

Fox IT launches ITSM 2.0 the next generation of IT Service Management

Submitted by: Marketing-Alliance Ltd

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Basingstoke, 26th April 2011: Fox IT, the independent Service Management specialists and wholly owned subsidiary of 365 iT plc, announces the launch of ITSM 2.0, a new ITSM framework designed for the cloud era. The framework, which has been developed leveraging VMware (<http://www.vmware.com>), technology and expertise, bridges the gap between new technologies and current management best practices, enabling organisations to successfully transform and integrate IT service delivery into the cloud.

Fundamental shifts such as cloud computing, mobile and social networking are redefining IT, but management processes have not adapted at the same rate of change. Based upon VMware's virtualisation and cloud solutions, ITSM 2.0 has been created to provide one integrated IT Service Management framework for traditional and cloud infrastructures.

The ITSM 2.0 (<http://www.itsm2.com>) framework, which is free to access online at www.itsm2.com, compliments other ITSM frameworks by defining process groups and mapping them to organisational functions. In addition to providing organisational alignment and business context the ITSM 2.0 framework gives specific, comprehensive guidance which embeds technology and processes.

Paul Speers, Managing Director, Fox IT, commented: "Significant changes in the technology market are revolutionising the way IT services are sourced and delivered. While this is good news for business, the increased speed and fluidity of change in modern environments present management challenges."

"With 30 years' experience in authoring, developing and implementing service management frameworks, we are convinced ITSM 2.0 represents a key milestone in moving to cloud based services. VMware's unrivalled virtualisation and cloud expertise has been integral to the framework's development, and we look forward to working with VMware in empowering organisations to realise the benefits of cloud more quickly."

Mark Newton, Regional Director, UK and Ireland, VMware, commented: "As organisations move from a physical to a virtualised environment, and then onto a private or hybrid cloud, it's crucial that IT Service Management keeps pace with this change. The innovation that Fox IT is bringing to market with ITSM 2.0 is welcome in order to move the people and process agenda forward with the technology."

"As the global leader in virtualisation and cloud infrastructure, VMware has unrivalled expertise in reducing customers' IT complexity and enabling them to achieve more flexible, agile service delivery. We support Fox IT's initiative and are delighted it has selected VMware's technology to deliver the ITSM 2.0 framework. We believe this next generation of IT Service Management will accelerate organisations' move to the cloud and help ensure that, in the cloud, IT continues to provide the maximum value."

ITSM 2.0 maps process groups to five organisational functions (Consumer Management, Portfolio Management, Zone Management, Private Operations Management and Public Operations Management). It does not change the importance of existing best practice and standards; the framework itself is enabled by frameworks such as ITIL and Cobit. Investments already made in best practice can be used as a foundation for adoption of

ITSM 2.0.

Leveraging VMware technology, the ITSM 2.0 framework will accelerate adoption of cloud and virtualisation technologies.

About Fox IT

Fox IT (<http://www.foxit.net>) is a global independent Service Management specialist having undertaken transformation engagements in over 50 countries. Recognised as the premier supplier of Service Management consultancy, education and tools Fox IT has been at the forefront of practical implementation of Service Management techniques since 1981. The services are underpinned by world-class Service Management and Governance practices based on a range of industry standards, including the IT Infrastructure Library (ITIL®), ISO/IEC 20000 and COBIT®, many of which Fox IT has been involved in authoring. Fox IT is a wholly owned subsidiary of 365 iT plc.

About 365 iT

365 iT plc (<http://www.365itechnology.com>) was founded in 2005 and now employs over 120 people. Through its wholly owned subsidiaries (including Fox IT Ltd) the Group provides an extensive range of IT services and solutions that addresses ten strategic areas of IT operations and management: IT Managed Services, Unified Communications, Business Continuity, Data Backup, IT Security, Virtualisation, Networks, Storage Solutions, Infrastructure Solutions and IT Service Management.

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