servicematters

TOOLS OF THE TRADE

Focus on new tools available for different process areas & how to select these tools.

LETTERS TO THE EDITOR

Send your comments and feedback to editor@itsmf.ca for publication in our future newsletters.

Service Matters is produced quarterly and is intended to be an invaluable resource to members, like you. To help us improve we would appreciate any comments and suggestions you may have regarding information that should be included. Conversely, if there is information in this newsletter that you value let us know too, by e-mailing editor@itsmf.ca. Your feedback is important to us and will help us serve you better.

SUBMISSION GUIDELINES

We welcome knowledge or informative content for future editions of Service Matters. Here are some guidelines:

You must be an active member of itSMF Canada at the time of your submission.

All submissions should be sent to editor@itsmf.ca with a subject heading that describes what you are submitting and that it is a submission to the newsletter (ex. Newsletter Submission: Book Review).

- All material should be informative to itSMF members and relevant to some aspect of IT Service Management. The content should not be a product advertisement but rather relevant, well-written and informative articles.
- Welcomed content includes: Key columns (700-1000 words); Book reviews (500 words). If you have other types of submissions, please e-mail us to enquire about suitability.
- We reserve the right to edit all submissions for length, readability or to meet our editorial policy.

Copyright of material remains with the original author who grants itSMF the right to reproduce material in any form and be made available on our website.

Due to limited space we can only accept a select number of submissions for each newsletter. As a result, submissions from active members and current sponsors will be given priority when selecting our quarterly content for each newsletter. All submissions are welcome; however, should there be a shortage of articles, submissions from non-members will be considered.

IN THIS ISSUE

OUR SPONSORS

itSMF Canada would like to thank our National Corporate Sponsors for 2013

From the Editor's Desk

Welcome to the Winter Edition of our News Letter "Service Matters". There is always great advice and industry wisdom submitted by people like you in every issue. I would encourage all members and practitioners to share insights and experiences in future editions of our News Letter by submitting their articles to editor@itsmf.ca.

Since our last edition, I have had the pleasure of attending the itSMF Ottawa – Gatineau Annual Branch Christmas / Holiday Breakfast on December 5th, 2013. What a great event! It is exciting to see the level of energy that is shown at these events. It is also very pleasing to see the number of people who were attending ranging from members, volunteers to representatives from the vendor community. We all need to take a part in encouraging colleagues and peers, new or seasoned to our industry to participate in these events, both as attendees and as speakers.

As this issue goes into publication, itSMF Canada is please to be involved and supporting the itSMF Ottawa- Gatineau branch in hosting the "Eastern National Professional Development Days" being held in Ottawa on March 3rd and 4th, 2014. One of the exciting developments for the Eastern National Professional Development Days 2014 is itSMF Ottawa-Gatineau partnering with HDI to deliver more value to the event.

Please follow us on Twitter @itsmfcanada and LinkedIn at itSMF Canada

Look forward to talking to you again soon and Remember 'Service Matters'.

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HOW TO MANAGE THE NEW ITSM TOOL ONCE IT GOES LIVE?

BY: DENIS MATTE

This article addresses two topics:

- How to track issues users have with the ITSM Tool, and;
- Who is responsible for its administration?

During a project, stakeholders and users usually know where to report their issues. Most tool implementation projects use an issue log, action register or defect-bug tracking tool to manage issues and requirements.

This usually continues for some time after the tool is commissioned to production (i.e. go-live) in order to manage issues discovered during the warranty period and early life support. Then, it is usually discontinued when the project is closed. Unfortunately, at times this creates a void as users no longer know where to report issues.

Although this gap is a symptom of a lack of transition planning to operations, one approach is to instruct all users to log their ITSM tool related Incidents and Service Requests in the tool. An alternative is for users to contact the Service Desk for logging. Some may argue that people can log their own events since the Service Desk is not a notetaking service; however, the advantage is that the Service Desk can also answer how-to questions and provide process guidance given that they quickly become power users as it is their primary work tool.

The benefits of using "the tool to manage the tool" are that it:

1. Gathers data and statistics on the ITSM/ITIL program.
2. Helps gauge resources required to support the tool.
3. Enables users to see the status of their request.
4. Sets user expectations since they can see the number of requests currently opened.
5. Builds a knowledge base on the ITSM Tool decreasing resolution times.
6. Tracks issues reported to the supplier and gathers data to evaluate and monitor performance against their SLA.

This approach also helps tool administrators to:

- Experience the tool from a user perspective leading to a better understanding of user requests and empathy as they may be experiencing similar difficulties.
- Learn the tool and build expert knowledge in its use resulting in more efficient and effective support.
- Pilot new features by using them before making them available to users.

Now that all these calls are logged, who is responsible for the tool's administration?

If the organization has an Application Management process, then the ITSM tool is no different than any other application except that the customer is Information Technology (IT). In absence of an established process, the natural inclination is for whoever bought the tool and implemented it to be responsible for its administration.

Often this ends up being the Service Desk as many organizations justify the tool's acquisition to replace an aging call center tool.

