



**itSMF
International
Type A
Liaison Report
May 2010**

***itSMF* International**
The IT Service Management Forum

Presented by Dennis G. Ravenelle
On behalf of Robert E. Stroud
itSMF International Executive Board
Audit, Standards and Compliance

First my apologies for not being in attendance – itSMF Board meeting conflicted

- Objective is to provide members access to global best practices and an opportunity to contribute to their development
- Services are delivered to members by chapters
 - A chapter typically represents/supports a country

- Today 52 Chapters worldwide and growing
 - 31 currently in formation
 - Recognized for
 - ITIL development
 - ISO/IEC 20000
 - ISO/IEC 19770
 - ... and others
- MOU with ISACA and others in formation
- Relationships with TSO and OGC

Participation in the following groups that are relevant to our membership:

- WG1A IT Governance
- WG25 IT Service Management
- WG21 Software Asset Management
- SWG5 Standards Management
- Study Group on System Integration

- itSMF expectations
 - Continuing to provide expert members as the participants and conveners of WGs and SGs
 - Investigation of SAM Certification scheme ongoing and a method to market being investigated.
 - Global SIG to support ISO/IEC 20000
 - Allocation of additional resources to each group to review and contribute

For additional information:

Robert E Stroud

Robert.Stroud@itsmfi.org

Thank you!