thank you to Delta Software for their generous support of this award.

Changes to Rules of Incorporation

A Special General Meeting was held at the Southern Branch meeting in June. The main purpose of the meeting was to make some adjustments to the Rules of Incorporation, specifically around the composition of the Executive Board and committee. These needed to be ratified before we can go to election and were passed unanimously by the meeting.

The major changes are the removal of the Vice President role and the extension of the Treasurer and Secretary roles to 3 years.

The aim of this is to attempt to ensure that there is continuity and future proofing at the Executive Board level whilst keeping the overheads low.

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Calendar

2-4 August 2010, Oceania
CACs [ISACA], Melbourne

23-25 August 2010, itSMF
Australia, *LEADit*,
Melbourne

19-22 September 2010,
itSMF USA, *Fusion*,
Nashville

6-8 October 2010, IT
Governance Risk and
Compliance Conference,
Boston

13 October 2010, itSMF
Thailand 2010
Conference, Bangkok

18 October, itSMF
Malaysia Conference,
Kuala Lumpur

7-9 November 2010,
itSMF UK Conference,
London

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

27-29 June 2011. ISACA

In keeping with this the quorum for meetings has been adjusted, and so also the process in the event one of the Exec Board is not available for an extended period of time.

Other changes are:

- Clarification of the roles/positions of elected positions
- Updates to the Treasurer's role to include responsibility for fiscal prudence and governance and other minor changes
- Other minor clarifications, updates & formatting

A copy of the proposed rules can be found on the itSMFnz website.

Elections and AGM

Now that the changes to the changes to the rules have been made we are about to kick off elections for this year. These will then be followed by an AGM at one of the branch meetings in September.

Full details will be circulated shortly but in the meantime I encourage any members who are interested to start considering applying for the available roles:

- Treasurer (3 year role)
- Events (2 year role)
- Marketing (2 year role)
- Membership (2 year role)

If you have any questions about the roles and what is expected feel free to contact me.

Bookstore

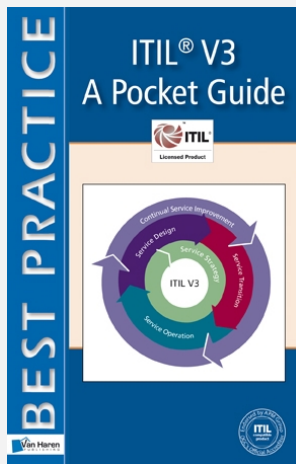
Due to the increasing number of requests for books we have re-established our link to the Van Haren Bookstore. We have been investigating options closer to home to reduce shipping costs but have not been able to finalise anything yet. The link is back up on our website or you can go directly to www.itsmfbooks.com. itSMFnz members will get a 15% discount on books ordered through this site (you just need to select the itSMF member option during the purchasing process).

Tristan Boot

World Congress,
Washington, DC

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



ITIL® V3 - A Pocket Guide

This really popular pocket
guide is a quick, portable
reference tool designed for
managers, to give an overall
picture of the ITIL V3
upgrade. Covering not only
the ITIL V3 Service Lifecycle
approach, to provide even
greater value, this handy

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.

Michelle Ellis has been appointed to the new role of Service Delivery Manager at Sonar6. Reporting to the CEO, Michelle is responsible for the development and support teams. Sonar6 is the NZ based SaaS HR business, known all over the world by its tag line "at last, performance reviews that don't suck". www.sonar6.com

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.

Focus On Business partners with Axios Systems

Focus On Business announces our new partnership with [Axios Systems](http://www.axios.com) and are excited to be the Asia Pacific resellers of their **Assyst ITIL Service Management** solution. We will be exhibiting with Axios at the [CIO Summit 2010](http://www.cio-summit.com) on 20th and 21st July, showcasing the latest version of Assyst and its powerful ITIL and Service Catalogue capability.

Focus On Business is a Service Management and CRM solutions provider with a network of operations in New Zealand, Malaysia, Thailand, Hong Kong, Singapore and Australia. Contact Eelee Koay at 09 363 9550 for more information or visit our website at www.focusapac.com.

