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the world's leading
it Service Management
Conference itSMF UK **2011**
LONDON

Mastering ITIL

Education for life or
longer ?



Mastering ITIL

Presented by :

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The History spot



1952: Transistorized consumer products appear and
Semiconductors in battery-powered hearing aids and pocket radios.

1962 : Schools and educational institutions receive semiconductor kits-
bringing practical skills to the classroom



Service Management and ITIL ★



Where are we now.. 60 years on



**Embracing new technology and
new ways of working**



**Teaching IT Service
Management Courses in
universities**



What is the constant? Change... so says Heraclitus of Ephesus c.535 BC - 475 BC



Technology

Service
Management
Practices

Jobs



Evolverment
of
IT in the
workplace

**ROLE OF
UNIVERSITIES**

Cultures



How Can Life Time Continual Personal Development (CPD) support ITSM?

In Education:

- From an employability perspective there is a need to combine practical skills and professional qualifications with academic underpinning

In Service Management

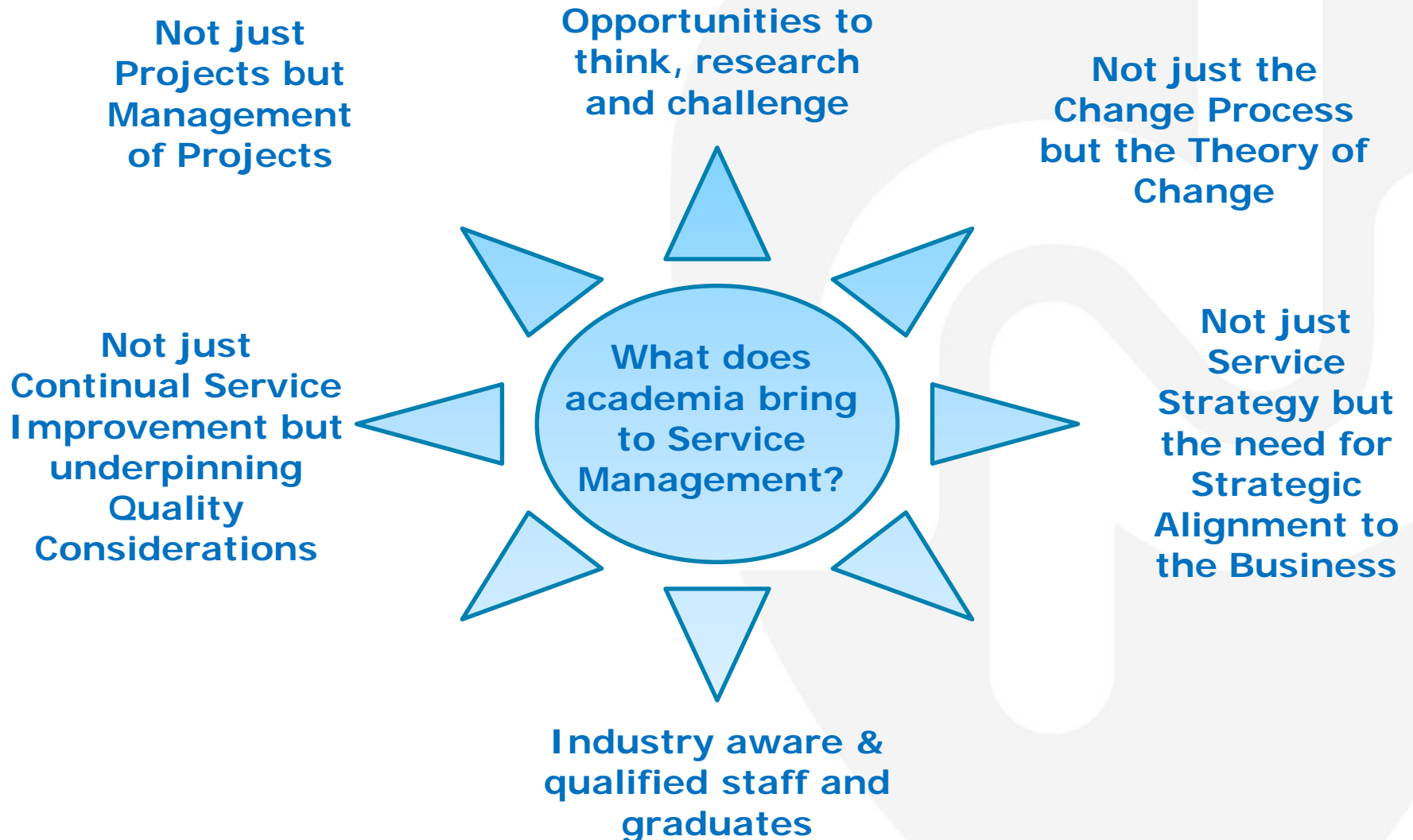
- Outsourcing, Cloud computing, mobile devices now influence how information technology and services are delivered..... but in the future?



