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ITIL AND OTHER ITSM FRAMEWORKS CAN CO-EXIST

The best combination of frameworks will depend on the size, nature and maturity of your organisation

Johannesburg, South Africa, 8 April 2008 –CIOs around the globe are increasingly considering a ‘Multisourcing’ approach to best practice framework adoption.

Scott Petty, Services Executive at Dimension Data says, “While ITIL is widely regarded as the de facto standard for ITSM best practice, it can and should co-exist with other frameworks. No one best practice can act as a “silver bullet”. Rather, the best combination will depend on the size, nature and maturity of an organisation and its business objectives.”

Recent research commissioned by Dimension Data which surveyed over 370 CIOs from 14 countries across five continents, suggests that companies will most likely need to adopt more than one best-practice framework - or at least parts of many - if they want a complete, effective set of management process guidelines.

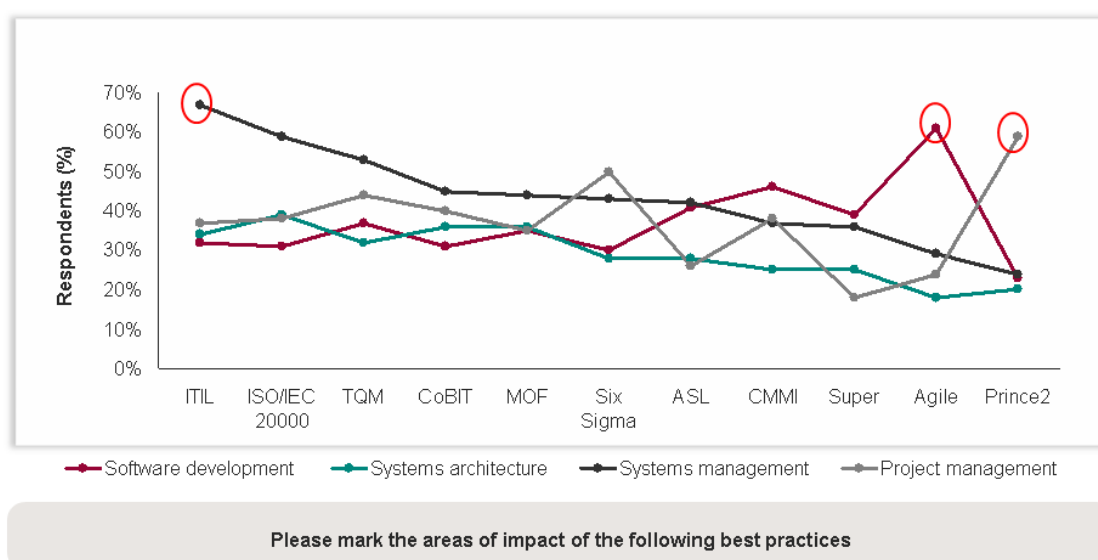
“Optimising ITSM efforts may well involve adopting various complementary best practices in concert. Just as organisations are realising the benefits of adopting a ‘best-of-breed’ approach to sourcing IT – that is, cherry picking the best skills for the right function – they should consider adopting a similar, selective approach to the options available to them with respect to ITSM best practices,” says Petty. “Organisations would be wise to get an overview of the most suitable options and then plan an approach that blends the best practices of each along with the needs of the business.”



Given the myriad of best practice frameworks available, it is not surprising that many organisations find it difficult to get started with ITSM and select which framework to adopt.

The survey reveals that some frameworks – ITIL, Agile and Prince2 are more well-regarded and successful than others. “These frameworks have a clear functional remit, are held in esteem by experienced CIOs and companies that have deployed them.

As Figure 1 illustrates, ITIL, Agile and Prince2 are unambiguously associated with one functional area.



Petty advises companies to select a framework with a well-defined remit and match the framework to specific high-level objectives for ITSM initiatives. “This will help ensure that an appropriate framework is adopted and deployed in the right area,” concludes Petty.