The ITIL Ninja visits Wellington

CA announce that their ITIL Ninja, **Peter Doherty**, will be in Wellington in August. Peter will present at the Central chapter meeting on Analysing and Optimising Services from inception to retirement.

ITIL V3 Service Portfolio Management (SPM) has a singular guiding principle and that is to analyse and optimise the Value of a Service across its entire lifecycle so that only those Services that deliver Value survive. Peter will discuss how you optimise the value to the business of Services which will change throughout its lifecycle. This session will be delivered in a very interactive and innovative way!

new guide also describes the ITIL V3 functions and processes in a separate section as well.

ISBN 9789087531027



ITIL Lite: A Road Map to Full or Partial ITIL Implementation

This book is aimed at encouraging organisations to adopt ITIL V3 by selecting and implementing key ITIL V3 components. For many reasons not every organisation can adopt the whole of ITIL V3. Therefore, the publication explains which components are essential and explains how to select the appropriate components for

ISO 20000 Foundation Course, Wellington, 23 – 25 August

Lucid IT is presenting the first ever ISO/IEC 20000 training course in New Zealand. This Foundation Course is case-study based, so students come away with a high degree of understanding of how to use and apply ISO/IEC 20000 in their organisation.

This course is a must for outsourcers, as well as their customers and others interested in meeting high standards of control in their service management activities

A special introductory discount of 15% is available for itSMF members. For any further enquiries, please email InfoNZ@LucidIT.com or go to www.LucidIT.com

Regional updates

Northern region

No updates this time

Josie Ryan and the Northern committee

Central region

Service Management Problems that Tools Solve

Speakers: Dave Wicks of National Library, Lyndon Christie of Infinitum, Sucheta Sharma of Snapper.

Wednesday 17th March – Hosted by Datacraft

Rating of the session: 27 Greens 3 Yellows 0 Reds

Financials: The session was not sponsored. Red

Report by volunteer scribe Gautam Nadkarni of Infosys.

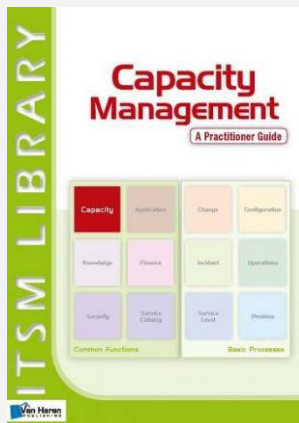
This was the first itSMFnz Event that I attended in Wellington and I was pleasantly surprised to see a good gathering of ITSM professionals. There were around 32 attendees. With the focus of the session being “Service Management problems that tools solve”.

The first presentation was by **Dave Wicks** from National Library. Dave gave an overview of the tool “BizAgi” which was a process modelling tool that he was using for ITSM process modelling. The tool provided good functionalities of process linkages, popups, decision gateways, task properties, rules, save as html, etc. The key advantages of this tool were that’s a freeware, gives a good look & feel and has options to

implementation.

This publication is based around a project template to help readers prepare their own project. Ideal for those departments whose budgets have been reduced but who still want to improve key processes and functions.

ISBN 9780113312122



Capacity Management - A Practitioner Guide

Capacity Management is described in most key ITSM frameworks: ITIL, ISO 20000 Microsoft Operations Framework (MOF) and the Application Service Library (ASL) all note the importance of Capacity Management. This major title meets the need for an in-depth practical guide to this critical process. Written and reviewed by some of the world's most respected

follow BPMN process modelling standard.

This was followed by some experience sharing by **Lyndon Christie** of Infinitum on using BMC Control SA for user access control. The tool solves access management problems from an ITSM perspective. In the specific experience from a Bank, Lyndon explained how the tool was used in conjunction with the HR systems to specify and limit user access for people joining and leaving the organization. It provided interesting features for access alerting to the users if their user profile or access were going to change.

The third and last presentation was from **Sucheta Sharma** of Snapper. She shared snapper's experience of using Beetil as a SAAS tool for ITSM incidents and requests. She gave an interesting account of how they were using this tool for customer incidents and requests related to snapper services and devices being used by snapper user / customer base. Using Beetil provided them the advantage of making their services more measurable and visible.

In the end, **Rob England** shared some bytes from his experience of the Pink Elephant ITSM conference in Las Vegas, before the session closed with drinks and people interactions.

