You don't hire for skills, you hire for attitude. You can always teach skills.

— *Herb Kelleher* —

AZ QUOTES

itSMF Hellas is the Greek chapter of an international forum headquartered in the UK. The IT Service Management Forum of Greece (itSMF Hellas) was founded in 2006, under the name "ΕΛΛΗΝΙΚΟ FORUM ΔΙΑΧΕΙΡΙΣΗΣ ΥΠΗΡΕΣΙΩΝ ΠΛΗΡΟΦΟΡΙΚΗΣ".

Globally, the itSMF now boasts over 6000 member companies, blue chip and public sector alike, covering in excess of 40,000 individuals spread over 50+ Chapters.

Members Benefits

- Free attendance at professional and networking events
- Discounted annual conference tickets
- Access to the Members Only website area
- Access to the international online discussion forum for networking with over 40,000 members worldwide
- The ability to obtain permission to use the itSMF Hellas logo on collateral events
- Discounted training on a wide range of ITSM and related subjects
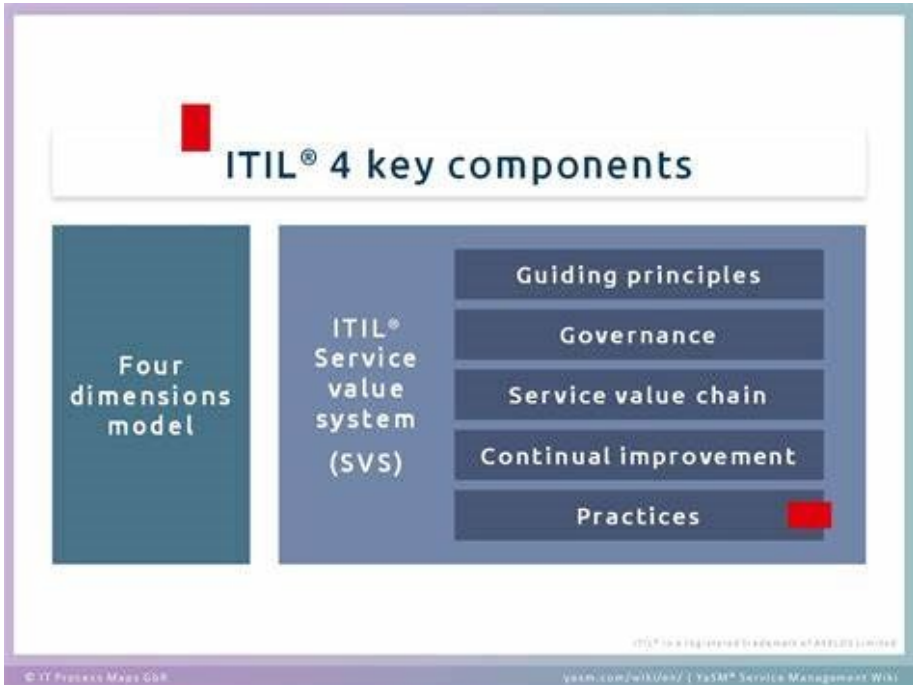- Opportunity to serve as a Chapter officer and participate in international events.
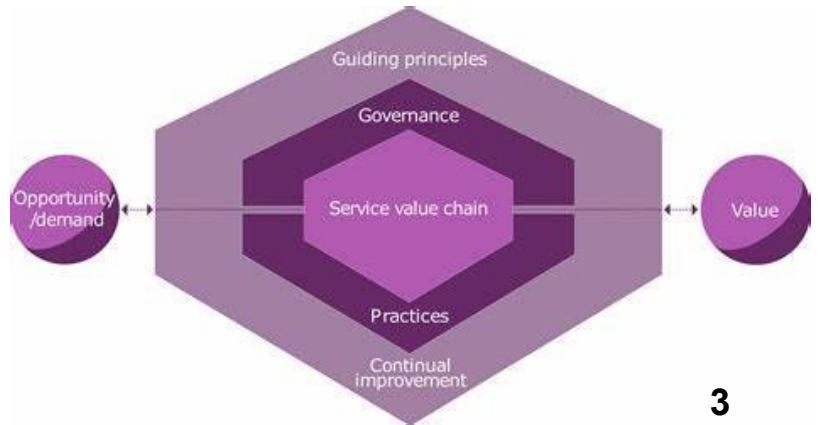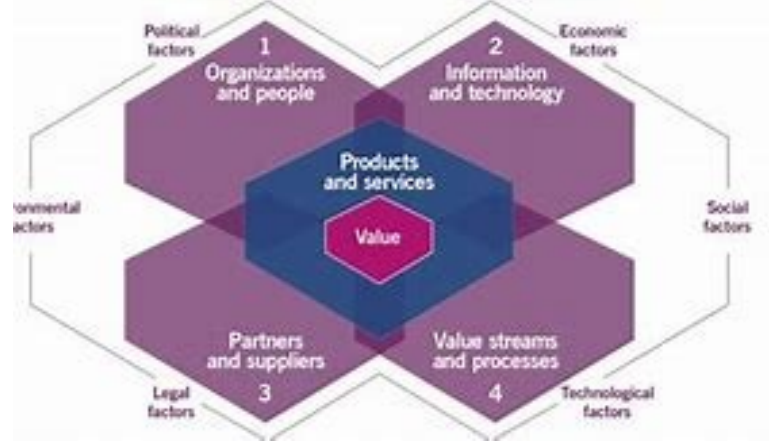
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ITSM: The ITIL® 4

