

CA and Iti team for itSMF Gulf Chapter

Sunday, June 11, 2006

The IT Service Management Forum has launched its first Gulf chapter in a bid to encourage knowledge sharing and improved IT services in the region.

CA and ITi team for itSMF Gulf chapter

THE IT Service Management Forum (itSMF) has launched its first Gulf chapter in a bid to encourage knowledge sharing and improved IT services in the region. Founding members CA and Zayed University's Institute of Technological Innovation (ITI) have formed the chapter to promote IT service management best practices in the Gulf, including the ITIL and ISO/IEC 20000 standards, and to provide access to a network of industry experts.

Speaking at the launch event in Dubai, Abdullah Abonamah, president of the itSMF Gulf Chapter and professor and director of ITI, said: "This is a very important development initiative that will support the development of IT and services and will push forward the economic development of Dubai and the UAE."

"The growth of knowledge is something that can be translated into money and can transform countries in very profound ways. The IT industry has gained maturity and now we are talking about standardising the delivery of IT and ensuring that it gives strategic dimension to the business," he added.

While Abonamah said that traditionally sharing IT knowledge has not been a common practice in the Gulf region, he

hoped this would change with the formation of the Gulf chapter. "The drawback of not being able to share knowledge is that you will stumble on a lot of mistakes that could have been avoided and could slowdown development. This may cost you money," he warned.

"Knowledge sharing is a win-win situation. It helps to bring effectiveness, efficiency and maturity and contributes to the bottom line," he added.

The activities carried out by the chapter will include organising IT related conferences, seminars and workshops, providing a website with information and resources, writing white papers and magazines and carrying out research. It will also facilitate training and certification for organisations throughout the Middle East.

"To be consistent in the competitive market today, organisations in the region demand consistent IT service delivery to both their own staff as well as to their external customers," said Bjarne Rasmussen, secretary of itSMF Gulf Chapter and vice president of technology and business units at CA. "This chapter helps its members to achieve their IT service management improvement goals through providing a wide range of tools," he added.

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itSMF Gulf hopes to sign 100 members first year

Friday, June 9, 2006

The IT Service Management Forum (itSMF), has launched its Gulf chapter in Dubai with an aim to develop and promote best practice standards and qualifications in the region.



Dr. Abdullah Abonamah and Bjarne Rasmussen attend the launch ceremony of itSMF Gulf Chapter in Dubai on Monday.

itSMF Gulf hopes to sign 100 members first year

BY OUR BUSINESS BUREAU

THE IT Service Management Forum (itSMF), a non-profit organisation, has launched its Gulf chapter in Dubai with an aim to develop and promote best practice standards and qualifications in the region.

Launched in 1991 in the UK, the forum has 35,000 members worldwide including 70 per cent users and 30 per cent vendors. It hopes to attract 100 members locally in the first year of its launch.

The founding members include Zayed University's ITi (Institute of Technological Innovation), and CA, Etisalat, Emirates Bank, Emirates Airline, Injazat and the Abu Dhabi Government.

The itSMF Gulf Chapter will provide an acces-

sible network of industry experts, information sources and events to help members and member organisations address IT service management issues and help them deliver high quality.

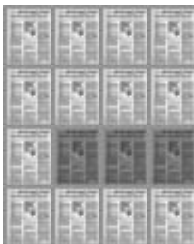
itSMF Gulf Chapter President Dr. Abdullah Abonamah said: "The IT environment in the Middle East has drastically evolved over the last decade, demanding better and clearer understanding of IT practices within organisations. The Gulf chapter of itSMF will form a community to facilitate co-operation and communication between IT professionals, academia and IT solution providers. It will also become a bridge between itSMF's international chapters and regional organisations."

itSMF Gulf Chapter

Secretary Bjarne Rasmussen said: "The official launch of the itSMF Gulf Chapter is the result of regional organisations recognising the critical role that IT plays in business. To be successful in the competitive market today, organisations in the region demand consistent IT service delivery to both their own staff as well as to their external customers. This Chapter helps members achieve their IT Service Management improvement goals through providing a wide range of tools including training, certification, events, research and publications and other services."

Currently, about 80 per cent of the global organisations are striving to implement and sustain high quality IT service management solutions.

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itSMF unveils its first Middle East chapter

Tuesday, June 6, 2006

The IT Service Management Forum (itSMF), a global non-profit organisation, the only internationally recognized and fully independent organization dedicated to IT Service Management, officially launched its Gulf Chapter at a press conference held



itSMF unveils its first Middle East chapter [Tuesday, June 6, 2006 9:39:00 am]

The IT Service Management Forum (itSMF), a global non-profit organisation, the only internationally recognized and fully independent organization dedicated to IT Service Management, officially launched its Gulf Chapter at a press conference held in Dubai, with strong support from local and international organizations. Founding members ITI (Zayed University's Institute of Technological Innovation) and CA, one of the world's largest software management companies, had announced their intent to collaborate on establishing such a chapter in November 2005.



