

## **ITSM Library**

Although ITIL was originally and officially published by UK sources, the Dutch were very eager to get involved from the very first beginning. Several Dutch companies were involved in writing the first books in the ITIL series, and some books (like Service Level Management) were written completely by Dutch authors. This is an illustration of the fact that companies in the Netherlands were ready for a Service Management approach in the early 90's of the last century.

But there was a major difference between the UK and the Netherlands: where UK companies were following ITIL rather strictly, the Dutch were able to use ITIL in their own perspective: after all, ITIL was not a Dutch product, so they could combine the best components of ITIL with other frameworks that were already available. And those other theoretical frameworks had been available for several years: in 1988 professor Maarten Looijen at Delft University was the first professor in IT Service Management worldwide. It would take over 15 years before any other university was picking this up.

This way the IT management experts in the Netherlands built their own approach to IT Service Management. And they made serious business doing so. A Dutch ITSMF was launched in 1994 to stimulate the awareness and professionalism, and to improve service quality in Dutch companies. The chapter was designed after the image of the already existing UK chapter. Several years later other chapters followed, and now we look at dozens of chapters all over the world, building a strong international community.

When the Dutch picked up ITIL around 1990, they developed their own process models, and they started publishing about those models. In 1996 they developed a common terminology and definitions set, to avoid expensive miscommunication, and from 1997 on they published comprehensive guides with the best practices in Dutch companies. Several magazines were developed, lots of events were organized and knowledge development was core business for many.

### **A new library**

This situation has eventually led to the development of the ITSM Library: a library of best practices and management instruments, to be used by IT managers. This library is gaining weight in the international IT management arena fast. It is being recognized as the complementary library to the IT Infrastructure Library (ITIL), covering many subjects that are out of scope for ITIL. But it of course covers the topics that are documented in ITIL: one of the most successful books in the ITSM Library is the international ITSMF standard publication "IT Service Management, an introduction based on ITIL", which has already been translated into Japanese. The main characteristics of the ITSM Library are:

- High quality publications on important management frameworks
- Many stakeholders involved in a publication
- Education should be facilitated by useful books: training guides and quick reference pocket guide.

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### **Sections**

The Library is divided in 5 sections (see figure 1).