However, an integrated ITSM tool is like an Enterprise Resource Planning (ERP) system for IT. Many different groups use it and sometimes compromises must be made in its configuration and enhancements to meet all stakeholders' needs. In addition, changes must be coordinated to avoid inadvertently impacting the business process of another group using the tool.

Caution must be taken to ensure that whoever is responsible for the tool's administration does not configure, evolve and give priority to their modifications over other groups' requests and needs even though they have the power and control over the tool and can use it to their advantage. If the Service Desk has this responsibility and they have a "it's our tool" attitude, the tool will become branded as a "Service Desk" tool as it will primarily meet their needs. If it is to be used by all of I.T., tension will develop between the Service Desk and the other groups like the Infrastructure, thus reinforcing silos. This can cause significant head winds to the maturity of Service Management.

Moreover, a proliferation of tools can result as people's needs are not properly served by a shared tool. For example, one organization has two ERP systems as one was made to manage the supply chain to the detriment of other groups, thus HR implemented its own to meet its business needs.

An established governance of the ITSM tool helps balance the needs of all groups. A comprehensive Responsibility-Accountability-Consult-Inform (RACI) matrix should be developed to clarify everyone's role and responsibilities. In the meantime consider the following as a starting point.

Business Owner	An I.T. executive to act as the customer and hierarchical escalation is a referee if required. The individual whose budget acquired the tool can be considered but, ideally a neutral party should be found like the Project Management Office or the CIO.
Manager of the System Administrators	Ensures that the business needs of all groups are met and that a change does not impact with another group's business process or tool configuration.
Group Representatives	Represents their group's needs, coordinates the review and testing of planned changes as well as communicates changes to their group.
System Administrators	Design and implements solution to address user needs based on the tool's functionality and limitations.

Input to this governance can be submitted by having users log their issues in the tool or by contacting the Services Desk as discussed

previously. Some organizations may want to instruct users to assign their issues to their Group Representative so that it can be reviewed first to ensure that the issue is indeed related to the tool and not to the business process or its rules.

Lastly, do not forget to inform users of the procedure to report their issues. This can be done during their tool training, project updates, by adding a sentence or two in the email communiqué or newsletter announcing the new tool. Simply put, the message is "use the tool to manage the tool."

About the Author:

Denis Matte has over 20 years of IT experience in the private and public sector. As a consultant he helped organizations implement ITSM integrated toolsets and ITIL based processes by designing and managing projects at the operational, tactical and strategic levels. He currently manages the ITSM team in a public organization that administers the ITSM tool and helps internal groups progress in ITIL as processes are improved. Denis Matte is a certified ITIL Expert, Project Manager and Technical Trainer with formal education in Project Management and Management of Change. In his spare time he publishes www.ITILfromExperience.com

itSMF BOOKSTORE

itSMF Canada is a non-profit organization dedicated to promoting and facilitating the recognition and growth of our members in Service Management. Our Bookstore stocks the most comprehensive collection of ITSM-related titles in both English and French and we sell them to you at industry competitive pricing.

Please do not hesitate to contact us at bookstore@itsmf.ca

VOLUNTEER OPPORTUNITIES

itSMF Canada is a non-profit organization run by our volunteers. As a member of itSMF Canada we are reaching out to you in search of volunteers. We need volunteers and seek your participation in any of the following areas:

• Membership
• Marketing
• Events
• Annual Professional Development Days
• National Conference
• Newsletters
• Website
• Social Media
• Communications
• Bookstore/Publications

If you are interested please e-mail admin@itsmf.ca with the area of your interest, even if not mentioned in our list.

Please note you must be a member of itSMF Canada, in good standing, to be a volunteer. Dedicated time per position varies and will be negotiated with you upon contact.

It's up to you. Come join us and be a part of the Service Management community!

MEMBERSHIP BENEFITS

itSMF Canada membership provides a range of invaluable benefits that include but are not limited to:

• Access to the 'Members only' section of the itSMF Canada web site through a unique login-id and member selected password. This member restricted area provides members access to:
  • ITSM specific white papers and publications;
  • An online Bulletin Board to share ideas and conduct discussions on topics of common interest with other members;
  • 3 itSMF Newsletters from around the world: from itSMF Canada - Our Newsletter 'Service Matters', from itSMF International - ServiceTalk, and from itSMF UK - At Your Service.
• Influence the direction of future ITIL books by participating in the publication of these books.
• Volume Discounts at the itSMF Canada Bookstore:
  • 5% membership discount for total order valued between $1 and $200, before tax,
  • 10% membership discount for total order valued between $201 and $1000, before tax,
  • 15% membership discount for total order over $1000, before tax.
• Discounts on entrance fees to events including seminars, workshops and other professional gatherings.

ASSESS OR GET LOST!

BY: THORSTEN MANTHEY

If you are just starting your ITSM program or have been working on improving your ITSM environment for some time, you need to know where you are to be able to be successful and address you most critical "pain points" first.

