

Great news for education in IT Service Management

SANDRA WHITTLESTON AND MATTHEW BURROWS PROVIDE AN UPDATE ON THE EDUCATION SIG AND ITSMF UK'S COMMITMENT AND ACTIVITY IN THIS AREA

We're delighted to announce that the work of the itSMF UK Education SIG has been incorporated into the People & Education Executive Sub Committee (ESC), further establishing education as a core part of our strategy. This move demonstrates our commitment to supporting all those involved in IT Service Management, including those in education – either at the early stages of their professional journey, or as part of their Continual Professional Development (CPD) during their career.

With effect from the itSMF UK AGM in November 2011, the SIG Chair Sandra Whittleston joins the People & Education ESC, along with the other volunteers who have been responsible for steering the ISM, priSM® and SFIA (Skills Framework for the Information Age) elements of the itSMF UK portfolio.

As Chair of the itSMF UK People & Education ESC, I've been heavily involved in the priSM credentialing scheme which is being rolled out internationally across itSMF chapters. As part of this commitment, we recently closed the Institute of Service Management (ISM) as we felt our community would be best served by a single consistent global approach to credentialing. Many ISM members transition to priSM as part of this strategic move.

One of the key aspects of priSM is the support for ITSM people throughout all stages of their education and working life. priSM has several different credential levels, one of them being Student.

For some months now, I've been collaborating with Sandra on a number of initiatives related to education and CPD. With all of the synergies and

potential benefits to our members, it was a logical move to fully incorporate this in to our ESC.

With the support of Colin Dudley, itSMF UK Business Development Manager, we have also created and launched a new Student membership level for itSMF UK. This provides an affordable entry point for students to join our community and receive the benefits of being an itSMF member. It also allows them to apply for the priSM Student credential, giving them support with their CPD and access to the mentoring programme and the experience and knowledge of other credential holders.

We have some really exciting plans in this space, including initiatives that will benefit students and the rest of the ITSM community, improving standards and the support for individuals at all stages of their careers.

Matthew Burrows
People & Education ESC Chair, itSMF UK ■





As one door closes, another one opens...

The itSMF UK Education Special Interest Group (SIG) formally closed in November 2011. Primarily set up to serve the academic community, it was inaugurated by Roy Taylor from the University of Northampton. After the early days it became apparent that there was significant interest from the IT service provider community and this became its focus when I became Chair in 2007. We aimed for at least one meeting per year, held in various parts of the UK from Durham to Manchester, Sheffield and Stafford. I have had the pleasure of meeting many university colleagues in the past four years and the courtesy and camaraderie I have experienced have never ceased to amaze me. During my time as Chair we have seen a significant change in our approach to IT good practice methods, moving away from ITIL conformism to embrace a range of techniques around IT service management career.

With the impending changes to student fees and therefore the shift in how we will be funded, university colleagues will be under increased pressure to do more with less. However, this will be against a backdrop of improving the student experience and therefore the continual improvement of core services, including IT. We will no doubt see increased use of outsourced IT services at least for some aspects of the business over the coming years, which will require us to think differently about how we provide a cohesive service to students and stakeholders.

During the past two to three years we have seen the launch of the UCISA (Universities and Colleges Information Systems Association) ITIL activities; and with funding from JISC the group was able to produce collateral which was well received by the university IT services community. After the funding dried up we still hoped to continue as feedback told us that there was an appetite for more. However it was not to be and the group wound up their activities in 2010.

The itSMF UK Education SIG have had no funding to support our work, apart from the support activity provided by the itSMF UK staff, and we have relied heavily on volunteers who have given up their free time to help out; my personal thanks go to them all.

This is not the end of the road for education and its partnership with itSMF UK. The work will

continue as part of supporting the academic side of our business. Increasingly we will see universities involved in providing IT Service Management (ITSM) collateral in their course provision; the students need it, the employers want it and the ITSM community welcome it. My work has taken me from involvement in IT services to teaching ITSM in undergraduate and postgraduate programmes, and I have to tell you it is very rewarding work.

So as part of supporting the progress and development of students, the Education SIG will now focus on its work as an integral part of the People and Education ESC (Executive Sub Committee) within itSMF UK. We have launched itSMF UK student membership, working alongside the priSM® Institute activities to provide a pathway of lifelong engagement for those new to ITSM, and I am pleased to be part of this initiative.

Those of you in education who are part of IT services will still be supported by the existing special interest and regional groups, and I am keen to hear of exploits and experiences from those willing to share. With budget restrictions particularly affecting travel we understand that those working in education may be hard pressed to attend physical meetings. This shouldn't stop us sharing our experiences and we would be pleased to hear from you if you would like be part of any education activities jointly with either UCISA, JISC or other sector groups.

Working in the sector for 30 years, and despite the many challenges we have faced over the years, I have found that those working in education have always worked closely together and we have all benefitted from those collaborations. Now more than ever we need to cooperate in the spirit of mutual support; so if anyone is interested in being involved please let us know. We would also be pleased to hear from colleagues who are already delivering ITSM within their academic programmes in the UK or overseas (or those who aspire to), as this is an exciting time for us all.

Thank you again to all those who have supported or continue to support ITSM educational initiatives.

Sandra Whittleston
People & Education ESC Member, itSMF UK ■