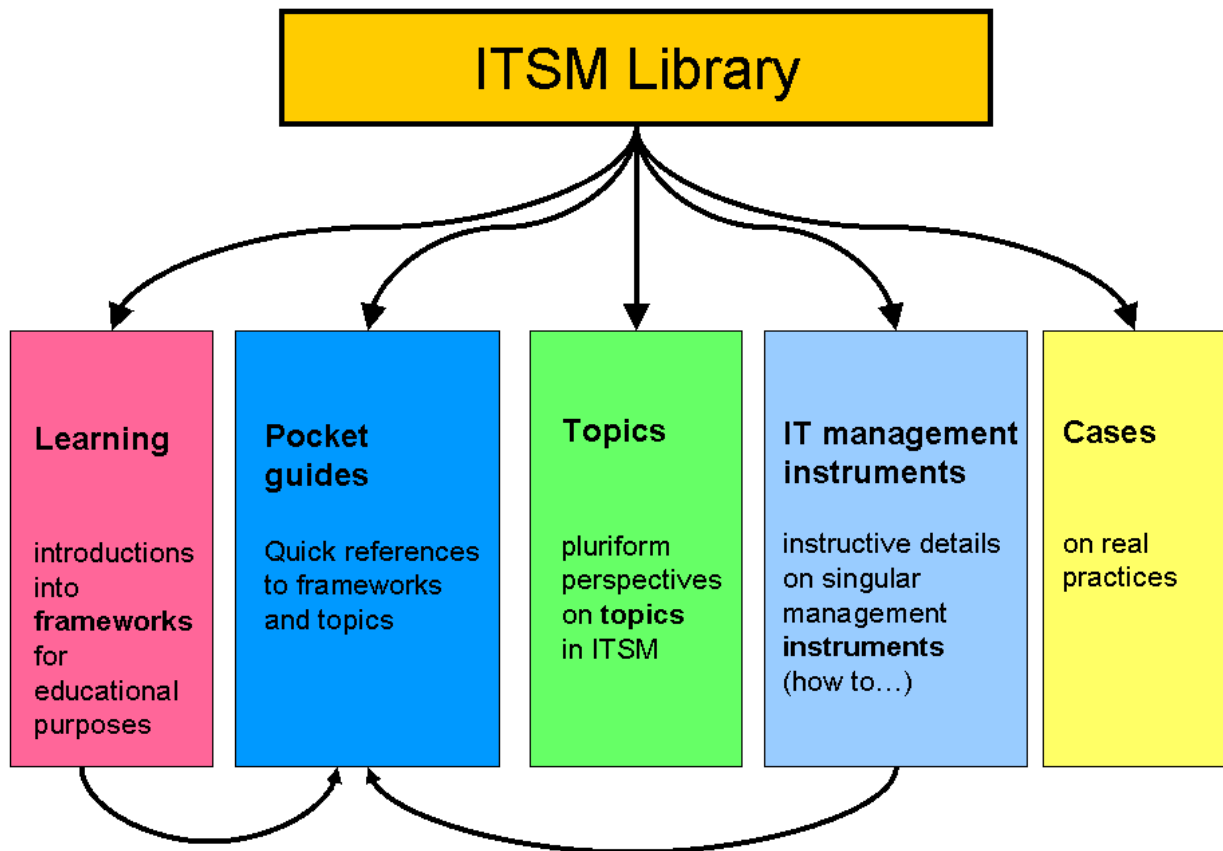


Figure 1. Structure of the ITSM Library

The section Learning contains introduction books, focused at large non-proprietary frameworks, models and theories. At this moment the following *Introductions* are published in the ITSM Library:

- **IT Service Management, an introduction based on ITIL**
- **Project Management, an introduction based on Prince2**
- **IT Service Procurement, an introduction based on ISPL**

Publications on IT Governance, Quality standards, and Software Development standards will be added.

The books in this section are descriptive by nature, and designed as readers for the foundation level trainings in the subject. The ITIL introduction book is used as the international standard for the ITIL Foundation course; it was also endorsed as an international standard by ITSMF International's Publication Board.

### **Pocket guides**

The section Pocket guides contains quick references to *frameworks* (from the Learning section) or *topics* (from the Topics section). At this moment the following *pocket guides* are part of the scope of the ITSM Library:

- **IT Service Management, a summary based on ITIL** (Dutch ITIL pocket guide)
- **IT Governance, a pocket guide based on COBIT**
- **IT Service CMM, a pocket guide**
- **IT Service Management from hell!**

A pocket guide on BS15000 is short to production. Pocket guides on Six Sigma, Prince2 and ISPL will be added.

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Article for ITSMF-Japan, on the Dutch publication strategy.

### **Sections in development**

Three other sections are in development. The section Topics contains books on important issues, that are not necessarily caught in a framework.

The section IT Management instruments contains information on instruments that are commonly used in IT management, but the scope is significantly more narrow than the frameworks in the Learning section. The descriptions refer to generally accepted instruments, like SLA templates, Service Catalog template, an IT Balanced ScoreCard, etcetera.

And the third section is on Cases: it contains descriptions of practices in specific companies. The content is determined by ITSM issues, in the broadest sense, in such a way that several 'topics' are covered in one case.

### **Translations**

The books are made available in many languages, depending on the demand in the targeted countries. The following languages are used currently: Dutch, English, German, French, Spanish, Portugese, Japanese, Chinese, and Russian. Several other languages are coming up: Italian, Hungarian, various Scandinavian languages.

Translations are supported by well-structured translation lists, which are part of the "Compendium IT Service Management". These translation lists are developed with field experts in the targeted communities, and sanctioned by local chapters of ITSMF, and by ITSMF International's Publication Board. The lists are made available for free download at the ITSM PORTAL (<http://en.itsmportal.net>).

### **Professional management**

The books in the ITSM Library will be recognizable by their uniform layout and formats (see the graphics). Each book is characterized by the left column with the vertical text 'ITSM Library', the book title on the top of the front page, and some graphics on the lower half of the front page.

The content of the ITSM Library is managed by ITSMF, who appointed a *chief editor* and a *publisher* for the Library. The books in the ITSM Library are distributed through many channels. Numbers of specific editions vary from hundreds to several thousands per year.

### **Maturity** .

It took ITSMF-NL about ten years to get here: many people were involved, and many hours were spent. The professionalism of the chapter is now of great importance to Dutch companies: they have access to an impressive knowledge platform, supporting an intense culture of service awareness. Next to the ITSM Library, ITSMF-NL supported the development of educational publications, targeted at students of 17-21 years at highschools. The result of all this is that Dutch IT management experts grow up with IT Service Management, and companies will have no problems when new employees enter their organization. As a consequence the number of ITIL Foundation trainings has stabilized and is now slowly falling back to lower numbers.

It will probably take Japan far less than 10 years to get where the Netherlands now is: they will get access to the rich knowledge sources, with the help of Japanese ITSMF and Japanese companies that will support Dutch publications.

Jan van Bon,

Chief editor ITSM Library.