

# itSMF Singapore

**Updated Intellectual Capital Services for members**  
*a sneak preview*

**24 June 2008**  
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# Intellectual Capital mission & goals

## Mission

- To propagate the knowledge of IT Service Management to Industry and encourage the adoption of best practices for the collective benefit of community.
- itSMF Singapore to be considered as a treasure house of knowledge for all matters relating to IT Service Management.
- itSMF Singapore to be considered as first stop to find further sources of expert knowledge for all matters relating to IT Service Management.

## 2008 Goals

- Establish people, processes, tools for the collection, management and sharing of Intellectual Capital and ITSM knowledge / experiences / expertise
- Collect a base collection of Intellectual Capital
- Create awareness about the ICM capability and member services offering, resulting in ongoing flow of Intellectual Capital supply and measurable demand for itSMF Intellectual Capital

# Sneak Preview Member's resources - Main categories -



### » Member's Resources

Search keywords:

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- » 'Partners' - Service Providers
- » 'People' - Planning and Implementation
- » 'Process' - ITIL
- » 'Process' - Related standards and methods
- » 'Products' - Software Tools
- » About Intellectual Capital for itSMF members

# Sneak Preview Member's resources

## - Sub category 1a -



## » Member's Resources

Search keywords:

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- 📁 'Partners' - Service Providers
  - 📁 ITIL Implementation
  - 📁 ITIL and Outsourcing
  - 📁 OGC - UK Office of Government Commerce
  - 📁 itSMF
  - 📁 ITIL Training
  - 📁 Examination institutes
- 📁 'People' - Planning and Implementation
  - 📁 Planning
  - 📁 People and Case Studies
- 📁 'Process' - ITIL
  - 📁 Service Strategy
  - 📁 Service Design
  - 📁 Service Transition
  - 📁 Service Operation
  - 📁 Continual Service Improvement
  - 📁 ITIL V2

# Sneak Preview Member's resources - Sub category 1b -



## » Member's Resources

Search keywords:

- 📁 **'Partners'** - Service Providers
- 📁 'People' - Planning and Implementation
- 📁 'Process' - ITIL
- 📁 'Process' - Related standards and methods
  - 📁 IT Service Management
  - 📁 International Standards
  - 📁 IT Governance
  - 📁 Application Development
  - 📁 Architecture
  - 📁 Maturity Models
  - 📁 Project and Programme Management
  - 📁 Business Perspective
- 📁 'Products' - Software Tools
  - 📁 ITSM tools
  - 📁 Monitoring and Alerting Tools
  - 📁 'Other' Tools
- 📁 About Intellectual Capital for itSMF members  
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# Search facility



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## » Search Result

Search keywords:

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- [1. Debunking the Six Most Common ITIL Myths](#)  
keywords: ITIL; Reason; Business Case; Planning; CA; Computer Associates
- [2. ITIL - The Business Perspective](#)  
keywords: ITIL V2; Business Perspective
- [3. Outsourcing Portfolio](#)  
keywords: Outsourcing; ITIL; ITIL and Outsourcing; Business Case; Planning; Anton Wiesman
- [4. Top Ten Reasons Organizations are Unsuccessful Implementing ITIL](#)  
keywords: Malcolm Fry; Business Case; Reason; Planning; ITIL; Implementation; Implement

**Thank you!**

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