

Introduction

Intellectual Capital (IC) is very important to itSMF and its membership. We depend on itSMF members and associates who submit IC, so we can make it available to our membership.

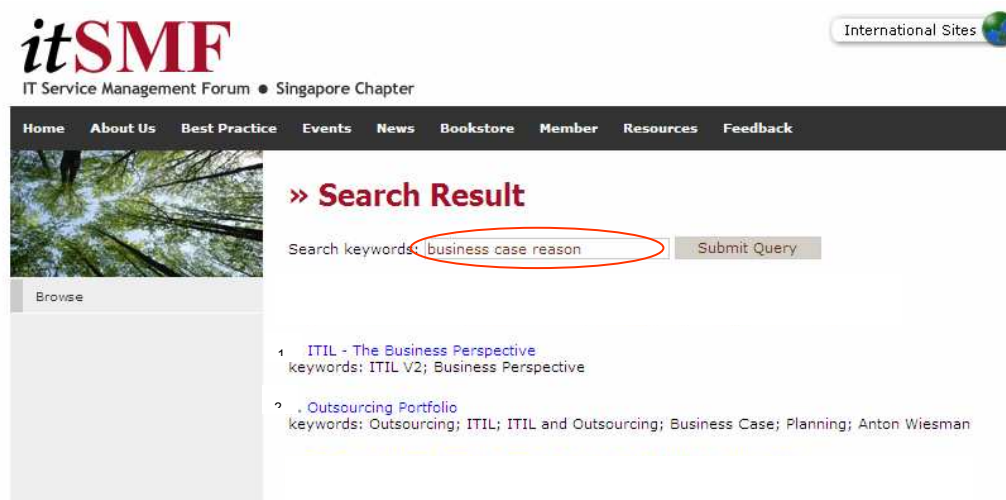
It is in itSMF's and our membership's best interest to

- a) Prevent the misappropriation or unauthorized disclosure of such information.
- b) Ensure that the IC is easily accessible by storing it in the appropriate filing structure and assigning the right key words to facilitate searches.

Each IC item in the member area of itSMF is stored in a logical category within the filing structure and also contains a number of keywords. The keywords comprise filing categories where the document is stored, as well as other categories that the document may pertain to as well. For example, a set of presentation slides may be stored under '2007 itSMF Asia summit', yet it may also have assigned keywords, like SLM, SLA, so the document can be found by key words from several angles.

This document provides an overview of the IC area for members and IC search facility.

IC keywords and searches

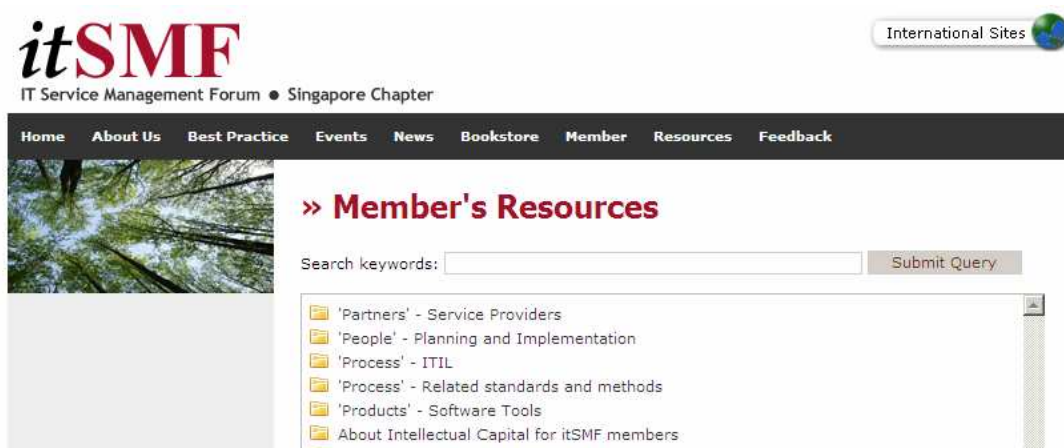


Each IC item has several assigned keywords. Searches can be done by one or more keywords. Please note that the search facility applies an 'or' function to your keyword entry, so if you enter 'ITSM Tools', the search engine will search for any IC item with 'ITSM' as well as 'Tools' as assigned keywords.

Frequently used keywords are:

- Vendor name
- Each IC filing category and subcategory label
- ITIL Version
- itSMF presentation
- Paper

IC filing structure



Intellectual Capital is filed in the following category structure

Category level 1	Category level 2	Category level 3
People – Budgeting, Planning and implementation	Planning	<ul style="list-style-type: none"> - Business Cases and Reasons - Roadmaps
	People and Case studies	<ul style="list-style-type: none"> - Communication, cultural change and training - Success and war stories
Process - ITIL	Service Strategy	<ul style="list-style-type: none"> - General - Service Portfolio Management - Financial Management - Demand Management - Functions, role descriptions, org charts
	Service Design	<ul style="list-style-type: none"> - General - Service Catalogue Management - Service Level Management - Availability Management - Capacity Management - Security Management - IT Service Continuity Management - Supplier Management - Functions, role descriptions, org charts
	Service Transition	<ul style="list-style-type: none"> - General - Change Management

		<ul style="list-style-type: none"> - Service Asset and Configuration Management - Release and Deployment Management - Service Knowledge Management - Transition Planning & Support - Service Testing & Validation - Evaluation - Functions, role descriptions, org charts
	Service Operation	<ul style="list-style-type: none"> - General - Incident Management - Request Fulfillment - Problem Management - Access Management - Event Management - Service Desk - Operations Management - Technical Management - Application Management - Functions, role descriptions, org charts
	Continuous Service Improvement (CSI)	<ul style="list-style-type: none"> - ROI - Customer Satisfaction - Governance - KPIs & reporting
	ITIL V2	<ul style="list-style-type: none"> - Service Support - Service Delivery - ICT Infrastructure Management - Application Management - The business perspective - Implementing ITIL - Generic
"Process' - Related Standards & methods	ITSM	<ul style="list-style-type: none"> - MOF - Other
	International Standards	<ul style="list-style-type: none"> - ISO20000 - ISO17799/ISO27000 - Other
	Application Development	<ul style="list-style-type: none"> - SDLC - Other
	IT Governance	<ul style="list-style-type: none"> - COBIT - Other
	Architecture	<ul style="list-style-type: none"> - TOGAF

		- Other
	Maturity Models	- CMMI - CMMP
	Project & Programme Management	- Prince2 - MSP - PMBOK
	Business Perspective	- VALIT - 6 Sigma - Enterprise Architecture
Partners – Service Providers, Forums, Examination Institutes	ITIL Implementation	- Vendors
	ITIL and Outsourcing	- Vendors
	OGC	-
	itSMF	- Newsletters Singapore - Newsletters International - Papers, Presentations, Speakers notes
	ITIL Training	- Vendors
	Examination Institutes	-
Products – Software Tools	ITSM tools	- Products/vendors
	Monitoring & Alerting tools	- Products/vendors
	Other tools	- Products/vendors