

# FORUM FOCUS

Jan-Feb 2019

Newsletter brought to you by itSMF International

VOLUME 2, ISSUE 1

Dear Colleagues,

As a volunteer-run organization, we all struggle to find the time to dedicate to itSMF around the globe, and so the International Executive Board would like to kick off the new year and begin this issue by thanking you for all of the time, thought and energy you put into making this itSMF a success, world-wide. We are taking on the challenge of bringing back this newsletter to keep you informed of the activities of the IEB and solicit your ongoing feedback.



Would you like to reach more than 70,000 ITSM professionals world-wide? This newsletter is made available through our LinkedIn group and directly via our chapters and international mailing list. For more information [contact us today](#). We're accepting ads for your products and services as well as sponsored articles for information that is commercial in nature.

## Your Article Here!

If you have an article you'd like to include, please [send it to us today!](#) The deadline for our next issue is April 30, 2019.

# itSMF

## Call for Volunteers

We know many of you work hard locally, but if you're a Service Management professional with the ability to help the International Executive Board spread best practices world-wide please let us know! We're looking for people to help in the following areas:

- \*Newsletter Editor
- \*Speakers, Events and Roadshows
- \*ITSM Organizational Outreach and Chapter Development
- \*Other ideas?

## Contact us today!



## Do you have an itSMF Chapter Board meeting coming up?

We'd love to hear directly from you by joining your next meeting for a few minutes or the entire meeting and get to know you better.

Please reach out to [Tom Fossett](#), Chair of our Membership Portfolio to arrange for an IEB member to attend.

Meet our 2019 board members by visiting the [itSMF International webpage](#)

## Do you need to know more about DevOps?

In the [InteropITX 2018 State of DevOps Report](#), only 9 percent of the business technology decision-makers surveyed said that their organizations had no DevOps plans. A third said their organizations had already adopted DevOps principles and

another 46 percent had plans to do so within the next two years. As DevOps spreads, many IT leaders have questions about which types of employees should get basic training on the fundamentals of the approach. We recommend that at least the following ten types of people get a foundational education about DevOps.



[Read More...](#)

Chapter Focus:



By James Gander

### Kia ora!

itSMF New Zealand has had a pretty full on year, with more to come. Like many other chapters around the globe, we are fully supported by volunteers, which makes it challenging when trying to deliver value to our members, and we don't always manage to get it right.

In 2018, we continued to provide branch events around the country, to varying levels of success, and this is being continued in 2019 with the establishment of a new branch in the fastest growing NZ city of Hamilton.

[Read more ...](#)



### What startups should know about ITIL®

By Kaimar Karu

While some IT professionals encounter this ITIL thing on their first day in a new job, some others have reached the role of Senior Software Engineer at the ripe age of 26 before being exposed to it. What is it and why would anyone working in a startup care about a 30-year-old IT framework? The article sheds some light on this 250,000-exams-a-year phenomenon.

Startups face new challenges as they grow and optimize; their context is different from that of Enterprises but some of the challenges are similar and there is guidance out there that could be useful to address these.

[Read more ...](#)



*Certification tests have been taken and passed...trainers are readying their curriculum. What does ITIL v4 mean to all of us?*

The new updated ITIL guidance will be called ITIL 4. This name reflects the role ITIL 4 will play in supporting individuals and organizations to navigate the Fourth Industrial Revolution. IT is at the core of every business in today's world. The update will allow ITIL to reflect the fast-paced and complex environment we live in, and new ways of working and emerging practices, all of which are essential not only for ITSM professionals, but also for a wider range of professionals working in the digital transformation world.

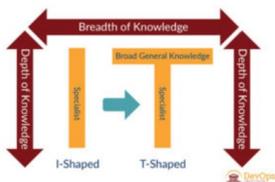
The purpose of ITIL 4 is to provide organizations with comprehensive guidance for the management of information technology in the modern service economy. ITIL 4 will evolve to provide an end-to-end IT/Digital Operating Model, covering the full delivery (and sustaining) of tech-enabled products and services, guiding how IT interfaces with, and even leads, the wider business strategy.

[Read more from Axelos](#)

### Skilling the Squad

By Jayne Groll

CEO of the DevOps Institute



One of the most interesting trends in DevOps adoption is the evolution of the IT silo into the cross-skilled squad. This is not just a semantical name change. Most IT teams today are comprised of like-skilled individuals such as a Scrum team of developers. The modern squad takes a slightly different approach, is more static than dynamic and is more product-focused than project based. Squads are built around T-shaped professionals –where each member has a specialty competency, but all members have a broad scope of skills across multiple disciplines.

[Read more...](#)



The Skills Framework for the Information Age started in the UK in 2000. Many of our chapters have asked for information about the framework and we'll bring you more next issue. Until then, visit the [SFIA website](#) to learn more and to request free licenses to use the framework (for non-commercial use).



### Up Next...

*Service Management frameworks abound and we plan to tell you about all of them, just not in one newsletter. Expect to see articles about VeriSM, SIAM, more about SFIA and the work that The Open Group is doing on IT4IT, TOGAF and more. Don't see your favorite framework?*

**[Submit an article!](#)**