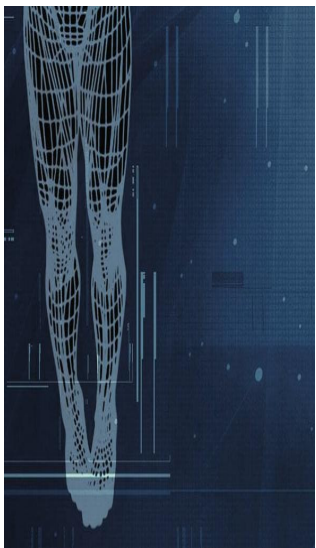


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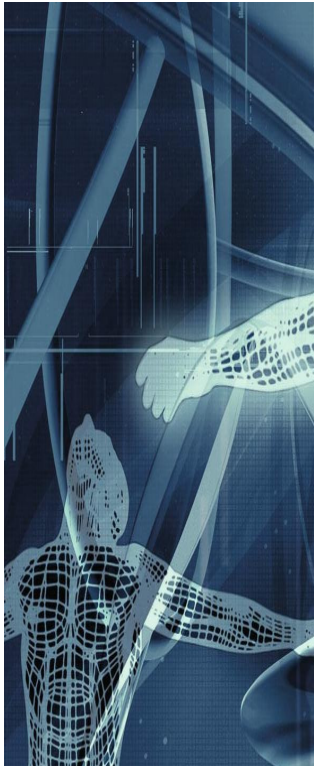


Web Services Insights

Chris Roberts

Regional Liaison &
Web Services Manager, itSMF UK

itSMF Serbia Launch
10th December 2008



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Web Services Summary

- International Website www.itsmfi.org
- RSS News Feed
- Online Surveys
- International Discussion Forum www.itsmfi-forum.org
 - IPESC, IQC & Executive Board Closed Areas
- Virtual Chapter Meetings
- Chapter Web Template
- Emerging Chapters

itSMF International Website



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The screenshot shows the itSMF International website in a Mozilla Firefox browser window. The browser's address bar displays the URL <http://www.itsmfi.org/>. The website's header includes the logo "itSMF International" and the tagline "The IT Service Management Forum". A navigation menu contains links for "About Us", "Chapters", "Events", "Forums", "Publications", "Qualifications", "Bookshop", and "Resources".

The main content area features a search bar and a "Search" button. Below the search bar is a "ismfi admin" section with a list of links: Groups, My blog, Create content, Directory, My unread, Profile Export CSV, Recent posts, Speaker Panel, Switch to test user, My account, Users who match your criteria, News aggregator, Administrator, and Log out.

The central article is titled "itSMF UK announces new title for Service Level Management specialists", posted on November 18th, 2008 by ChrisR. The article text reads: "itSMF UK has announced the publication of 'Service Level Management - a Practitioner's Guide'. This is the first of a new series of guides that draw on the expertise of the chapter's network of Special Interest Groups. Offering a practical, experience-based approach to the subject matter, the guide discusses (among other things) the best way to design an SLM roadmap and implementation project plan, compile a service catalogue, and put together service level agreements, with templates and supporting material provided on an accompanying CD. itSMF UK member Steve Morgan, who chaired the working party that authored the book, said the group were delighted to be able to share their SLM knowledge with other service management professionals."

Below the article is a "Read more" link with "123 reads".

The right sidebar contains three sections: "Publications News" with links to "itSMF UK and TSO announce pocket reference guide for ITIL V3", "itSMF UK announces new title for Service Level Management specialists", and "ITIL® V3 Glossary translations available"; "Qualifications News" with links to "ITIL V3 Intermediate Level Syllabuses", "Official ITIL® Website", and "ITIL V3 Foundation Syllabus Review"; and "Future Events" with links to "itSMF Ireland AGM 26 November 2008", "itSMF Germany Annual Congress 02 December 2008", and "SFIA Foundation's 2008 conference 04 December 2008".



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International Website

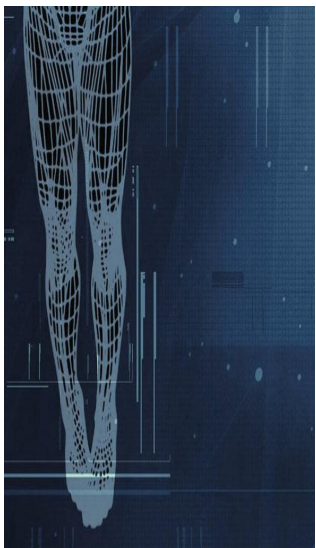
- Developed with Open Source software using Drupal platform (www.drupal.org)
- Statistics tracked by Google Analytics
- Easy to add additional sections/content
 - Roles – Registered, Editor & Admin
 - Unregistered - certain information is not available
- Professional portal for itSMF International and its Chapters
- Monthly Visitors
 - March 2008 – 15,398
- Visitors from 132 Countries/Territories

RSS News Feed

- The International website offers a RSS feed for all Chapters Use
- The itSMF Serbia website (www.itsmf.org.rs) offers this via the itSMFI News panel
- This allows all key news updates to be easily propagated



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Online Surveys



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http://www.surveymonkey.com - [SURVEY PREVIEW MODE] itSMF International - ITIL Implementation Survey (Q3 2008) - Mozilla ...

