

itSMF Singapore Overview

What is the itSMF?

The IT Service Management Forum (itSMF) is the only truly independent and internationally-recognised forum for IT Service Management professionals worldwide. 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. Globally, the itSMF now boasts over 6000 member companies, blue chip and public sector alike, covering in excess of 40,000 individuals spread over 50+ Chapters.

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

itSMF Singapore Chapter (www.itsmf.org.sg) was formed in order to develop and promote industry best practice in Singapore. The itSMF provides an accessible network of industry experts, information sources and events to help you and your organisation address IT service management issues and to assist you in achieving the delivery of high quality, consistent and cost effective IT services both internally and externally through adoption of Best Practices.

What are our aims?

- To encourage the establishment, development and use of industry best practice in ITSM in Singapore
- To facilitate the exchange of information and sharing of knowledge of all persons who have an interest in ITSM, including organizations implementing ITSM programs, vendors providing ITSM products or services, and students;
- To promote professional development and education of persons engaged in ITSM;
- To publish and disseminate such information and knowledge as will be of service to members;
- To act as liaison with other IT societies that have related interests and goals;
- To undertake member's meetings, conferences, seminars, workshops and exhibitions, to support the attainment of the above objectives.
- To be recognised by the Government, the IT industry and end-user organisations as the premier, independent and representative body for IT Service Management (ITSM) in Singapore;

Who are our members?

Approximately 80% of itSMF's global membership represents organizations striving to implement and sustain high quality IT Service Management solutions, with the remainder being organizations providing products and services to assist in those endeavours. Organisations range from large multi-nationals through small and medium local enterprises to individual consultants and cover both the public and private sectors.

What services do we provide to our members?

- Knowledge sharing events where industry experts and fellow practitioners share experiences around an ITSM theme,
- Annual conference, bringing together regional and global experts and senior IT Managers
- Web site providing access to ITSM Intellectual Capital, including conference papers, white papers, case studies, business cases, process models and examples
- Sale of ITSM and related books and publications at reduced fees
- Publication of newsletters, sharing local, regional and global developments, case studies and news
- Promotion of regional ITSM survey reports
- Access to global ITSM e-Symposium

The following table provides a summary of the benefits available to each class of membership (as at 1st January 2011):

Benefit	Individual Members	Corporate Members	Global Members	Honorary Members	Non-Members
Newsletters					
Receive periodic itSMF SG newsletters via email blasts	✓	✓	✓	✓	✓
Access to soft-copy of Magazines published by itSMF International (from members area of website)	✓	✓	✓	✓	
Publications					
Purchase from itSMF SG bookstore at 15% discount	✓	✓	✓	✓	
Purchase from itSMF SG bookstore at non-members rate					✓
Events					
Receive invitations to events via email blasts	✓	✓	✓	✓	✓
Receive 5 complimentary vouchers per member/nominee per year to attend itSMF members night events, and/or events of other associations with which itSMF has signed an MoU. Attendance at additional events are charged at the member's rate. * See notes below for conditions	✓	✓	✓	✓	
Attend members meetings as paying guests, charged at the non-member's rate					✓
Present at members meetings including content that promotes a company's products or services	✓	✓	✓		
Present case studies and experience at members meetings (without promoting a company's products or services)	✓	✓	✓	✓	✓
Attend annual conference at discounted rate	✓	✓	✓	✓	
Attend itSMF International eSymposium presentations at no charge	✓	✓	✓	✓	
Web-based Members Resources					
Access to Intellectual Capital in members area of website	✓	✓	✓	✓	
Post relevant white papers and presentation into members area of website	✓	✓	✓	✓	
Web-based Public Resources					
Access to resources and articles posted in the public section of the itSMF SG web site, including advertorials and news articles	✓	✓	✓	✓	✓
Post Career Opportunities / Vacancies in the itSMF SG web site	✓	✓	✓	✓	
Post advertorials under relevant categories in the Public Resources section of the web site. Categories are "General", "Software & Tools", "Consultancy Services", "Education & Training", "Publication", "Events" and "Special Promotions".	✓	✓	✓		
Send advertorials to members using the itSMF email blast	✓	✓	✓		

*** Additional Notes re Complimentary Event Vouchers:**

- Each event voucher will be valued at a maximum of \$25 for 2011. This will be the standard members' rate for itSMF Singapore members' events in 2011. If the member's rate for an event (run by an associated society) is greater than \$25, itSMF will pay for the first \$25 and the member must pay for any difference.
- For Corporate memberships, itSMF will provide 5 event vouchers for each nominee, up to a maximum of 20 nominees for a Corporate Plus member.

Joining itSMF Singapore

To reap the benefits of our services, join itSMF www.itsmf.org.sg/registration/index.jsp . itSMF also invites IT Service Management professionals to contact us if you are interested to serve the ITSM community as national council member. For any queries, please contact us by email at membership@itsmf.org.sg.