

Newsletter ITSMF-Japan

Will Japanese business profit from ITIL?

IT has been around for decades now, and we wouldn't know how to do business without it. Many aspects of normal life are also highly dependent on IT. Just imagine what life would look like without it... This high rate of dependence results in a continuous concern: IT systems and IT-based functions should be available 24 hours per day, and they should perform in a way that satisfies our needs: we have now come to live with IT in terms of continuous services instead of just technology. And that means that we should treat the provision of those continuous services professionally.

We also realize that IT is expensive: therefore we need to control the cost of providing these IT services. Furthermore we need to comply to various internal and external regulations and laws. In the end we simply need to be in control of IT.

A systematic approach to the provision of IT services - based on global best practices - has been documented in ITIL, the IT Infrastructure Library. ITIL currently contains six core books with many detailed instructions. The set is managed by an international team, composed of OGC (the UK Government agency that owns ITIL), EXIN and ISEB (the two examination institutes that take all exams worldwide) and ITSMF (the user organization of IT service management professionals).

An efficient approach to learning about ITIL is the ITIL Foundation course, which has been developed into a global standard, accepted by organizations all over the world. It has been the entrance for over 100.000 professionals in many countries, making them familiar with the basics of ITIL. Most of these students used the book "IT Service Management, an introduction based on ITIL".

The International ITSMF organization, through its International Publications Executive Sub-Committee (IPESC), comprised of a council of members from global ITSMF chapters, has given its first formal ITSMF International endorsement to this book. This makes it the first internationally acknowledged standard literature for IT service management and ITIL. And not without good reason: the book enables you to learn about the basics of ITIL in simple words, without getting lost in too much detail. You can use the book as a reference guide for the core of the ITIL best practices, and to guide you through the ITIL Foundation exam: it covers all issues than can be tested at this exam.

Now that the Japanese people have made acquaintance with ITIL, we hope it will bring profit to the first users, so that many will follow in their footsteps, illustrating the great value of ITIL's best practices for Japan's business. The support of the Japanese chapter of ITSMF will be indispensable to stimulate the distribution of ITIL-based knowledge. They already were a great help in making this book available in Japanese, emphasizing that they are taking ITIL very serious. Please watch their agenda and get involved wherever you can, and you'll see that it will bring you great profit.

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