File Edit View History Bookmarks Tools Help

itSMF International [Exit this survey](#)
The IT Service Management Forum

itSMF International - ITIL Implementation Survey (Q3 2008)

2. Organisational Demographics

2 / 7

* 1. Which itSMF chapter are you affiliated with?

* 2. What is the name of the organization you are responding for?

3. If you are working as a Consultant or part of an Outsourcing contract, what is the name of your own organisation

* 4. Which business sector does your organization belong to?

<input type="radio"/> Banking	<input type="radio"/> Aerospace & Defence	<input type="radio"/> Utilities
<input type="radio"/> Insurance	<input type="radio"/> Industrial products	<input type="radio"/> Wholesale
<input type="radio"/> Financial markets	<input type="radio"/> Electronics & IT	<input type="radio"/> Retail
<input type="radio"/> Central government	<input type="radio"/> Automotive	<input type="radio"/> Consumer packaged goods
<input type="radio"/> Local government	<input type="radio"/> Petroleum	<input type="radio"/> Transportation
<input type="radio"/> Health	<input type="radio"/> Chemical	<input type="radio"/> Travel
<input type="radio"/> Education	<input type="radio"/> Telecom	<input type="radio"/> Services, Professional Service
<input type="radio"/> Life sciences	<input type="radio"/> Media & entertainment	

Other (please specify)

* 5. How many employees are there in your organization

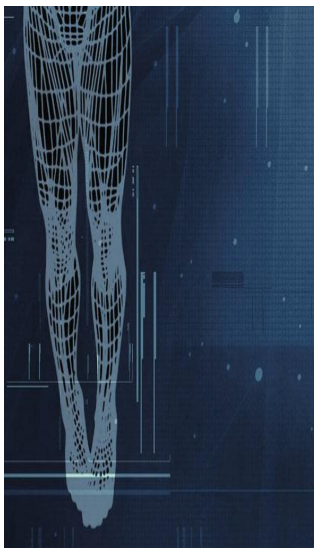
* 6. How many IT staff are there in your organisation?

Done

International Discussion Forum www.itsmfi-forum.org



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Mozilla Firefox

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http://www.itsmfi-forum.org/

Google Analytics IoSM ISO20000 itSMF e-Symposium™ itSMF Intl itSMFI Forum itSMF Chapter Board... SurveyMonkey.com - ... MeetingZone More

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The Knowledge Network for IT Service Management

Search Members Calendar Help Home

Search by username

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Forums	Selected	Popular	Recent	Forum	Topics	Posts	Last Post
ITSMF News							
<input checked="" type="checkbox"/>				Best Practices Questions and thoughts about ITIL, Six Sigma, COBIT processes and how you achieve Best Practice in your organisation	69	341	Thu Nov 20th, 2008 15:35 by <i>ivor</i> in Purpose, Goal & Objective ▶
<input checked="" type="checkbox"/>				Publications News News about new publications from ITSM publishers in both English and other core languages	11	48	Thu Oct 30th, 2008 02:29 by <i>HalukD</i> in Dual CFCs on Service Science: Two Volumes of SSRI on Advancement of Services Systems ▶
<input checked="" type="checkbox"/>				Qualifications News Area for questions about ITIL & ISO/IEC20000 Qualifications & certifications	35	182	Fri Nov 7th, 2008 10:55 by <i>Atul Kherde</i> in ITIL Qualification Question ▶
<input checked="" type="checkbox"/>				itSMF Conferences - including Online Events Details of Conferences run or supported by itSMF International or their Chapters, including online or webinar type events	15	18	Tue Oct 21st, 2008 13:00 by <i>webadmin</i> in itSMF e-Symposium - 20 November 2008 ▶
<input checked="" type="checkbox"/>				International Speaker Panel Area to discuss about speaking at itSMF Chapter events around the world	1	2	Fri Dec 14th, 2007 07:54 by <i>ChrisR</i> in Application form for Speaker Panel ▶

Current time is 10:06 [XML](#)

Powered by **WowBB 1.7** - Copyright © 2003-2006 Aycan Gulez
Page processed in 0.1344 seconds (3% database + 97% PHP). 8 queries executed.