Successful ITSM programs are all about generating value to the organization and your customers. Starting or executing an ITSM program is like having a map in front of your eyes with all the roads, houses, rivers, railroad tracks, mountains etc. (read processes, tools, organization, governance, management, funding etc.). If you don't know where you are on the map you will never be able to get to the finish; you are lost. Sometimes this is the feeling many practitioners have when they embark on an ITSM journey or have been working at it for some time – they don't know where they are on the map and they feel lost.

You need to establish a baseline and assess where you are. You can assess the tools you have, organizational structures, skills, change saturation, funding, management support and many other things to gain an understanding of where you are.

This article will focus on how to assess the maturity of your ITIL processes in a very structured, speedy and cost effective way. It's a case study from a fortune 50 company that assessed 14 of their ITIL processes within just a few weeks and managed to create strategic process roadmaps for each of the processes in the four domains of People, Process, Partners and Technology.

You can of course use a consulting company that would assess your processes and pay them the big bucks $$ or you can do this yourself using a tool called Navvia where you own the assessment data and can compare your assessment with future assessments. Navvia is a SaaS solution with an annual subscription fee. (I don't work for Navvia but if you need help with creating a ROI send me a note).

In a nutshell this is what we did:

Time / Phase	Description	Output
Week 1-3	This is the preparation phase of the process assessment and it focuses on getting all the items ready.	• Agreed assessment questions • Identified assessment takers • Communication plan including email from Navvia
Week 4-6	This is when the assessment questions are distributed and the assessment takers respond. Navvia automates this and makes life easy for the person managing the assessment.	• Emails sent with assessment URL • Reminder and final emails sent to stragglers • Assessment data and dashboards
Week 7-9	Report analysis and communication of the results. (Might take longer if customizing your reporting)	• Multiple out-of-the-box assessment reports • Customized reports • Raw data reports
Week 10 and beyond	Establish an action plan based on assessment, this is your strategic process roadmap.	• Strategic Process Roadmap

Ok, so this looks easy enough but how is this done so fast? Navvia provides templates and standard assessment questions for most of the ITIL processes for three domains - People, Process and Technology. Navvia really helps the person managing the assessment in all three phases and even beyond that if using other capabilities in Navvia.

In our assessment we focused on CMMI level 0-3 (the tactical part) and we selected 20 standard questions for every process and added about five more process specific questions so each process assessment had +/- 25 questions in total. This makes it possible to somewhat compare process maturity between processes as 20 questions of each process are exactly the same.

You have to identify the people that will take part in the assessment (and load them into Navvia). We placed every assessment taker in one of five groups: Management, Process SMEs, Supplier/Customer, Vendor/Partner and General (you can define your own groups). It is recommended to have a minimum of three people represent a group or the data can be skewed. Having groupings enabled us to compare, for example, if management had a different view than the Process SMEs who execute the process on a daily basis (see sample report extract below). We also worked on the emails to be sent from the tool when distributing the assessment to the participants.

All identified assessment takers were informed about the assessment in advance, why we were doing it and the expected output etc. This was part of the overall communication plan.

Starting week four we have now informed the participants about the assessment and told them that they will receive an email shortly with a personal URL to the process assessment questionnaire. Some individuals received multiple emails as they were identified as Process SME for one process and Customer for another process (VERY important to communicate this prior to the assessment).
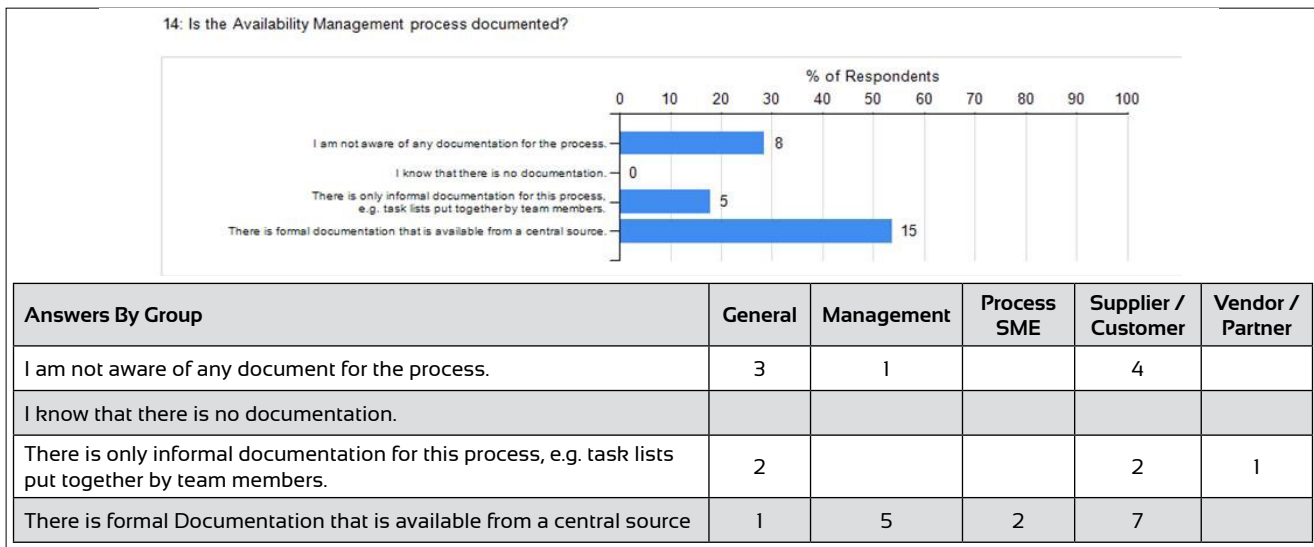
Within Navvia it is possible to track who has not finished the assessment and we sent out reminder emails to those individuals. In general we had an 85% repose rate after sending the 1st and final reminder.

