

Comparison Chart of IAITAM’s Best Practice Library (BPL), the IT Infrastructure Library’s (ITIL) SAM Best Practice Guide, and the ISO 19770-1 SAM Standard

This matrix supplements a presentation given by David Yashar, Managing Consultant of Soft-Aid, at IAITAM’s Annual Conference (www.aitam.org) in November 2007.

Topic: The I's have it: The ITIL SAM Framework, ISO 19770-1 Standard, and IAITAM's Best Practice Library. Making Sense of it All.

Come to this session for an overview and comparison of the above three frameworks. What can you expect to achieve by adopting them? Which ones are better for assessments, and which are better for taking corrective action? What are the strategic and operational concerns that they address? And how do the frameworks all fit together? Get all of these questions answered and learn more about how to leverage these best practice guidelines in this session.

For more information or a copy of the slide deck from the presentation, contact:

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	IAITAM BPL	ITIL SAM	ISO 19770-1
Approach	Bottom Up Operational	←————→ Top Down IT Governance	
Audience	IT Department / Business Units (Procurement, etc.)	IT Department / Business Units (End-Users)	IT Management / Senior Management
Perspective	Prescriptive	Descriptive	Neither (Outcome Dependent)
Deliverables	Process Implementation Policy and Procedure Documentation	←————→ Business Case, Maturity Assessment, and/or ISO Certification	
Descriptors	"Why" "When" (order) "What" (activities) "How" (prescriptive)	"Why" n/a "What" (processes) "How" (descriptive)	"Why" "When" (how often) "What" (outcomes) n/a
Organization Certification	None for <u>organizations</u> at this time. Certifications for <u>individuals</u> exist in the form of IAITAM courses and proctored test (CSAM/CHAMP/CITAM)	None for <u>organizations</u> . General ITIL certifications exist for <u>individuals</u>	In development w/ participating companies in the U.K. (RAP / Recognized Adopter Program)
Form of Certification	Phased approach	n/a	Available. Only "all or nothing" conformity is accepted at this time with minor nonconformity exceptions. Possible phased or staged approach to launch in the future.

	IAITAM BPL	ITIL SAM	ISO 19770-1
Specificity of Questions	Low (but questions provided)	Medium	High
Flexibility of Approach to Increasing Maturity	Medium	Medium	High
Complexity of the Terminology	Low	Medium	High
Rigidity of Terminology	Low	Midway	High
TCO (Total Cost of Ownership)	Yes	Yes	No
Possible Drivers of Adoption (unique)	<ul style="list-style-type: none"> Proactive improvement of organization processes 	<ul style="list-style-type: none"> Service management directives Opportunity to break down existing IT silos Improve effectiveness and efficiency of service delivery – reduce IT spending 	<ul style="list-style-type: none"> Government or legal mandates Financial incentives for adoption Possible support from SW publishers around license compliance
Primary Benefits	<ul style="list-style-type: none"> Business Performance Managing Risks Increasing Accountability Reducing Cost Gaining Control 	<ul style="list-style-type: none"> Managing Risks Controlling Costs Obtaining Competitive Advantage Enhancing employee motivation 	<ul style="list-style-type: none"> Improved SAM Competence Demonstrate commitment to SAM and IT Governance Independent verification of SAM maturity/ compliance
Shared Benefits	<ul style="list-style-type: none"> Controlling Costs Managing License Compliance and Regulatory Risks Increased Efficiency Gained Control Increased Visibility into Environment 		



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