All in all – it was a very interesting session with some thought sharing between the participants.

Sharing Your Service Management Experience

Speakers: Gautam Nadkarni of Infosys, Jaya Ramachandran of Transpower, Parveen Sharma of Infosys, Sam Ferguson of Planwell

Wednesday 21st April – Hosted by PowerHouse People Limited

Rating of the session 19 Greens 1 Yellows 0 Reds

Financials: The session was not sponsored. Red

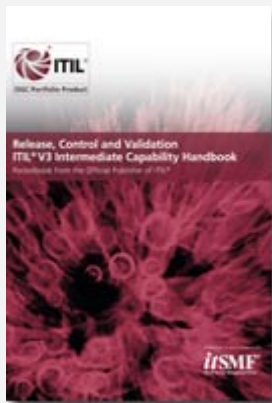
Report by volunteer scribe Perry Southam from Capital & Coast District Health Board.

Our first presentation was from **Gautam Nadkarni** from Infosys on the very interesting subject of the Service Catalogue. His focus of discussion was understanding the audience and therefore needs of your Catalogue, and the wide variety of styles of Catalogue you could put in place, through discussion of his practical experiences. He also recognised that catalogues can go from the very simple to the extremely complex.

Next we heard from **Jaya Ramachandran** from Transpower on their "Service Delivery Life Cycle", this is the framework they have put in place within Transpowers IT department to support their activity, this was particularly interesting for me from the point of view of creating visibility to the wider

experts in this field it shows how Capacity Management best practice can support provision of a consistent, acceptable service level at a known and controlled cost. Practical advice covers the essential control of two balances: Supply versus demand and resources versus cost.

ISBN 9789087535193



Release, Control and Validation ITIL V3 Intermediate Capability Handbook

This guide provides a quick reference to the processes covered by the ITIL V3 Release, Control and Validation syllabus. It is designed as a revision aid for students taking the ITIL Capability qualification for Release, Control and Validation, and as a handy portable reference source for practitioners who work with

business of the internal processes within IT

We then had **Parveen Sharma** again from Infosys talk to us about implementing ITSM Governance. Here he talked about how important it is to have governance within ITSM, driven down from IT governance, which in turn comes through business governance, having good connectivity of the different levels was particularly stressed, as was making sure it was appropriate for your business.

Lastly **Sam Ferguson** from Planwell presented on applying the Pareto principle to ITSM, he had some enlightening things to say around using the 80/20 rule to not make things hard for ourselves. Simple but profound suggestions like "Don't fight the tool", consider that the tool you have has probably got 80% of the process right (or close enough) for your business, and don't reinvent the wheel - an oldie but a goodie.

It's been a number of years since I attended an itSMF meeting, and while I do try to keep an eye on what's going on locally, this event enthused me to make a regular appearance in future, especially if the quality of the presentations are always this good.

ITIL Simulation - "TrainIT"

Presenter: Ralph Gray of LucidIT

Wednesday 17th March – Hosted by Transpower

Rating of the session: 20 Greens 0 Yellows 0 Reds

Financials: This session was sponsored by LucidIT (Thank you). Green

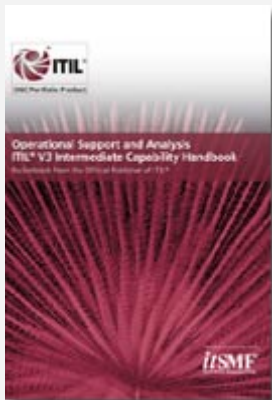
Report by volunteer scribe Athol C. Culpan of The Department of Internal Affairs

The itSMF Central Events that I have attended thus far and specifically the last one which was the ITIL simulation game (which was very relevant and fun) have for me always had some learning's and improved appreciation for the ITIL framework and how it is applied into real world through different experiences that have been presented at the itSMF Central Events. The subject matter and the presentations thus far have been interesting and well presented and although have not always met my exact expectations, have been close enough for me to continue attending the events on a regular basis where possible.