In our case we assessed 14 processes and this generated more than 170,000 data points (yes that is a lot) so having out-of-the-box pre-defined reports were extremely valuable. We used five reports (there are a few more) and extracted the relevant data and made sure we had the right report published with the right amount of detail to the right audience. It is also possible to extract all the raw data in e.g. excel format and manipulate this within excel, a great feature if you are a data mining type.

My favorite five out-of-the-box reports:

Report	Description
Answer Distribution (with comments)	Shows a distribution of answers for each question, accompanied by any comments that were provided (respondent's name included)
Answer Distribution by Group – Hybrid	A combination view that shows the distribution of answers (bar chart) with an accompanying matrix showing which groups selected which answers. (See sample report output below)
Answer Distribution by Group – Bar	Graphically shows which answers were selected by each group participating in the question set.
Question Set Maturity	Two side-by-side graphs that show the scores by domain and by group.
Assessment Raw extract	Raw assessment responses extracted in excel format that can be further manipulated.

Example report output from: Answer Distribution by Group – Hybrid

14: Is the Availability Management process documented?

Answers By Group	General	Management	Process SME	Supplier / Customer	Vendor / Partner
I am not aware of any document for the process.	3	1		4	
I know that there is no documentation.					
There is only informal documentation for this process, e.g. task lists put together by team members.	2			2	1
There is formal Documentation that is available from a central source	1	5	2	7	

We have now a very good understanding of where we are on the map and can establish a plan for how to move forward. A continuous process improvement program has been established and we have created a 12-month rolling Strategic Process Roadmap for each process focusing on four domains: People, Process, Partners and Technology. Now we just need to execute it.

Some of the key value drivers from the process assessment initiative were:

- We identified some quick wins we could fix right away without delay that generated a lot of positive feedback from our customers and staff.
- We now have a 12-month rolling process roadmap based on facts rather than "educated guesses" that is driving process improvements long term.
- Our users and staff are engaged as they participated in the survey and recognize the issues identified and are willing to help mitigate these issues and have provided some great ideas and suggestions.
- We were able to set priorities between the processes as well as within a specific process area and focus on the most critical and important issues first.
- We also used the data to establish a Continuous Process Improvement program that is automated and controlled using Navvia that generates compliance reports.

To learn more about Navvia please visit www.navvia.com.
If you want to reach me, send me an email at thorsten@tmanthey.com

About the Author

Thorsten Manthey is passionate about IT Service Management, process governance and cultural and organizational change management. Thorsten has worked across multiple industries including health care, pharmaceutical, oil and gas, financial services, insurance and telecommunications in North America, Europe and Scandinavia.

Thorsten holds a Master's degree in Computer Science and Engineering from Chalmers University of Technology. He is an ITIL V3 Expert and ITIL V2 master certified and was awarded the Distinguished Professional in Service Management (DPSM), priSM.

Contact me at: www.tmanthey.com

DEPARTMENTAL
NEWS

EVENTS CALENDAR

BRANCH / MONTH	MARCH	APRIL	MAY
Central Manitoba Branch	15th: Member Roundtable	15th: Process Forum	15th: Speaker Event
National	3rd: Eastern National Professional Development Days		
Ottawa-Gatineau Branch		3rd: Breakfast Event	1st: Breakfast Event
Section du Grand Montréal	26th : Conference on the security - Subject to be annouced	15th: Conférence - sujet à déterminer	15th: Conférence - sujet à déterminer
Southern Alberta Branch	13th: Change Management Practitioner's Forum 27th: March Breakfast Event	10th: Problem Management Practitioner's Forum 24th: Apr 24th Breakfast Event	8th: Service Catalogue/ Portfolio Practitioner's Forum 22nd: May Breakfast Event

BRANCH EVENTS CALENDAR

WWW.ITSMF.CA/EVENTS/

EASTERN NATIONAL PROFESSIONAL DEVELOPMENT DAYS 2014

"EVOLVING TO STAY RELEVANT"
MARCH 3-4, 2014

We've been actively planning this year's Professional Development Days – a National two day event –and the first of its kind, held at The **Centurion Centre in Ottawa**. We are attracting and inviting top global talent to speak and lead the workshops! The theme of this year's PDD is **"Evolving to Stay Relevant"**, with the goal for participants to learn, network and collaborate on matters impacting Service Management as it relates to Lean, Governance and Leadership.

