

Online ITIL examinations

IT professionals taking the BCS – ISEB ITIL V3 Foundation Exams can now take them online. The new facility enables students to sit their exam and receive their results on the same day.

The popularity of ITIL (the IT Infrastructure Library, which is regarded as the world standard in IT service management best practice), has expanded from a UK government philosophy to becoming a widely adopted global framework for service management. Around 35 per cent of organisations in many northern European countries have adopted part of the ITIL philosophy, according to estimates by the IT Service Management Forum (itSMF), the users' forum.

Almost 450,000 people have taken ITIL examinations since the early 1990s. Those taking the qualifications vary from people starting their career, or acquiring new knowledge, through to senior staff who want to keep their skills up to date in line with their professional development.

Service powerhouse

The CMDB and CMS are holding a conference entitled the powerhouse of service management, 8 - 9 July in London.

The event is being run jointly by the BCS Configuration Management Specialist Group and the itSMF. The conference is the premier UK event on change, release and configuration management for ITIL, ALM and CMMI, with industry renowned speakers and major user organisations presenting.

For more information please visit: www.bcs-cmsg.org.uk

For the latest BCS news visit: www.bcs.org/news



Your society needs you

In the January 2008 edition was an article entitled Volunteer and Support. You can still read it on the magazine archive in the members' secure area of the website. I set out the vision of a BCS register of volunteers and skills that can be called upon (free of charge) by as many of the established UK-based voluntary organisations as wish to do so.

The BCS Volunteer Register will supplement the excellent work we already do with the IT Can Help (ITCH) community (that targets those with physical difficulties in accessing IT) by extending the concept to a far wider range of social, educational and other charitable needs. We will do this initially in conjunction with the iT4C (www.it4communities.org.uk), who are making their opportunity matching and support process available to us so that BCS Volunteers can rely on a similarly professional set-up to complement their professional IT skills and jointly find ways to deploy them to best effect.

So what can you do now?

Very soon members of the BCS will be invited to respond to an online survey aimed at:

- Inviting your views on the proposals;
- Discovering what motivates people to

volunteer (or might deter them from doing so);

- Identifying the kind of work you might like to do;
- Finding out who already volunteers their IT skills and has advice to offer;
- Understanding the practical constraints and considerations we might experience;
- Generally seeking your input and ideas for making this an exciting additional opportunity for using our skills, gaining personal satisfaction, enhancing our professional experience and building on the BCS reputation.

Please look out for this survey and let's see if we can have a bumper response to this worthwhile venture.

Planning begins

Meanwhile, I am on the look out for people who might be interested in working with me in a small team to drive this idea forward. Once I have got this group together, I will be holding an enjoyable and informal planning meeting (structured fun) to draw up a project plan and allocate roles and responsibilities. Go on volunteer.

You can get in touch with Deputy President, Alan Pollard, at: awp@bcs.org