

From Practice to Profession

Today IT Service Management (ITSM) is a practice. *PriSM* will transform it into a profession by recognizing a formal, agreed upon body of knowledge and a career framework that describes the development options available to professionals. An individual's qualifications and experience in ITSM will be evaluated and validated by qualified professionals, to ensure that professionals can apply that knowledge. Finally, participants will abide by a code of ethics and best practices to ensure standards of professional behavior are maintained at the highest level.

priSM

A comprehensive program for professional recognition and development in the ITSM industry. The program provides a framework and guidance for continuing professional development while building upon member's existing training, certifications, education, and experience. *PriSM* also provides a structured path for continuing professional growth while maintaining a registry for professionals to track their continued good standing.

Intent of priSM

- To validate and affirm the level of knowledge, experience and professional achievement in individuals who work within the field of ITSM
- To provide a formal structure for ensuring currency of that experience and knowledge
- To provide a mechanism for individuals to obtain direction in developing their IT careers
- To ensure the integrity of the IT profession and protect the industry by enabling the market to hold IT Service Managers accountable to accepted and recognized standards of professionalism.

Benefits

For Members of itSMF

- Enable Your Success
- Increase Your Earning Potential
- Enhance Your Credibility and Influence
- Obtain formal recognition for experience
- Get clear direction for career development

For the IT Service Management Industry

- Increased level of integrity, as professionals are required to uphold a minimum standard of professional behavior
- More formal structure results with more predictable industry growth and investment opportunities
- A formally skilled and structured labor pool encourages growth and confidence of players in the industry

For the Market

- Customers and employers are able to make more informed decisions about the people they hire or contract to do IT SM work
- There are clearer guidelines available about what type of resource would be suitable for a specific type of work, reducing the number and impact of failed projects

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Credentialed by:

Institute of Certified Service Managers

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itSMF USA
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Qualification Levels

There are four levels of qualification in the program that will be certified by the Institute of Certified Service Management:

Associate – entry level professionals meeting minimum standards of education and experience in the industry.

Professional – mid-grade, experienced ITSM professionals.

Distinguished Professional – senior, well experienced ITSM professionals and leaders.

A fourth qualification, **Fellow**, is reserved for those senior professionals that have been recognized for making a significant contribution to the profession and its body of knowledge. Nomination and selection is made by the Board of Fellows.

Qualification Requirements

The criteria for conferring credentials are based on a combination on the following areas:

Knowledge

Education received through academic programs as well as exposure to the practice of ITSM over time

Skills

Certifications received through training and testing

Abilities

Successful experiences in the exercise of ITSM methodologies, validated through professional references

Code of Ethics

itSMF USA is the professional community of interest that mandates adherence to a Code of Conduct as a requirement of membership. Abiding by a code of conduct is a necessary element in recognition as a professional. Membership in itSMF USA and acceptance of itSMF USA's Code of Ethics is a prerequisite to participation in the program.

Registry

A registry of credentialed professionals will be maintained.

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Continuing Professional Development

The Continuing Professional Development (CPD) component of *priSM* provides a formal structure for ensuring currency of experience and knowledge gained by professionals. There are four components that can be used to meet the annual requirements for CPD:

Continuing Professional Education

Continuing education is the most important of the components and must be a part of every professional's annual efforts. The continuing education activity must comply with recognized standards and is credited as one continuing education unit for every ten contact hours. A wide variety of sources and subjects are acceptable and are considered based on standards of delivery, duration, difficulty, and relevance to ITSM.

Mentoring

Mentoring is an invaluable part of any profession, giving and receiving guidance on advancement within a chosen career path and the decisions related to that career are excellent ways to refine and learn from experience. Professional development credit is granted for the effort in providing mentorship to others in the profession.

Peer Review

Peer review provides an opportunity to participate in the professional development of peers and contribute to the body of professional knowledge and research. CPD credit is granted for acceptable contributions to the body of ITSM knowledge or through providing a peer review of papers, presentations, articles and other contributions.

Service to the Profession

Service to the profession is the final component recognized as valuable to the development of a professional. Participation in the leadership and operating committees gives back to and advances the profession to everyone's benefit. As such, the Institute grants CPD credit for this activity as a portion of the annual requirements to be met.

For more information on *priSM* and frequently asked questions please visit:

www.itsmfusa.org/prism

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