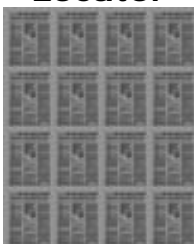
Adhering to the not-for-profit policy, this chapter will work closely with organizations and partners throughout the Gulf to develop and promote IT Service Management "best practice" standards and qualifications, including ITIL and ISO/IEC 20000, as businesses grow increasingly dependent on technology. The itSMF Gulf Chapter will provide an accessible network of industry experts, information sources and events to help members and member organizations address IT service management issues and help them deliver high quality, consistent IT service.

Commenting on the launch, Dr. Abdullah Abonamah, President of the itSMF Gulf Chapter and Professor and Director of Institute of Technological Innovation at Zayed University, said: "The IT environment in the Middle East has drastically evolved over the last decade, demanding better and clearer understanding of IT practices within organizations. The gulf chapter of itSMF will form a community to facilitate cooperation and communication between IT professionals, academia and IT solution providers. It will also become a bridge between itSMF's International chapters and regional organisations."

Bjarne Rasmussen, Secretary of itSMF Gulf Chapter and Vice President of Technology and Business Units for CA in the EMEA Eastern Region, said: "The official launch of the itSMF Gulf Chapter is the result of regional organizations recognising the critical role that IT plays in business. To be successful in the competitive market today, organizations in the region demand consistent IT service delivery to both their own staff as well as to their external customers. This Chapter helps members achieve their IT Service Management improvement goals through providing a wide range of tools including training, certification, events, research and publications and other services'.

Interested parties can sign-up for membership in the itSMF Gulf Chapter during the IT Service Management Conference on June 18th 2006 at the JW Marriot hotel in Dubai. Currently about 80% of the global membership represents organizations striving to implement and sustain high quality IT Service Management solutions, with the remainder being organizations providing products and services to assist in those endeavours. Organizations range from large multi-nationals through small and medium local enterprises to individual consultants and cover both the public and private sectors.

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itSMF LAUNCHES FIRST MIDDLE EAST CHAPTER WITH STRONG INDUSTRY SUPPORT

Tuesday, June 6, 2006

The IT Service Management Forum (itSMF) officially launched its Gulf Chapter at a press conference held today in Dubai, with strong support from local and international organizations.

تدشين منتدى خدمات إدارة تقنية المعلومات

□ دبي - «الحياة»

تقنية المعلومات في منطقة الخليج «تطورت في شكل كبير لتخلق طلباً متزايداً على تفهم أفضل وأعمق لممارسات تقنية المعلومات داخل المؤسسات، وسيشكل فرع المنتدى كياناً لتسهيل التعاون والتواصل بين المتخصصين في تقنية المعلومات والجانب الأكاديمي ومزودي حلول تقنية المعلومات، وسيمثل جسراً للتواصل بين الفروع العالمية للمنتدى والمؤسسات الإقليمية».

ويمكن الشركات المهتمة الانضمام الى عضوية فرع منتدى خدمات إدارة تقنية المعلومات في الخليج خلال مؤتمر إدارة خدمات تقنية المعلومات الذي يعقد يوم ١٨ حزيران (يونيو) الجاري في فندق «جيه دبليو ماربوت» في دبي. ويمثل نحو ٨٠ في المئة من أعضاء المنتدى عالمياً مؤسسات تهدف إلى استخدام وصيانة حلول خدمات إدارة تقنية المعلومات العالية الجودة، فيما تمثل النسبة الباقية مؤسسات تقدم المنتجات والخدمات المساعدة لتلك الجهود.

■ دشّن منتدى خدمات إدارة تقنية المعلومات itSMF، وهو مؤسسة عالمية غير ربحية تعمل في مجال إدارة تقنية المعلومات، رسمياً فرعه الخليجي في دبي، في ظل دعم مؤسسات محلية وعالمية.

وأشار الأعضاء المؤسسون للفرع الجديد في المنطقة وهم معهد الإبداع التكنولوجي التابع لجامعة زايد (ITI)، وشركة «CAكمبيوتر أسوشيايتس»، في مؤتمر صحافي أمس في دبي الى ان المنتدى سيعمل مع المؤسسات والشركاء في أنحاء الخليج لتطوير وترويج خدمات إدارة تقنية المعلومات وفق المعايير العالمية.