Done



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International Discussion Forum

- Has Open Section with categories for:
 - Best Practices
 - Qualifications
 - Publications
 - Chapter Conferences
 - Emerging Chapters
 - International Speaker Panel
 - Chapter News

Chapter Virtual Meetings



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https://ash-cs13.conferenceservers.com - MeetingZone Presenter - Mozilla Firefox

Start Publish Sharing Polling Previous Next Pointer Highlighter Record Sign Out Help

What is the *itSMF* Chapter Leadership Conference?

The itSMF CLC will be:
An exciting, informative and inspiring 1 ½ day event providing information and training through several focused tracks – like:

- ❖ Chapter Leadership Issues (Governance & Beyond)
- ❖ Events & Membership Services
- ❖ Marketing & Business Development
- ❖ Publishing & Best Practice Development Ideas
- ❖ Professional Certifications & Qualification Issues and Answers

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Video

You cannot start video until the conference has been started.

Start Video

Participants

Participants

Total: 0 Invite more

All Participants

Conference is Not Started

Done ash-cs13.conferenceservers.com



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Chapter Web Template

- Web Template for new & existing Chapters with standard modules
- Using the same Drupal platform as the new itSMF International website
- Can be hosted by the Chapter or by itSMF International
- Additional modules can be developed but at cost to the Chapter



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itSMF Serbia website

itSMF Serbia - Društvo IT Service Management Forum Srbije - Mozilla Firefox

http://www.itsmf.org.rs/drupal/

itsMF Serbia
The IT Service Management Forum

Membership | Best Practice | Bookshop | Forums | Events | Help | International | About Us

Navigation

- Create content
- Recent posts
- Feed aggregator

User login

Username: *

Password: *

[Log in](#)

- Create new account
- Request new password

Events

November 2008 »

Mon	Tue	Wed	Thu	Fri	Sat	Sun
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Who's new

- [milee](#)
- [sstulovic](#)
- [nkorac](#)

Osnivačka Konferencija itSMF Srbije - Registracija delegata

Submitted by admin on Tue, 28/10/2008 - 13:01
in Public

Za sve zainteresovane, koji žele da prisustvuju Osnivačkoj Konferenciji itSMF Srbije, 10. Decembra 2008 godine, u hotelu Hyatt Regency u Beogradu, pozivamo Vas da se registrujete koristeći sledeći link, Registracija delegata.

[Read more](#)

itSMF Serbia Launch Conference - Delegates Registration

Submitted by milanzivkovic on Wed, 12/11/2008 - 01:52
in Public

Everyone who would like to attend as a delegate the itSMF Serbia Launch Conference, scheduled for the 10th of December 2008. at hotel Hyatt Regency in Belgrade, can register using the following link, Registration Form.

[Read more](#)

ServiceTalk Oktobar 2008

Submitted by milanzivkovic on Mon, 29/09/2008 - 10:17
in Public

Pozivamo Vas da pogledate najnoviji Oktobarski broj itSMF Časopisa ServiceTalk, koji je dostupan samo registrovanim članovima itSMF Srbije u Publications. Hvala

[Tim itSMF Srbije](#)

IT Service Management Forum

in Public

Upcoming events

- itSMF Srbija - Osnivačka Konferencija 10. Decembra u Beogradu (19 days)

[more](#)

itSMFI News

- itSMF UK announces new title for Service Level Management specialists
- 2008 AGM and Inaugural itSMFI Chapter Leadership Conference a great success
- The British Computer Society (BCS) and the IT Service Management Forum International (itSMFI) sign agreement
- itSMFI and ISACA Enter Agreement to Support Member Services, Frameworks
- itSMF Hong Kong announces the release of newsletter - itSMart.

[more](#)

Active forum topics

- Welcome



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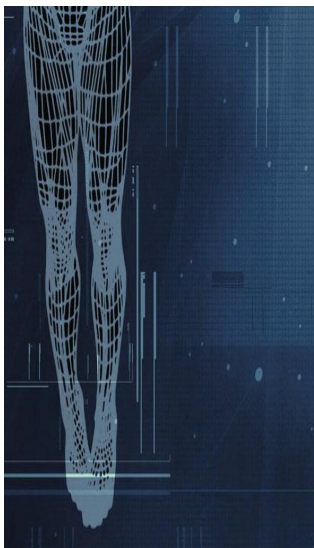


Emerging Chapters

- Starting a new Chapter
 - Document available as PDF from <http://www.itsmfi.org/content/starting-new-chapter>
 - Emerging Chapters who have registered their interest are listed at:
<http://www.itsmfi.org/content/emerging-chapters>
 - This gives the contact details of the initial applicant who acts as co-ordinator
 - There are currently 23 Emerging Chapters



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Thank You and Questions ?

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