

## About *itSMF*

- IT Service Management Forum, since 1991
- International organization, itSMFI, based in UK, 50+ worldwide national chapters
- Independent NPO
- Development and promotion of ITSM standards and best practices
- Global user group network
- Website: <http://www.itsmfi.org>

## About EAITSM

- The Egyptian Association for ITSM
- Local representation of itSMF Egypt Chapter.
- Started in December 2007
- Approved in June 2008
- Soft Launched in November 2008
- Legal entity registered in June 2009
- Website: <http://www.itsmf-egypt.org>

### Vision:

To be the premier representative body for IT service management in Egypt and the Middle East

### Mission:

- To develop and promote best practice in IT Service Management
- To engender professionalism within IT Service Management personnel
- To provide members with a relevant forum in which to exchange information and share experiences with their peers
- To liaise with other parties that share an interest in IT Service Management
- To provide a vehicle for helping members improve service performance

# Sponsors



# Partners



## EAITSM Activities

### **(1) Membership**

- **Membership Categories:** Corporate (local/multinational, small/large) – Individual (persons, groups, NPOs)
- **Membership Benefits:** Discounts (books, events) - Access to members only material, volunteer opportunity, board nomination and elections
- **Membership Application:** Online, Annual renewal.

### **(2) Publications**

- **Translations:** ITIL materials and exams, ISO 20000, Arabic sections at the website
- **Bookstore:** Online Shopping, Sponsorship opportunity
- **Members Contributions:** Case Studies, Lessons Learned, Success/Failure stories, papers, articles.
- **ITSM Library (itSMFI project)**

### **(3) Events**

- **Annual Conferences:** First Annual Conference in October this year.
- **Sessions:** general, joint, specific area
- **Workshops**
- **Events Calendar at the website**

### **(4) Standards**

- **IQC:** International Qualifications & Certifications team
- **ITIL Training and Exam Providers list**
- **ISO 20000, RCB status and process**
- **Other ITSM standards:** Cobit, eTOM, ... etc.

### **(5) Consultation Services**

- **Consultation Bids**
  - Among registered vendor companies upon consultation request receipt
- **Individual Consultants Outsourcing**
  - Registered individual consultants are matched to customer request

### **(6) Academic Research**

- **ITSM Journal (itSMFI project)**
- **Academic Working Group**
  - ITSM Course Development

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