Over the years ITIL® has adapted by shifting focus to the Service Lifecycle, putting more emphasis on Continual Improvement and acknowledging that other frameworks and standards like Lean IT, CobiT® and ISO 20000 are legitimate and useful. IT Service Management is no longer synonymous with ITIL, but with this growing set of best practices.

Faced with the exponential pace of technological innovation and vastly increasing amounts of data, IT Service Management must continue to keep up or become irrelevant. New ITSM services must be streamlined and made agile with clear return on investment shown. Management of Change remains crucial as organizations reengineer themselves.

This theme and related workshops will be the focus of this year's Eastern National Professional Development Days. The itSMF Ottawa-Gatineau Branch has partnered with itSMF Canada and HDI to make this a two-day national event with world class speakers!

PARTNERING WITH HDI

One of the exciting developments for the Eastern National Professional Development Days 2014, is itSMF Ottawa-Gatineau partnering with HDI. These two great organizations are joining forces to bring more value to the event.

This partnership has opened new avenues for us to grow the event in terms of the Professional Development Days, delegate numbers and value to sponsors while creating enhanced opportunities to execute our strategic objective to promote and develop ITSM in Canada.

ATTENDEE PRICING

Member Rate:	Member Team Rate (5):
$225	$1000
Non-Member Rate:	**Member Team Rate (10):**
$275	$1900

REGISTRATION:

Please visit http://www.itsmf.ca/events to register for this event.

MEET SOME OF OUR SPEAKERS

Edmund Sutcliffe has a wide range of experience in building complex, tightly integrated systems which he carries out in a platform and vendor neutral manner. These include the deliveries of innovative desktop solutions for universities, colleges and businesses in cost constrained environments on multiple occasions throughout his career.

His breadth of experience in addressing a wide range of problems from the embedded market through to the largest of central government ERP and CRM projects has allowed him to spend time communicating and sharing ideas, patterns and concepts across a range of industries. His creative implementations include one of the first interactive media systems, involving broadcast and enhancing the delivery of scale to said systems.

He regularly spends time teaching a range of subjects, techniques and approaches as well as the details of implementations of technology ranging from networking, through storage, to virtualisation and enterprise architecture. Also, he is well versed in teaching the security required for the implementation of these systems.

Thorsten Manthey is passionate about IT Service Management, process Governance and cultural and organizational change. Thorsten has worked across multiple industries including health care, pharmaceutical, oil and gas, financial services, insurance and telecommunications in North America, Europe and Scandinavia.

Thorsten holds a Master's degree in Computer Science and Engineering and a Bachelor degree in Mechanical Engineering. He is also ITIL V3 Expert and ITIL V2 Service Manager certified and was awarded the Distinguished Professional in Service Management (DPSM) priSM® level. Thorsten speaks English, German and Swedish.

Thorsten's ITSM consulting and industry experience gives him extensive hands-on expertise implementing process and service governance frameworks.

Thorsten is actively involved in itSMF and was a founding board member of the itSMF chapter in Calgary.

David Mainville has over 30 years of practical experience and proven success with service management.

As a Senior Field Engineer, David was on the front line of Service Operations processes such as Incident Management, Change Management and Configuration Management.

As a Field Operations Manager, David cut his teeth on customer facing processes such as Service Catalog and Service Level Management and Continual Service Improvement.

As a Solutions Architect, Practice Principal and Professional Services Director, David was actively involved in Service Design through the creation of numerous service offerings.

As the Co-Founder and CEO of Navvia, he is applying all his Service Management experience to building and running the business. This includes ownership for all the Service Management processes, from Service Strategy to CSI, required to design, deploy and operate Navvia (formerly ITOptimizer), our SaaS based Business Process Management solution.

David is a frequent contributor to ITSM publications, an experienced speaker and lecturer, has been a guest on numerous webinars and podcasts and is an active blogger on topics as wide ranging as Effective Process Design, ITSM governance and Cloud Computing.

Kirk Weisler is an expert at creating outrageously cool workplace cultures and high performance teams. Years ago Kirk helped to create a corporate culture so rich in ownership spirit, engagement and measurable results that he was invited to share his approach first nationally, then internationally. He now travels around the world sharing everyday things leaders can do to positively influence, nurture and build Super COOL cultures and high performance teams.

His unique background as a US Army Ranger, a member of the 19th Special Forces Chaplaincy, his work with At-Risk Youth and experience as a Master Storyteller & Team Builder make him a very fun, engaging and sought after speaker. He authored the Best Smelling book, The Dog Poop Initiative and the semi –sweet best smeller, "The Cookie Thief. Kirk lives in Atlanta, Georgia with "Wonderful wife Rebecca and their six remarkable children!"
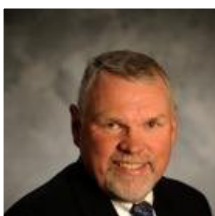
Chuck Henry is the Senior Director in Gartner Consulting, with 35 years of experience in IT.

Mr. Henry has been a senior IT executive in various IT business and technology enablement roles, delivering projects and providing advice in the areas of IT strategy, IT management, IT key performance indicators and enterprise and technology architecture to executive management. Most recently, he was interim CIO of Health Canada.

