

11.12.13

#itSMFEstonia

AASTAKONVERENTS

Välkomna!

Tervetuloa!

Tere tulemast!

Добро пожаловать!

Welcome!

Laipni lūgti!

Sveikas!

Fáilte!

ברוכים הבאים!

Witamy!

- Founded in 2006

- BCS, Elion, EMT, Epicor, Hansab, Hansapank, HP Estonia, Microlink, Estonian CSD, Sampo Bank, SEB Bank

- 6 Board Members

Kaimar Karu	president, international relations, conference
Martin Petder	events
Avo Raup	translations
Priit Rebane	web site, president 2006–2012
Rain Rebane	finances
Vilmar Vahe	bookshop

- Annual membership fee €25 – €320
- 28 members (25+3) in 2013
- 400+ members in the mailing list

What we did in 2013

- Seminars:
 - Problem Management (March)
 - Service Requests (September)
 - ITSM roles competences (October)
 - Financial Management (November)
- Newsletter (August)
- New members
 - IT & Dev Centre of the Ministry of the Interior
 - Estonian Defense Forces
- itSMF International
 - AXELOS workgroup
- itSMF in Scandinavia
 - Cooperation with Nordic countries

ITIL Self- Assessment

- Goal: gain a better understanding of how the use of ITIL® can improve business/IT alignment
- Provides a benchmark based on a statistical model
- Anonymous participation, instant results
- Available until the end of 2013

<http://itil.selfsurvey.org/>



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Bookstore



- Free delivery in December for 2013 bestsellers
 - <http://www.itgovernance.eu/t-bookstore-news.aspx>
- 4 free e-books for our delegates
 - „It's All About Relationships – What ITIL® doesn't tell you“

Bookstore

Home	Books, Tools & Training	Best Sellers	New Products	News	Contact
Governance frameworks	Risk Management	Compliance	Shop by Language		
COBIT 5	Information Security	General Compliance	Danish		
Enterprise Architecture	Business Continuity	Green IT	Dutch		
ISO20000	ISO22301	PCI DSS	Finnish		
IT Governance	Cloud Computing	Record Management	French		
IT Service Management	Computer Forensics	Sarbanes Oxley	German		
ITIL	Disaster Recovery		Italian		
Management Systems	Risk Management		Spanish		
PMBOK	ISO27001				
PRINCE2	IT Audit				
Project Management	M_o_R				
Soft Skills	Outsourcing IT				
Other Frameworks	White Collar Crime				

Year 2013
for the
ITSM
community

- ITIL was sold:
 - New owner: AXELOS
 - UK Government owns 49%
 - Capita owns 51%
- Questions about the value and relevance of itSMF / ITSM / ITIL
 - The Service Management Inaugural Congress #SMCongress
 - Taking Service Forward initiative #ArchSM
- itSMF & AXELOS
 - Signed Memorandum of Understanding

Our partners

SysAid



MINDBRIDGE
IDEAS OVER OBSTACLES

THE
ITSM
REVIEW

The ITSM Review



News, Reviews and Resources for ITSM Professionals.



Assessment Criteria – Change, Config and Release

Rebecca Beach // Nov 29th, 2013

Today we begin our competitive analysis of Change, Config and Release. As with previous reviews our goal will be to highlight the key strengths, competitive differentiators and innovation in the industry. Widely recognised as key to the successful preservation of production systems, the ITSM processes of Change, Config and Release are perceived as pivotal to [...]

[Read More >>](#)

1 2 3 4 5 6

Opinion

itSMF Estonia Preview: Standardizing the delivery of public services

Sophie Danby // Dec 4th, 2013



Janek Razov Ahead of his presentation at itSMF Estonia, we caught up with Janek Rozov, Head of Information Society Services Development Department at the Ministry of Economic Affairs and Communications. The...

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Events

itSMF UK Conference 2013 – the practitioner perspective

Gregory Baylis-Hall // Nov 20th, 2013



Meeting the famous ITSM Penguin When I got a tweet from Sophie saying I'd won the ITSM Review Competition for a free ticket to the itSMF UK Conference and Exhibition I seriously couldn't...

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Technology Reviews



Knowledge Management



Service Catalogue



Request Fulfilment



Product Review Calendar

March 2013
- Incident & Problem
- Service Catalogue

June 2013
- Knowledge Mgmt.

September 2013
- Integrations

December 2013
- Change, Config, & Rel.

For further details please contact us.

Contributors



Rob England: ITSM Explained



Tobias Nyberg: Everyday ITSM

Speakers



Aale Roos

Service Desk 2.0

Speakers



Alan Levin

Delivering Service Operations at Mega Scale

Speakers



Barclay Rae

Problem and Knowledge Management - The Missing
Links

Speakers



Janek Rozov

Services based Public Sector

Speakers



Kaimar Karu

DevOps - shattering the barriers

Speakers



Oded Moshe

Benchmarking & BI - Sat navs for Service Desks

Speakers



Patrick Bolger

Industry leaders agree - IT is revolting

Speakers



Peter Hepworth

A Forward thinking Name for a Forward Thinking
Company

Speakers



Tõnu Vahtra

Problem management challenges and critical success factors

Speakers



Viktor Petermann

Enabling value by process

AXELOS

17:15 – 18:15

- Questions about the future of ITIL
- Concerns about the past, present and future of ITIL
- Input for the future of ITIL

- Whatsinnitforme?:
 - Your profession
 - Your value
 - Your relevance
 - Your paycheck
 - Your future

- Selling what you do to the business
 - What if you can't?
 - What if the business has better offers?

Agenda for today

- 08:30 – 08:50** Conference opening | Kaimar Karu, itSMF Estonia
- 08:50 – 09:20** [Delivering Service Operations at Mega Scale](#) | Alan Levin, US
- 09:20 – 10:00** [Enabling value by process](#) | Viktor Petermann, EE
- 10:00 – 10:20** **Coffee and networking**
- 10:20 – 11:00** [Benchmarking & BI – Sat navs for Service Desks](#) | Oded Moshe, IL
- 11:00 – 11:40** [Services based Public Sector](#) | Janek Rozov, EE
- 11:40 – 12:20** [Service Desk 2.0](#) | Aale Roos, FI
- 12:20 – 13:20** **Lunch and networking**
- 13:20 – 14:00** [Industry leaders agree – IT is revolting](#) | Patrick Bolger, UK
- 14:00 – 14:40** [Problem and Knowledge Management – The Missing Links](#) | Barclay Rae, UK
- 14:40 – 15:00** **Coffee and networking**
- 15:00 – 15:40** [DevOps – shattering the barriers](#) | Kaimar Karu, EE
- 15:40 – 16:20** [Problem management challenges and critical success factors](#) | Tõnu Vahtra, EE
- 16:20 – 16:50** [A Forward thinking Name for a Forward Thinking Company](#) | Peter Hepworth, UK
- 16:50 – 17:00** Conference close | Kaimar Karu, itSMF Estonia
- 17:15 – 18:15** **The future of ITIL – international forum with AXELOS**