



NEW LEADERSHIP AT THE ISM

P12

Time to remove the 'IT' from ITSM?

P18



The Millennium Bug... lessons for service management

P35



ABC of ICT...

P42

CONTENTS

Industry news	4
All the latest ITSM product, service and customer stories	
itSMF UK news	7
Information from itSMF UK including new faces on the Management Board	
International news	8
An update on itSMF International with details of the recent Chapter Leadership Conference.	
UK events	9
Kevin Holland reports on the recent Service Operation seminar	
CEO comment	10
Keith Aldis argues that we need to engage customers on their level	
New leadership at the ISM	12
Matthew Burrows, the new President of the Institute of Service Management, outlines his vision for the future	
ITIL at 20: looking back and moving forwards	14
An interview with OGC's Frances Scarff about ITIL's past achievements and future prospects	
Time to remove the IT from ITSM?	18
CA's Rob Stroud points out that service management affects every aspect of business life	
Cloud computing: the service management questions you should be asking	21
Adam Bosnian from Cyber-Ark considers the risks as well as the opportunities presented by cloud computing	
A vintage year for ITSM achievements	23
We review this year's IT Service Management Industry Awards and talk to some of the winners	
A simple, low cost but innovative approach to end-to-end service reporting	26
An award-winning case study from Ian MacDonald of The Co-operative Financial Services	
The Millennium Bug - lessons for service management	35
Mark Lillycrop marks the tenth anniversary of the event that shook the industry	
Putting SFIA to work for IT professional skills	38
Ron MacLaren of the SFIA Foundation explores the SFIA framework and its role in helping to define and develop IT skills	
Publications update	40
A review of the most popular reading material at this year's Conference	
Learning the ABC of ICT	42
Paul Wilkinson of GamingWorks explains the philosophy behind the very popular ABC of ICT books and learning aids	

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