- **ITIL 4**, formerly an acronym for **Information Technology Infrastructure Library**, the most recent edition of ITIL - was published by AXELOS in February 2019. ITIL 4 embraces the latest trends in technologies and service management, and provides a flexible basis to support organizations as they undergo digital transformation and integrate digital technology into all areas of their business.


ITIL® 4 key components

Four dimensions model

ITIL® Service value system (SVS)
- Guiding principles
- Governance
- Service value chain
- Continual improvement
- Practices

© IT Process Maps GbR

Four Dimensions of Service Management

Political factors — 1 Organizations and people — Economic factors

Information and technology — 2

Products and services — Value

Environmental factors — Social factors

Partners and suppliers — 3

Value streams and processes — 4

Legal factors — Technological factors

Guiding principles
Governance
Opportunity /demand — Service value chain — Value
Practices
Continual improvement

ITSM: The ITIL® 4 certification scheme

There are the certification levels within the scheme:

- ✓ **Foundation Level**
- ✓ **Practice Manager (**To be awarded the Practice Manager designation, a candidate must achieve ITIL MP CDS certificate and ANY five practice-based certifications).
- ✓ **Managing Professional (**targets IT practitioners working within technology and digital teams across businesses)
- ✓ **Strategic Leader (**focuses on business strategy and digitally enabled service)
- ✓ **Master Level** (Required to achieve the PM. MP & SL designations. There is no fixed training course or exam involved, but candidates need to demonstrate "extensive practical hands-on experience with ITIL")
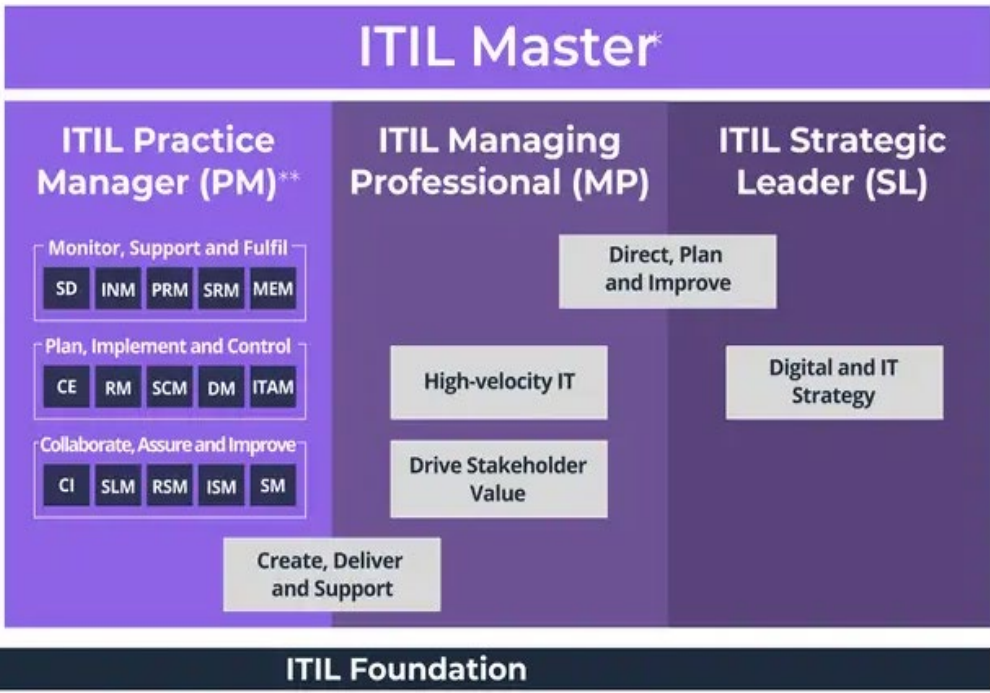
FIVE (5) Practices:
- Service Desk
- Incident Management
- Problem Management
- Service Request Management
- Monitoring and Event Management

ITSM: The VeriSM (Value Evolving Responsive Integrated Service Management) certification scheme

There are the certification levels within the scheme:

- ✓ **Foundation Level**
- ✓ **Professional Level**
- ✓ **Leader Level**

CERTIFICATION MODULES.