Can you get ahead with a Masters Degree in IT Service Management?



Certainly students need to “hit the road running”
for the chance of better jobs, greater opportunities, personal development





Role of SFIA®, ITIL® and PRINCE ®2 @ UoN

ITIL® AND PRINCE ®2 Professional qualifications recognised by industry and available through training providers.

Used @ **UoN** to give exemptions to students who have relevant professional skills

There is no need to reinvent the wheel

SFIA® - High level competency framework describing the skills needed by IT professionals; Regularly updated by members of Chartered Institute for IT (BCS), itSMF, IMIS, IET and e-Skills (SFIA Website 2011)

Used by **UoN** since 2007 to align and now embed these skills into the curriculum





Where is The University of Northampton now ?

- ✓ **Vision** : To Produce Industry Ready IT/IS graduates able to move into or advance IT Service Management in the Workplace
- ✓ **Teaching** : ITIL®, PRINCE2® and SFIA® with Professionally Trained Staff
- ✓ **Exempting** : PG students WITH ITIL®
UG students WITH PRINCE2®

cont.....



- ✓ **Delivering** : IT Service Management at Post Graduate (PG) level to 100 students a year Worldwide by Taught or Distance Learning
- ✓ **Developing** : Undergraduates Courses in IT Service Management and new elements in MSc ITSM
- ✓ **Maturing** : Employers, Members of the itSMF and ITIL® Experts advise, present and teach on our Courses including Don Page Honorary Doctorate of University 2009
- ✓ **Growing** : Employing and Developing Staff to ITIL® Expert status and beyond.

Where Do We Want To Be?



- ✓ **World leaders:** Rolling out innovative ideas that support continual improvement in education
- ✓ **Researching:** Writing Research Papers and attending Conferences that put IT Service Management, ITIL® and SFIA® on the world stage
- ✓ **Inspiring:** Students to deliver quality, innovation and good practice in their work environment



How Do We Get There ? Adopting and Adapting

Work with all key bodies and specialist training providers in the Service Management industry to ensure our continual alignment to industry standards and confirm our commitment to official ITIL®, PRINCE®2 qualifications and the embedding of SFIA® skills

Liaise with the SFIA® council to encourage the setting of lower level SFIA® skills that can be delivered by **HE Institutes** and are recognised by industry.

Partner : Working with training providers to bring added value and opportunities for professional qualifications whilst at university

Write Research Papers that show maturity and growth in the Service Management arena

Encourage students to become student members of the Chartered institute for IT (BCS), itSMF, PRISM and other institutions



Did We Get There-Well So Far

Lets hear what our tutors and students [past and present] have to say.....

**Debra
Alexander**

**Matthew-Kai
Ainslie**

Mark Brown

**Kevin
Baxter**



**Damien
Moore**

**Sandra
Whittleson**



Who are the Masters of ITSM at The University Of Northampton?



