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Title: Mastering ITIL - education for life or longer?

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Mastering ITIL

Education for life or longer?
Mastering ITIL

Presented by:

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Debra Alexander PG Dip ITIL Expert, SFIA®, Senior Lecturer and UG ITSM Course Leader at University of Northampton (UoN)
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

Source: Computer history website
Where are we now.. 60 years on

Embracing new technology and new ways of working

Teaching IT Service Management Courses in universities

Transforming lives, inspiring change
What is the constant? Change... so says Heraclitus of Ephesus c.535 BC - 475 BC

Technology

Evolvement of IT in the workplace

Service Management Practices

ROLE OF UNIVERSITIES

Jobs

Cultures

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Transforming lives, inspiring change
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.
Not just Projects but Management of Projects

Not just Continual Service Improvement but underpinning Quality Considerations

Opportunities to think, research and challenge

What does academia bring to Service Management?

Industry aware & qualified staff and graduates

Not just the Change Process but the Theory of Change

Not just Service Strategy but the need for Strategic Alignment to the Business

Transforming lives, inspiring change
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 😊

Let's 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

Transforming lives, inspiring change
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

Synergy

Transforming lives, inspiring change
Useful Links and references

SFIA website
- Home page: http://www.sfia.org.uk/
- Overview chart: http://scripts.bcs.org/sfiaplus/sfia.htm

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


Thank you for listening

Any Questions?