وقال رئيس فرع الخليج لمنتدى خدمات إدارة تقنية المعلومات ومدير معهد الإبداع التقني في جامعة زايد عبدالله أبونعمه، ان بيئة

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itsMF LAUNCHES FIRST MIDDLE EAST CHAPTER WITH STRONG INDUSTRY SUPPORT

Tuesday, June 6, 2006

A global non-profit organisation, the only internationally recognized and fully independent organization dedicated to IT Service Management, officially launched its Gulf Chapter at a press conference held today in Dubai, with strong support from

منتدى خدمات إدارة تقنية المعلومات ي دشّن رسمياً أول فروعها في منطقة الشرق الأوسط



د. عبد الله أبو نعمة خلال تدشين الفرع الجديد للمنتدى

وإعتماق ممارسات تقنية المعلومات داخل المؤسسات. ومن هنا سيقوم فرع المنتدى في الخليج بتشكيل كيان لتسهيل سبل التعاون والتواصل بين متخصصي تقنية المعلومات والجانب الأكاديمي ومزودي حلول تقنية المعلومات، كما أنه سيمثل جسراً للتواصل بين الفروع العالمية للمنتدى والمؤسسات الإقليمية.

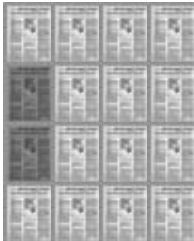
وفي معرض تعليقه على تدشين الفرع الجديد للمنتدى في منطقة الخليج، قال الدكتور عبدالله أبو نعمة رئيس فرع الخليج للمنتدى خدمات إدارة تقنية المعلومات ومدير معهد الإبداع التقني في جامعة زايد: لقد تطورت بيئة تقنية المعلومات في منطقة الخليج بشكل كبير خلال الحقبة الماضية لتخلق طلباً متزايداً على تفهم أفضل

دبي-الوحدة: أعلن منتدى خدمات إدارة تقنية المعلومات وهو مؤسسة عالمية غير ربحية تعد الوحيدة المعترف بها والمستقلة كلياً لخدمات إدارة تقنية المعلومات عن التدشين الرسمي لفرعها في منطقة الخليج. وذلك خلال مؤتمر صحفي عقد أمس في دبي، في ظل دعم كبير من مختلف المؤسسات المحلية والعالمية.

وكان الأعضاء المؤسسون لفرع المنتدى الجديد في المنطقة وهم معهد الإبداع التكنولوجي التابع لجامعة زايد، وشركة CA، إحدى أضخم شركات إدارة برامج الكمبيوتر في العالم، قد أعلنوا عن نيتهما العمل عن كثب لتدشين الفرع الجديد خلال شهر نوفمبر ٢٠٠٥.

وإنطلاقاً من مفهوم المؤسسات غير الربحية، سيقوم فرع المنتدى بالعمل عن كثب مع المؤسسات والشركاء بمختلف أنحاء الخليج لتطوير وترويج خدمات إدارة تقنية المعلومات في ظل تزايد اعتماد الشركات والأعمال على تقنية المعلومات. وسوف يقوم فرع منتدى خدمات إدارة تقنية المعلومات في الخليج بتوفير شبكة متكاملة من خبراء الصناعة ومصادر البيانات والفعاليات والأنشطة لمساعدة الأعضاء والمؤسسات على التعامل مع موضوعات خدمات إدارة تقنية المعلومات وتمكينهم من توفير خدمات تقنية متواصلة ورفيعة المستوى.

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itSMF LAUNCHES FIRST MIDDLE EAST CHAPTER WITH STRONG INDUSTRY SUPPORT

Tuesday, June 6, 2006

A global non-profit organisation, the only internationally recognized and fully independent organization dedicated to IT Service Management, officially launched its Gulf Chapter at a press conference held today in Dubai, with strong support from

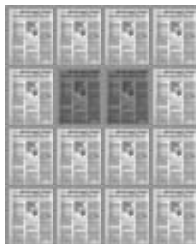
**منتدى خدمات إدارة تقنية المعلومات
يُدشن أول فروعهِ في الخليج**

دبي - «الخليج»:

أعلن منتدى خدمات إدارة تقنية المعلومات «itSMF»، وهو مؤسسة عالمية غير ربحية تعد الوحيدة المعترف بها والمستقلة كلياً لخدمات إدارة تقنية المعلومات، عن الافتتاح الرسمي لفرعهِ في منطقة الخليج، في ظل دعم كبير من مختلف المؤسسات المحلية والعالمية. وسيقوم فرع المنتدى بالعمل عن كثب مع المؤسسات والشركاء بمختلف أنحاء الخليج لتطوير وترويج خدمات إدارة تقنية المعلومات وفق أرقى المعايير والمؤهلات العالمية بما في ذلك جةثة ISO/IEC 20000 في ظل تزايد اعتماد الشركات والأعمال على تقنية المعلومات سوف يقوم فرع منتدى خدمات إدارة تقنية المعلومات في الخليج بتوفير شبكة متكاملة من خبراء