I would like to encourage members of the itSMF in the Central region to continue to support these events and continue to suggest topics which are of interest to ICT community of the Central region, and would also recommend to those members and non-members who have not yet attended one of the itSMF Central Events, to make an effort to do so, and guarantee that you will not be disappointed. I would like encourage (and that includes myself) for organisations and members to come

these processes.

ISBN 9780113312108



Operational Support and Analysis ITIL V3 Intermediate Capability Handbook

This guide provides a quick reference to the processes covered by the ITIL V3 Operational Support and Analysis syllabus. It is designed as a revision aid for students taking the ITIL Capability qualification for Operational Support and Analysis, and as a handy portable reference source for

forward with ideas and also to present some relevant topics at the itSMF Central Events.

In conclusion I would like to thank the itSMF organisers and team for the efforts they put in to ensure that the itSMF continues to succeed as a "User Group" and that organisations in New Zealand will recognise the value the itSMF adds to our industry.

Thank you to all our Sponsors, Hosts, and Presenters for supporting and volunteering their time to share with itSMF members.

Terry Barwick, Sunit Prakash, and Kara Nation

Southern region

No updates this time.

Corey Woodward

itSMF International News

New international newsletter

itSMF is embarking on a programme of publishing. One of the first outputs of this will be our **International Magazine "At Your Service"**.

This quarterly magazine will be distributed free of charge to all members of established and emerging itSMF chapters globally.

Book Publishing Schedule 2010-2011

[You read it here first!!]

October 2010

Greening Service Management - The Relationship between Environmental Sustainability and Service Management

Author - Ian Salvage (UK)

December 2010/January 2011

Executive Overview of IT Service Management (Title to be decided)

practitioners who work with these processes.

ISBN 9780113312085



The Introduction to the ITIL Service Lifecycle Book

2nd edition

This publication is your gateway to ITIL. It explains the basic concept of IT Service Management and the place of ITIL, introducing the new lifecycle model, which puts into context all the familiar ITIL processes from the earlier books. This title introduces ITSM and ITIL, explains why the service lifecycle approach is best practice in today's ITSM, and makes a persuasive case for change.

After showing high level

Author - Sharon Taylor (Canada)

March 2011

Lean Principles applied to Service Management

Authors - **Sunit Prakash (New Zealand)** and Robert Oh (Singapore)

June 2011

How to Select a Toolset (Title to be decided)

Author - Robert Falkowitz (Switzerland)

itsMF International Whitepaper Competition Results

The winner of the event is Ian MacDonald, a member of itsMF UK, with his whitepaper "A simple, low cost but innovative approach to end-to-end service reporting"

itsMF International - Board Talk - June 2010: The IEB takes a Hard Look in the Mirror

The Chair (David Cannon) started the year with a promise to communicate frequently and openly about the itsMF International Executive Board (IEB).

"In the 5 months since taking office I have sent two formal communications (not often enough) with promises of information about developments. In this issue of Board Talk <http://www.itsmfi.org/content/itsmf-international-board-talk-june-2010>, you will find an open and frank update of the state of the IEB, and the movement as a whole."

New ISACA "Certified in Risk and Information Systems Control" certification announced

ISACA has announced its new Certified in Risk and Information Systems Control certification. itsMF Chapter members who are interested can find more information at <http://www.isaca.org/crisc>

This announcement is part of the closer collaboration between the itsMF and ISACA under our MOU

[See also ISACA's other new accreditation "see-gate" CGEIT, Certified in the Governance of Enterprise IT <http://www.isaca.org/cgeit> - Ed]

www.itsmfi.org

process models, it takes the reader through the main principles that govern the new version: lifecycle stages, governance and decision making, then the principles behind design and deployment, and operation and optimisation.

Please note that there is absolutely NO difference between the First Edition and Second Edition of this book other than dropping the word "Official" from the title.

ISBN 9780113311316

Did you know...

...ITIL v3 has full coverage for 8 of the 34 processes in COBIT 4.1, and partially covers about half of them (according to a paper co-written by the ITIL Refresh Chief Editor and reviewed by the ITIL Chief Architect).

Editorial



Closer ties.

Once upon a time COBIT (from ISACA) was for auditors and ITIL (represented by itSMF) was for Operations. COBIT was a broad checklist for all of IT and ITIL was an in-depth description of service delivery and support. Even if they shared a few topics in common, there was no obvious connection.