Prior to that, Mr. Henry was CTO for the Government of Canada, leading a 40-person team reporting directly to the CIO of Canada in Treasury Board Secretariat, the management board of the Government of Canada. In the Canadian Government, he was considered a Web 2.0 thought leader and initiated the use of Web 2.0 technologies across the government, including the first blog, the first wiki and the first Innovation campaign. Prior to working in the Canadian government, Mr. Henry spent 30 years at IBM Canada. His last role at IBM was executive consultant in the IT Optimization practice, where he led or participated in numerous optimization engagements with banks, insurance companies, aerospace and government clients.

Jean Barbosa offers over 30 years of industry experience spanning IM&IT, government, retail and financial sectors. In the course of his career, Jean has held senior positions in both client and vendor organizations and was accountable for sales and marketing, solution and software development, program management, enterprise system implementation, customer service, and training and operations management.

As a certified Lean Sensei and Six Sigma Black Belt, Jean has extensive expertise in the implementation of integrated business process frameworks. Within the areas of managed services, business and corporate services, he has a particular focus on business intake, client relationship management and operations productivity gains to increase client value. As a management consultant, Jean has assisted many clients in developing and implementing world-class programs; IM/IT business process management frameworks enabling realistic, strategic and operational plans. He is passionate about teaching the Lean Method, a method that enables clients to deal with this era of constant change while always keeping client value in mind.

Rob Oddi is a Change Management Consultant, Engagement Strategist and international speaker. He has extensive experience in the public, political and private sectors and is always behind the scenes aiming to influence communities to influence not just what we want our audiences to know, but rather how we want them to feel, and what we want them to do. Rob spends his time between Ottawa and Toronto, and combines his left-brain business experience with right-brain creativity to deliver exceptional results for his clients.

To that end, Rob Oddi combines traditional and strategic change management (Prosci/ADKAR) with contemporary digital engagement strategies to maximize effectiveness and create an environment where stakeholders not only embrace change, but also champion it. Rob specializes in projects that combine people, process, and technology.

MORE INFORMATION:

For more information please visit our website at http://www.itsmf.ca/branch/ncr/

We would like to thank everyone for your continued participation and our sponsors for making our educational forum a success!

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CALL FOR SUBMISSIONS

Calling all Service Management practitioners and budding authors! itSMF Canada is once again pleased to publish a newsletter for the IT Service Management community in Canada.

If you are a Service Management practitioner and a member of itSMF Canada, we invite your contribution. Submissions of articles of interest to the Service Management community are welcomed for future issues.

As a contributor you benefit by:

- Extending your network and reputation in the industry;
- Building eminence by sharing your views and perspective;
- Developing or honing professional writing skills;
- Supporting extension of the Service Management knowledge base

You might even gain an international profile! Selected articles will be reprinted by the itSMF International Newsletter, which is available to itSMF members across the globe.

Our submission guidelines;

- You must be an active member of itSMF Canada at the time of your submission.
- All submissions should be sent to editor@itsmf.ca with a subject heading that describes what you are submitting and that it is a submission to the newsletter (ex. Newsletter Submission: Book Review).
- All material should be informative to itSMF members and relevant to some aspect of IT Service Management. The content should not be a product advertisement but rather relevant, well-written and informative articles.
- Welcomed content includes: Key columns (700-1000 words); Book reviews (500 words). If you have other types of submissions, please email us to enquire about suitability.
- We reserve the right to edit all submissions for length, readability or to meet our editorial policy.
- Copyright of material remains with the original author who grants itSMF the right to reproduce material in any form and be made available on our website.

Due to limited space we can only accept a select number of submissions for each newsletter. As a result, submissions from active members and current sponsors will be given priority when selecting our quarterly content for each newsletter. All submissions are welcome however should there be a shortage of articles, submissions from non-members will be considered.

NEWSLETTER ARCHIVES AVAILABLE TO MEMBERS ONLY

Did you know that you can view itSMF Canada Newsletter archives online?
Login to www.itsmf.ca using your login credentials, then click on Resources > Newsletter.