VeriSM was introduced in 2018, and claims, that as an approach in service management ecosystem, combines all popular management practices.

ITSM: Service Integration and Management (SIAM)

SIAM™ is a '*management methodology that can be applied in an environment that includes services sourced from a number of service providers'*

SIAM was at first adopted by the public sector in the UK and large IT service providers.

In 2017 the SIAM Foundation Body of Knowledge and the SIAM Professional were published and the SIAM certification scheme was introduced. The new edition of SIAM 2.0 or SIAM 2020 was published in April 2020. This edition reflects the latest thinking in service management and brings it in line with other service management frameworks and standards that have recently been updated, such as ITIL 4, VeriSM and ISO 20000.

SIAM certification scheme:

- ✓ **SIAM Foundation**
- ✓ **SIAM Professional**

ITSM: The ISO/IEC 20000 certification and qualification schemes

There are the 3 ISO/IEC 20000 qualification scheme levels:

- ✓ **ISO/IEC 20000 Foundation**
- ✓ **ISO/IEC 20000 Lead Implementor**
- ✓ **ISO/IEC 20000 Lead Auditor**

The ISO/IEC 20000-1 2018 certification for organizations

ISO/IEC 20000 is created on the basis of a management system for continual improvement in service management. The standard offers a requirement framework for the organization.

The certification scheme targets organizations, while the qualification scheme targets individuals

The relationship of IT service Management with Information Security/Cybersecurity

- ✓ **IT Service Management (ITSM)** and **Cybersecurity** play distinct but interconnected roles within an organization.
- ✓ **ITSM** focuses on efficiently delivering IT services to users, ensuring smooth operations, and maximizing business value from the IT stack.
- ✓ **Cybersecurity** aims to protect organizational assets, data, and systems from threats, breaches, and unauthorized access
- ✓ In summary, **ITSM** and **Cybersecurity** are symbiotic. While **ITSM** optimizes service delivery, **Cybersecurity** strengthens defenses and reduces risks. Together, they create a resilient and secure IT ecosystem.