For more results from this study, go to www.dimensiondata.com/howdoyoumanage

About Dimension Data

Dimension Data plc (LSE:DDT), a global managed services provider, helps clients plan, build, support and manage their IT infrastructures. Dimension Data applies its expertise in networking, security, operating environments, storage and contact centre technologies and its unique skills in



consulting, integration and managed services to create customised client solutions. Our deep understanding of the managed services market, backed by over two decades' experience, enables us to deliver services that enable our clients to improve efficiencies and enhance their competitiveness.



Glossary of terms

TERM	ABBREVIATION	DESCRIPTION	WEBSITE
The Information Technology Infrastructure Library	ITIL	Framework of best practice approaches intended to facilitate the delivery of information technology services. ITIL outlines an extensive set of management procedures that are intended to support businesses in achieving both high financial quality and value in IT operations.	http://www.itil.co.uk/
Application Service Library	ASL	Public domain standard describing the processes within application management (producing and maintaining information systems and applications). Developed to complement ITIL in the application management domain. Originated in the Netherlands and maintained by the ASL Foundation.	http://www.asl.foundation.org.uk/aslbisfoundation/index.html
Microsoft Operation Framework	MOF	Provides operational guidance that helps organisations to achieve mission-critical system reliability, availability, supportability, and manageability with Microsoft products and technologies. Conceived as a super-set of ITIL. Maintained by Microsoft, more specifically its Operations and Technology group.	http://www.microsoft.com/technet/solutionaccelerators/cits/mof/default.mspx
Control Objectives for Information and related Technology	CoBIT	COBIT is an open standard for IT control and security created by ISACA, an international association for the support and improvement of professionals whose jobs involve the auditing of corporate and system controls. Currently in version 4.0, released in December 2005 and gaining prominence due to Sarbanes-Oxley act.	http://it.safemodirect.org/
ISO / IEC 20000	ISO / IEC 20000	The first international standard for ITSM, published in September 2005, based on an earlier British Standard, BS 15000. The standard promotes the adoption of an integrated process approach to effectively deliver managed services to meet the business and customer requirements. It is comprised of two parts: a specification and a code of practice for IT Service Management. Although originally developed to reflect best practice guidance contained within the ITIL, it supports other ITSM frameworks.	http://20000standardsdirect.org/
Agile	Agile	A conceptual framework for undertaking software engineering projects that embraces and promotes evolutionary change throughout development in short time box iterations which are treated as a miniature stand-alone software projects.	http://www.agilemanifesto.org/



Capability Maturity Model Integration	CMMI	A process improvement approach that provides organisations with the essential elements of effective processes covering development, services and acquisition. The framework was developed by the Software Engineering Institute (SEI), federal research centre sponsored by the US Department of Defense.	http://www.wibas.de/presentation/site/cmmi_1_2_browser.html.en
Six Sigma	Six Sigma	A system of quality management practices developed by Motorola to systematically improve processes by eliminating defects, defined as units that are not members of the intended population. Six Sigma has become an element of Total Quality Management (TQM) initiatives.	http://www.isixsigma.com/sixsigma/six_sigma.asp
Semantics Utilized for Process Management within and between Enterprises	SUPER EU FP6	Integrated project funded by the European Sixth Framework Program aiming to raise Business Process Management to the business level from the Information Technology level where it mostly resides now. To reach this objective, the project aims at providing a framework based on Semantic Web Services technology, able to acquire, organise and share the knowledge embedded both in business processes, systems and software, and human expertise.	http://www.ip-super.org/
Total Quality Management	TQM	A management strategy aimed at embedding awareness of quality in all organisational processes. TQM has been widely used in manufacturing, education, government, and service industries.	
PRojects IN Controlled Environments 2	Prince 2	A project management methodology covering the management, control and organisation of a project. Initially developed in 1989 by the Central Computer and Telecommunications Agency (CCTA) as a UK Government standard for information systems project management; but it soon became regularly applied outside the purely IT environment. Since 1996 released as a generic project management method becoming the de facto standard for project management in the UK.	http://www.prince2.org.uk/