

#### **Why Join *itSMF* USA?**

For anyone interested in IT process improvement, the IT Service Management Forum (*itSMF*) USA offers an immediate return on investment. You can gain the experience-base of thousands of corporations for a minimal annual investment.

Members of the *itSMF* USA have access to all of the experience, material, documentation and programs generated by the *itSMF* International and *itSMF* USA while being able to take part in the creation and development of an *itSMF* USA focused on service management business issues, needs and solutions specific to the United States and Canada.

#### **Who are Members of *itSMF* USA?**

Membership of *itSMF* USA is open to providers and practitioners who work together to advance the principles of the *itSMF* USA organization.

Our membership consists of:

- Fortune 100 industry leaders
- Corporations from Fortune 1000 to small-medium sized businesses
- Vendors and service providers
- Colleges and universities
- Government entities

#### ***itSMF* USA Programs and Benefits**

The *itSMF* USA IT members define and share highly specific, implementable approaches to service management. They help make business sense of tools, standards, frameworks and processes.

#### ***itSMF* USA Local Interest Groups**

The 40+ *itSMF* USA Local Interest Groups (LIGs) are active members organizing local meetings and events aimed at bringing together and sharing practical service management information with (non-)members on a regular basis.

#### ***itSMF* USA Arizona LIG**

On a quarterly basis the *itSMF* USA Arizona LIG enjoys the participation of 70+ Service Management enthusiasts from the Valley who gather to listen to, and learn & leverage from Service Management practitioners & experts and mingle & meet with peers. These highly informational and interactive meetings have continuously enjoyed a lot of attendance & participation and we hope we can welcome you soon too!



*itSMF* USA Arizona  
Local Interest Group

*The Valley's  
Service Management  
Forum*



[www.itsmfusa.org](http://www.itsmfusa.org)

### What is ITIL®?

"IT Service Management is concerned with delivering and supporting IT services that are appropriate to the business requirements of the organization. ITIL® (IT Infrastructure Library) provides a comprehensive, consistent and coherent set of best practices for IT Service Management processes, promoting a quality approach to achieving business effectiveness and efficiency in the use of information systems."

(Source: *Service Support*, published by the OGC.)

#### Core processes of Service Delivery (ITIL® v2):

- Service Level Management
- Financial Management for IT
- Capacity Management
- Availability Management
- IT Service Continuity Management

#### Core processes of Service Support (ITIL® v2):

- Change Management
- Configuration Management
- Release Management
- Incident Management
- Problem Management
- Service Desk (a function)

#### Core publications of ITIL® v3:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

### Why ITIL®?

ITIL® provides the basis for the alignment of IT and the Business:

- Improve the "audit-ability" of IT
- Improve customer care
- Manage multi-vendor operations
- Integrate legacy systems
- Manage distributed computing practically and cost-effectively
- Enhance service management tool requirements, selection, and implementation
- Improve preparation and achievement of service level agreements
- Improve organizational effectiveness
- Improve operational practices
- Effectively identify and implement management tools
- Define IT roles and responsibilities

### ITIL® is scalable to any size or type of organization, whether in public or private sector.

#### ITIL® Background

The IT Infrastructure Library® (ITIL®) originated in the government of the United Kingdom. In 1972, the CCTA (UK Central Computer and Telecommunications Agency) was established. The CCTA became part of the UK Office of Government Commerce (OGC) in 2000. ITIL remains a registered trademark of the Office of Government Commerce. The publications are commercially available.

#### itSMF Background

The Information Technology Service Management Forum (itSMF) is a global organization consisting of more than 50 national chapters on six continents responsible for advancing IT best practices through the utilization of the IT Infrastructure Library (ITIL®).

Formed in 1991, the itSMF is the only organization of its kind and helps to foster the initial ITIL® investment of millions of dollars. It is not dependent on any specific vendor or organization and its rules ensure its continued independence.

The itSMF is non-profit and is wholly owned by its membership.

#### itSMF USA Background

itSMF USA was established in 1997 and is based in California. Currently, there are nearly 10,000 members. The growth of itSMF USA reflects and drives the advancement of ITIL® in the United States.

Its annual conference enjoys 3500+ attendance each year.

As the market matures, the level of sophistication of the presentations at the conference also rises.

However, the primary driver of ITIL® remains the same – to better align IT with the Business.

### itSMF USA Arizona LIG Mission

IT Service Management Forum USA enables member organizations to achieve measurable operational excellence by introducing, developing and promoting IT Service Management best practices.

This mission advances the credibility and professionalism of all its members by providing:

- A premiere certification program serving the industry and supporting the careers of all IT service management professionals.
- An IT service management best practices educational program serving the industry.

### itSMF USA Arizona LIG Objectives

- Assist with the planning, development and implementation strategies of IT service management best practices.
- Inform the media and industry analysts about the benefits and rapidly growing acceptance of IT service management best practices within commercial markets.
- Provide guidance to other related bodies, particularly industry groups that have a vested interest in the adoption of IT service management best practices.

### Types of itSMF USA Membership

Individual:

Organization 5:

Organization 10:

### To Join

Please visit our website at

[www.itsmfusa.org](http://www.itsmfusa.org)