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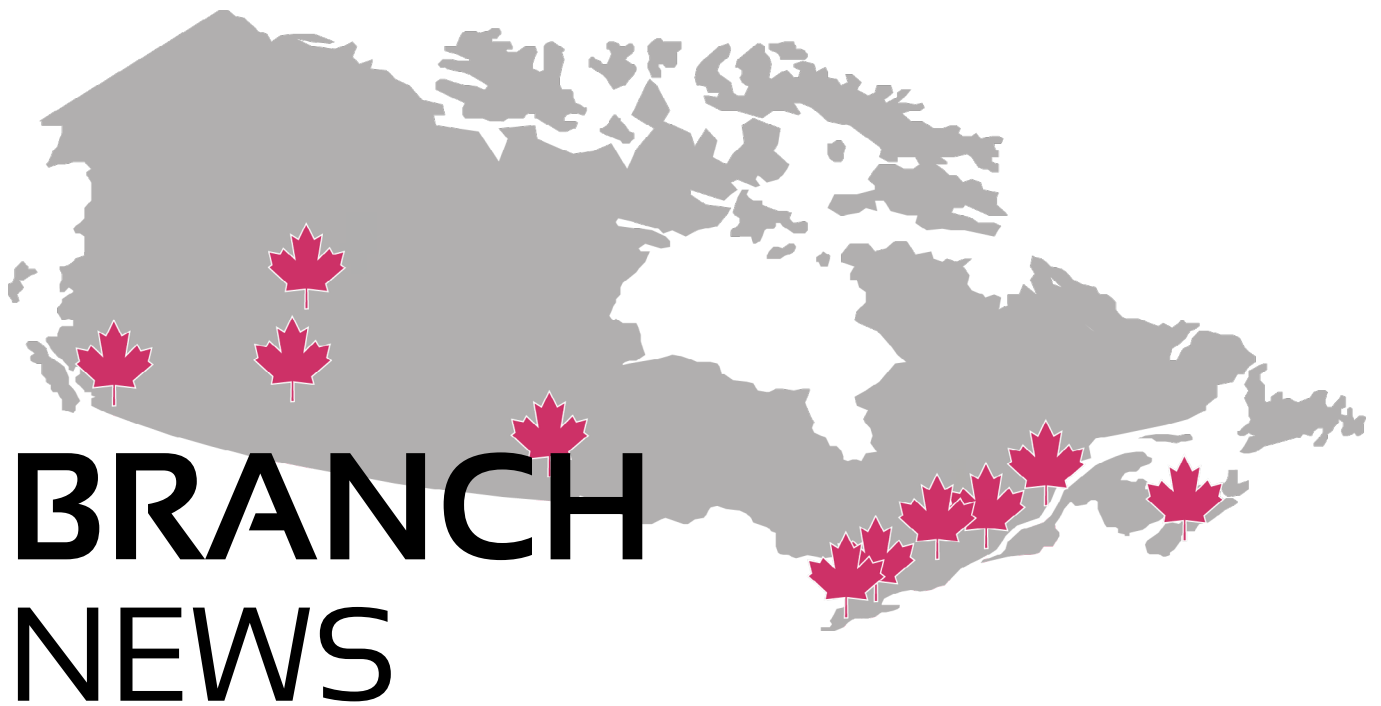
ATLANTIC REGION

itSMF Atlantic is the itSMF Canada Atlantic province's chapter supporting Newfoundland and Labrador, Prince Edward Island, Nova Scotia, and New Brunswick. We hold six to ten events annually to provide our members with insight into using ITIL from the practitioner and the consultant points of view. The events also provide great networking opportunities to meet other people who work with ITIL. For more information contact Brenda McCabe - Branch President (bmccabe@itsmf.ca).

QUÉBEC BRANCH

Québec City Branch represents the interests of itSMF members not only from Québec City area but also the eastern portion of the province (from Drummondville to Gaspé, including Saguenay-Lac-St-Jean and Beauce regions). It provides a forum for members to explore ITSM quality improvement opportunities, to network and share experiences and to contribute the ongoing development of good ITSM practices. Generally, seven to eight events are held annually to reach this goal. Welcome! For more information contact Guy Bonneau – Branch President (gbonneau@itsmf.ca).

GREATER TORONTO REGION

itSMF Greater Toronto Region represents the interests of itSMF members from the Greater Toronto Area. We hold regular meetings and functions to provide opportunities for our members to network, learn, socialize and have fun with other IT Service Management professionals and peers. For more information contact Balram Pandey – Branch President (bpandey@itsmf.ca).

MONTRÉAL REGION

The Montreal Branch of itSMF services the city of Montreal as well as the North and South shores of the island. We organise about ten events per year, normally in the evening. The objective is to offer our members a variety of ITSM related topics, either from the point of view of the company wanting to implement ITSM, or from the point of view of the practitioner, the supplier or the consultant. The events offer a good opportunity for the participants to network as they start with a buffet being served. For more information contact Oliver Abecassis – Branch President (oabecassis@itsmf.ca).

We are always looking for speakers and sponsors for our events. Please contact Mrs. Marie-Ève Fortier (mefortier@itsmf.ca) if you wish to be a speaker or a sponsor or both.

OTTAWA-GATINEAU BRANCH

The itSMF Ottawa - Gatineau Branch represents the interests of itSMF members in the national capital region. We provide opportunities for members to network, make friends, deepen their knowledge of Service Management, present their concepts and ideas to the community, and contribute to the overall ITSM body of knowledge. This is achieved through holding monthly events, with the exception of July and August, on subjects of interest to our members. For more information contact Kan Gardren - Branch President (kgardner@itsmf.ca).

CENTRAL MANITOBA

The Manitoba branch was started in 2006 and has grown to over 75 members now. Our goal is to build our membership by offering monthly events and entice all members of the service management community to attend and share insight and network. Contact Linda Sinclair – Branch President (lsinclair@itsmf.ca).

Thanks to the members who attend our events and people that have become new members, we will continue to grow!