Now auditors make up about one quarter of ISACA membership, and falling. The remainder are IT practitioners, and not just from risk or security. ITIL, as you know, is expanding to cover service lifecycle, which is another way of saying "all of IT". COBIT has a growing body of books fleshing it out in greater depth (not least the *COBIT User Guide for Service Managers*). And COBIT5 is planning to go deeper into the detail of how to deliver.

Suddenly there isn't a gap between COBIT and ITIL. In fact the overlap is substantial. Likewise more and more people are members of both ISACA and itSMF, including your editor of this newsletter.

Rob Stroud is a member of the Board of both bodies, which highlights the fact that a growing number of vendors have an interest in both.

ISACA and itSMF are suddenly competing for a similar membership base and sponsor dollars.

There is already talk about getting computer societies of New Zealand together in a common conference, recognising the absurdity of competing for conference attendance funds in such a small country. This initiative is driven by the NZ Computer Society, of which I am also a member.

Likewise there needs to be effort put into finding commonality between itSMF and ISACA.

At a global level itSMF and ISACA have signed a Memorandum of Understanding to work on closer cooperation.

Here in NZ, a scheme to offer reciprocal booths at each other's conferences died an apathetic death. ISACA Wellington already hold their monthly meetings in conjunction with IIA (the Institute of Internal Auditors).

It's time we revisited doing more activities together – it is part of an inevitable future.

Rob England

Financial Management of IT Services

In providing Service Management assessment and implementation services for clients, I find that the Financial Management process is generally poorly understood and poorly implemented. Recently, I can across these questions on a Linked-in group discussion forum:

How do you charge back?

How do you construct your IT Baseline: Cost, Consumption, Charge back?

In answering, this was my response:

Your question appears to be asking for some very basic information, so I will answer it from a point-of-view that you are just starting off implementing this process.

Firstly, I would suggest you read Financial Management for IT Services in the Service Delivery book of ITIL v2 - I believe it is a clearer description than in ITIL v3 Service Strategy book.

You need to start with a service-based cost model. I would implement this process and the cost model incrementally.

Start with a fairly well understood service (e.g. the desktop service or delivery of a particular application-based service). Decompose this selected service into ALL of its component parts. A CMDB will help, but if you don't have one, you can still do the analysis and construct a model. Document these in an Excel spreadsheet, down the left hand column.

For each component part, determine the actual annual cost, as identified in your company's Finance System, or directly from invoices. Put this cost into the next column.

Now consider each component part's relationship to the chosen service. If it is only used for that service, it is a direct cost, so put 100% in the next column. If the component is shared across various services, it is an indirect cost, so put the estimated proportion of the cost in the next column (e.g. 35%).

Multiply the proportion by the actual annual amount and you have cost of that component for that service. Add these together and you have the cost of that service (excluding overheads).

Now apply your Charge-out Policy. Are you just recovering costs, or are you aiming to make a profit? Let's say you aim to make 15% profit and no recovery for overheads. Add 15% to the total.

Next you need to share the costs across customers. Again, a

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Charge-out Policy (if you have one) will advise on this. The simplest situation is one where a single customer bears the whole cost of the service on behalf of the organisation. The most complex is where IT must fairly apportion costs across customers and users.

A common practice at this stage is to now issue "notional invoices" (if you are an internal service provider). This allows you to get feedback from customers so that you can improve the model before collecting actual costs.

You can now see why this process can lend itself to incremental implementation. You will need to:

- improve the component model (based on an improving CMDB)
- improve that apportioning of indirect costs
- get approval of the charge-out policy
- refine the sharing of costs across customers
- get customer acceptance of the model and method (fairness and transparency are key)
- extend the model to other services
- calculate the cost of overheads (component costs that can't easily be apportioned to services).

I hope this answer is not too basic for you.

Further references include:

"IT Financial Management" by Maxime Sottini from Van Haren Publishing

"Achieving ISO/IEC 20000 : Finance for service managers" by Jenny Dugmore and Shirley Lacy, from BSI

Ralph Gray

Find Ralph at Linked In: <http://www.linkedin.com/in/RalphWGray>



itSMFnz News