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IT SERVICE MANAGEMENT GAINING TRACTION IN A CHANGING SOURCING ENVIRONMENT

Survey reveals emerging link between ITSM best practice framework adoption and strategic approaches to sourcing

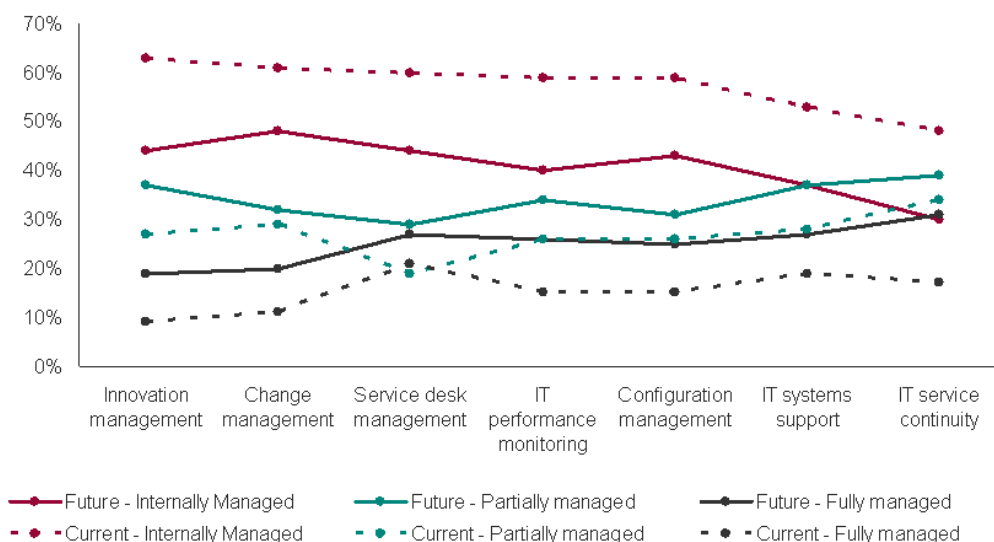
Johannesburg, South Africa, 8 April 2008 — The level of interest and uptake of IT Service Management (ITSM) best practice frameworks is being driven by the requirement for IT to better manage the quality and reliability of IT in business and a slew of regulatory demands. More importantly, it's been spurred by the changing sourcing environment and associated contractual requirements.

That's according to Dimension Data's research of 370 CIOs from 14 countries across five continents.

Scott Petty, Services Executive at Dimension Data says the study of CIOs' service provision preferences confirms this shift in sourcing strategies. "Our survey indicates a widespread desire to reduce reliance on internal IT management. Instead, CIOs seem to be in favour of diversification of sourcing and management modes. A more inclusive approach to sourcing combines the traditional mode of internal management with fully managed solutions and partially managed solutions."

This approach is illustrated in Figure 1:

Figure 1:



Which approach do you currently use, or would you use, for implementation and management of the following ICT areas?

What’s more, the survey reveals that around one fifth of organisations would like to abandon internal management of ICT areas and that in certain areas, such as IT service continuity and IT change management, enterprises are ready to cede absolute control and rely primarily on partially managed or even fully managed solutions.

Petty says while using a best-of-breed approach to sourcing IT has its advantages, this terrain brings with it a unique set of challenges and enterprises need to arm themselves with new tools and skills to effectively manage the increased volume and complexity of relationships between the various parties involved in Multisourced deals.”

That’s where ITSM can help. According to Petty, more organisations are adopting ITSM and engaging with the associated best practice frameworks as they recognise the potential ITSM has to promote a service-oriented approach to managing IT. This also assists them to manage supplier relations in a Multisourced environment.



“There are several frameworks and best practices that strive to provide a common language and drive quality and efficiency, and they’re being successfully implemented by increasing numbers of companies wanting to implement high-quality IT services,” he explains.

For example, over two-thirds of CIOs surveyed reported engaging with ITIL and this framework garners a significantly higher average score in the assessment of its scope, clarity, relevance and applicability. “And because it brings discipline and a structured approach to IT Service Delivery, ITIL is an ideal tool for companies wanting to improve outsourcing relationships. In fact, it lends itself well to Multisourced procurement models,” adds Petty.

According to Petty “the key element to a supplier-client relationship is defining what is delivered and at what level,” adds Petty. “The ITIL-based service catalogue caters for this extremely effectively. It provides definition, and facilitates clarification of mutual expectations and responsibilities upfront. This in turn ensures conflicts don’t arise at a later stage.”

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.aslfoundation.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/solutionaccelerator/cits/mo/mof/default.msp
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.safemode.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/