BRITISH COLUMBIA

The itSMF British Columbia Branch supports members in both Victoria and Vancouver locations. We hold monthly Seminars and webcasts through the year, with the exception of June and July, on various topics pertaining to it Service Management. Speakers come to us through recommendations, referrals, and membership requests. We are always interested in hearing your stories and case studies, and would like to share them with other Service Delivery Managers. For more information, contact Michelle Izuka – Branch President (tmizuka@itsmf.ca).

SOUTHERN ALBERTA

Based in Calgary, itSMF Southern Alberta Branch is the itSMF Canada chapter supporting the southern half the Province of Alberta. We hold eight breakfast events annually to provide insight into effective strategy, practises, and provide networking opportunities for the IT Service Management community. We have just established "practitioner forums" as an informal venue to exchange insights and experiences. The summer golf tournament and winter mixer complete the calendar. For more information contact Wendy Tedart – Branch President (wtegart@itsmf.ca).

Thanks to our Branch Sponsors

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The itSMF Ottawa Gatineau Branch wishes you a Happy New Year! We had a fantastic last quarter! Our attendance at our morning Educational Forums is growing! In our efforts to increase avenues to communicate with the itSMF community, we're proud to announce our first steps into Social Media with the launch of our LinkedIn group and Twitter page (@itSMFOG).

Christmas/ Holiday Breakfast – December 5, 2013

We rounded out the year with another successful Christmas/ Holiday breakfast get together, with an excellent presentation from Kathleen Wilson from Microsoft. Due to one of many major ice storms in Ottawa this winter, we did not get an opportunity to hear from K.P. Rao, but hope to hear from him at future events. Their presentation was on "**System Center Service Manager - Been there Done that Got the T-Shirt**". Many organizations are looking to move to MS Service Manager to enable cost savings for their service management solutions. In this session, we discussed the benefits of using Service Manager as well as what you need to consider before making the move.

Based on the upcoming MS Press Book, Kathleen shared Microsoft guidance for deploying and customizing Service Manager by examining the people, process, product and business needs that need to be included to ensure a successful deployment.

Kathleen Wilson is an Architect in Microsoft's Datacenter Center of Excellence team. Kathleen has been at Microsoft for nine years and prior to the role of Architect was a Senior Program Manager and a Consultant. Kathleen is also the Worldwide Community Lead for Microsoft Services for System Center Service Manager where she leads a team of experts to assist with the sharing of best practices and implementation guidance for System Center with all delivery and sales roles at Microsoft.

With over 15 years of implementing Service Management tools, Kathleen's practical approach to implementing Service Manager for IT Service Management purposes or for Private Cloud use, her focus is on what works well out of box with Service Manager and how taking a business centric on what Service Manager needs to achieve, has brought success to many Customers. Kathleen has presented at the itSMF, Microsoft Management Summit as well as the US based Service Manager users group SCSMUS on how to get the most out of your Service Manager implementations. Kathleen recently has co-authored 2 books on System Center Service Manager – Service Manager Unleashed and a Microsoft Press book Microsoft System Center: Optimizing Service Manager.

K.P. Rao is a Datacenter Technologist at Microsoft where he works closely with customers helping them realize the vision of operating an efficient Datacenter. He has over 18 years of professional experience in the IT industry where he worked in various capacities to design and architect solutions. He has a deep understanding of technology and specializes in Virtualization and IT Management Systems. K.P holds a Bachelor of Science degree in Electrical Engineering from the University of Calgary.

Happy New year everyone!

2013 was a busy year for our Manitoba Branch and we closed it in November with our annual Breakfast event. Our speaker was Steve Rogalsky who presented "An Introduction to Agile". The event was very successful and we would like to thank Protegra Business Technology for sponsoring this event and Steve for providing such an excellent presentation.

We also had the advantage of setting up our first booth at the BA Conference for 3 days held in Winnipeg in November. It was a great experience and we thank BA World for letting us set up at their conference. We hope to be a part of this event annually!

Our 2014 year is also looking to be a very busy one as we have keynote speakers lined up for the year. Our board believes this will be a great year.

Thanks to all that attended last year and thank you to our speakers and sponsors for the year. Without all of you we would not be successful and we hope to see even more people attending our 2014 events!

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itSMF CANADA

itSMF Canada is a non-profit organization dedicated to promoting and facilitating the recognition and growth of our members in Service Management. We promote the certification, adoption and application of 'Good Practice' frameworks and standards, such as ITIL, ISO20000, CoBIT and many others.

WANT TO CONNECT FURTHER?

itSMF Canada and many of its branches have established LinkedIn groups to facilitate greater networking and sharing with like minded professionals and practitioners within their regions. Interested? You can search LinkedIn groups for:

itSMF Canada
itSMF BC
itSMF Southern Alberta Branch
itSMF UCR – Toronto
itSMF Ottawa-Gatineau
itSMF Montreal
itSMF Section du Quebec
itSMF Atlantic Canada Branch

If your geographic interest in itSMF extends beyond Canada, there are over 120 LinkedIn groups related to ITSM across the globe.

CALL 1-866-972-1280 OR VISIT www.itSMF.ca