

New chapter responds to industry needs for best practices to increase service management level

Singapore – 23 November 2004 – itSMF today announced the official launch of a new Chapter in Singapore. This not-for-profit organisation is a prominent player in the on-going development and promotion of IT Service Management "best practice", standards and qualifications. Established since 1991, it now boasts over 2500 member companies worldwide.

Mr. Ng Kim Hung, President of the itSMF Singapore Chapter and also IT Director of Exel Pte Ltd, said during the launch this morning, "As an IT practitioner myself, I am all too aware of the fact that we need to deliver high quality IT services that are recognized and valued as such by the business – and that IT should be seen as a business enabler and not just as a cost to be endured. In this volatile global environment, we hope the benefits of adopting "best practice" IT Service Management and of becoming part of the IT Service Management Forum become more apparent."

The itSMF provides an accessible network of industry experts, information sources and events to address IT service management issues and help one achieve the delivery of high quality, consistent IT service internally and externally. In fact, itSMF plays a pivotal role in the ongoing development of the standard for IT Service Management (BS 15000) and the underlying "best practice" guidance of the IT Infrastructure Library (ITIL).

The objectives of the new chapter in Singapore are:

- To develop and promote industry best practices in IT service management
- To engender professionalism within IT service management personnel
- To provide a vehicle for helping members improve service performance
- To provide members with a relevant forum in which to exchange information and share experiences with their peers on both sides of the industry

The new chapter in Singapore is currently open for membership. Mr Ng Kim Hung said, " itSMF members may be Individual, Corporate, Vendor and Global. Individual membership is suitable for those such as independent consultants - who may trade in a variety of ways - or persons in an organisation that is not ready or does not wish to embrace the philosophy of the itSMF. Corporate membership is designed for those organisations operating an IT function providing service to that organisation alone. Typically, there would be a discrete set of technology, processes and people involved - even if some or all of the day to day running is performed by third party organisations.

An example might be a specific Government department or site, a local authority, a

small company or a subsidiary of a large organisation running its own IT services. There are different tiers, reflecting membership numbers. Vendor membership is for organisations engaged in the sale of service management products and services, including facilities management, even though they may also run an internal IT service.”

In summary, itSMF will create a conducive environment for generating and implementing best practices and know-how across various IT disciplines. For example, itSMF has now developed a formal certification scheme that allows enterprises to be audited against BS 15000 by independent third-party organisations. With chapters around the world, members gain access to a network of industry experts and peers all ready to exchange ideas and experiences to avoid duplicating costly mistakes and improve service management.

About itSMF (IT Service Management Forum)

This not-for-profit organisation is a prominent player in the on-going development and promotion of IT Service Management "best practice", standards and qualifications and has been since 1991.

As businesses depend more and more on technology to promote and deliver their products to market, so the benefits of adopting "best practice" IT Service Management and of becoming part of the IT Service Management Forum become more apparent.

The itSMF provides an accessible network of industry experts, information sources and events to address IT service management issues and help one achieve the delivery of high quality, consistent IT service internally and externally through the adoption of "best practice".

The itSMF now boasts over 2500 member companies, blue chip and public sector alike, and international itSMF Chapters in Australia, Austria, Belgium, Brazil, Canada, Denmark, France, Germany, Italy, Japan, Netherlands, Norway, Portugal, Romania, South Africa, Sweden, Switzerland and USA.

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