What does this tell us



Global Graduates



Graduates have worked with or found jobs with:
BT, BBC, European Central Bank, HBOS, National Audit Office, Ministry of Defence, Prudential, UK Universities, Roche, Serco, Ministry of Justice, NHS, National Police Forces, Red Cross, UK Councils and The United Nations Hewlett Packard, IBM, Nationwide, and Microsoft.



Do I qualify – Some questions

- I missed out on a college education but I have practical experience in ICT
- Would like a degree, but no time
- I feel I am too old
- Is it expensive
- Is an MSc as good as having an ITIL certificate



Momentum World Wide for Academic Qualifications Linked to ITIL®

Dr Aileen Cater-Steel from the University of Southern Queensland and colleagues from Berlin and Canada have recently produced key papers on ITSM in the curriculum which confirms UON commitment.

Aileen's research concludes that " *Universities have a responsibility to equip graduates with the knowledge and skills to be productive in their work environment.... the discipline of IT Service Management (ITSM) has become globally recognized as critical to organizations. Academia appears to be lagging industry in providing education in this field. The outcomes of the analysis highlight the need for professional development and industry certification of Lecturers, the importance of networking with local industry practitioners, and the importance of maintaining course materials to keep current with frameworks used in the ICT industry.* " (Cater –Steel A et al 2010)



GOOGLE Boss Dr Eric Schmidt

Recently gave a keynote speech for the MacTaggart Lecture at Media Guardian Edinburgh International Television Festival.

Dr Schmidt commented that:

- "The UK has seen "a drift to the humanities" and "people were divided into boffins and luvvies."
- He said he was "flabbergasted" that computer science was not taught as standard in UK schools, adding: "Your IT curriculum focuses on teaching how to use software, but gives no insight into how it's made."
- **He also warned British business needed support to become world leaders or the UK would be the place "where inventions are born - but not bred for long-term success". (Sky News 2011)**



How Do We Keep The Momentum Going



**The Icing On The Top:
IT Service Management Conference at
The University Of Northampton July 2012**



The Cherry On The Top?



Mastering ITIL- Hybrid?

People

Making IT
happen

Products

MSc /PG
Cert
Graduate
ITIL Expert
ITIL Master



Processes

Engaging with
Staff
Development
programmes
Internally and
externally

Partners

Universities
Training
Providers



Useful Links and references

SFIA website

- ✓ Home page: <http://www.sfia.org.uk/>
- ✓ Overview chart <http://scripts.bcs.org/sfiaplus/sfia.htm>
- ✓ Introducing SFIA® handbook
http://www.sfia.org.uk/public/File/SFIA_Foundation/SFIA_documentation_v4/IntroLeafletSFIAv4.pdf

University of Northampton- Business Computing Courses and MSc IT Service Management :

- ✓ <http://www.northampton.ac.uk/courses/302/business-computing-systems-bsc-hons/>
- ✓ <http://www.northampton.ac.uk/courses/501/it-service-management-university-diploma/>
- ✓ <http://www.northampton.ac.uk/courses/154/it-service-management-msc/>
- ✓ University of Northampton Courses

Academic Paper: Cater –Steel A; Hine, M,J; Grant G; Embedding IT Service Management in the Academic Curriculum: A cross-national Comparison

ITGI/OGC (2008) Aligning COBIT 4.1, ITIL V3 and ISO/IEC 27002 for business benefit. A Management Briefing From ITGI and OGC. http://www.best-management-practice.com/gempdf/Aligning_COBITITILV3ISO27002_Bus_Benefit_9Nov08_Research.pdf [Accessed date: 05/10/2011]

HP (Jan 2007) ITSM: it's about managing change http://h10076.www1.hp.com/education/itsm_whitepaper.pdf [Accessed date: 05/10/2011]

Sky News (August 27th 2011) **Google Boss: UK Breeding Digital Dunces [ONLINE]**

<http://uk.news.yahoo.com/google-boss-uk-breeding-digital-dunces-010204981.html> Accessed on 27/08/11

Thank you for listening

Any Questions ?