الصناعة ومصادر البيانات والفعاليات والأنشطة لمساعدة الأعضاء والمؤسسات على التعامل مع موضوعات خدمات إدارة تقنية المعلومات وتمكينهم من توفير خدمات تقنية متواصلة ورفيعة المستوى. وخلال مؤتمر صحافي عقد أمس في دبي، قال الدكتور عبدالله أبو نعمة، رئيس فرع الخليج لمنتدى خدمات إدارة تقنية المعلومات ومدير معهد الإبداع التقني في جامعة زايد: «لقد تطورت بيئة تقنية المعلومات في منطقة الخليج بشكل كبير خلال الحقبة الماضية لتخلق طلباً متزايداً على تفهم أفضل وأعمق ممارسات تقنية المعلومات داخل المؤسسات، وسيقوم فرع المنتدى في الخليج بتشكيل كيان لتسهيل سبل التعاون والتواصل بين متخصصي تقنية المعلومات والجانب الأكاديمي ومزودي حلول تقنية المعلومات.

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itsMF LAUNCHES FIRST MIDDLE EAST CHAPTER WITH STRONG INDUSTRY SUPPORT

Tuesday, June 6, 2006

A global non-profit organisation, the only internationally recognized and fully independent organization dedicated to IT Service Management, officially launched its Gulf Chapter at a press conference held today in Dubai, with strong support from

منتدى خدمات إدارة تقنية المعلومات يدين أول فروعه في المنطقة

دبي - البيان:

أعلن منتدى خدمات إدارة تقنية المعلومات itsmf، وهو مؤسسة عالمية غير ربحية تعد الوحيدة المعترف بها والمستقلة كلياً لخدمات إدارة تقنية المعلومات، عن الترشح الرسمي لفرعه في منطقة الخليج، وذلك خلال مؤتمر صحفي عقد أمس في دبي، في ظل دعم كبير من مختلف المؤسسات المحلية والعالمية. وقال الدكتور عبدالله أبو نعمة رئيس فرس الخليج لمنتدى خدمات إدارة تقنية المعلومات ومدير معهد الإبداع التقني في جامعة زايد: «القد

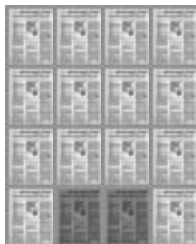
تطورت بيئة تقنية المعلومات في منطقة الخليج بشكل كبير خلال الحقبة الماضية لتخلق طلباً متزايداً على تفهم أفضل وأعمق ممارسات تقنية المعلومات لدخل المؤسسات، ومن هنا سيقوم فرع المنتدى في الخليج بتشكيل كيان لتسهيل سبل التعاون والتواصل بين متخصصي تقنية المعلومات والجانب الأكاديمي ومزودي حلول تقنية المعلومات، كما أنه سيمثل جسراً للتواصل بين الفروع العالمية للمنتدى والمؤسسات الإقليمية.

من جانبه قال بيارني راسوسين، سكرتير منتدى خدمات إدارة تقنية المعلومات، فرع الخليج، ونائب الرئيس للتكنولوجيا ووحدة الأعمال في CA في الأسواق الشرقية لمناطق أوروبا والشرق الأوسط وإفريقيا: «يمثل الترشح الرسمي لفرع منتدى خدمات إدارة تقنية المعلومات في الخليج ثمرة إدراك المؤسسات والشركات الإقليمية للدور الحيوي الذي تلعبه تقنية المعلومات في الأعمال، ومن أجل تحقيق النجاح في البيئة التنافسية التي نشهدها في يومنا هذا، يتوجب على الشركات الإقليمية المطالبة بخدمات تقنية معلومات دائمة سواء موظفيها أو عملائها.



جانب من المؤتمر الصحفي

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itSMF LAUNCHES FIRST MIDDLE EAST CHAPTER WITH STRONG INDUSTRY SUPPORT

Tuesday, June 6, 2006

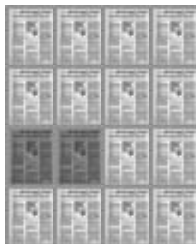
A global non-profit organisation, the only internationally recognized and fully independent organization dedicated to IT Service Management, officially launched its Gulf Chapter at a press conference held today in Dubai, with strong support from

منتدى خدمات إدارة تقنية المعلومات يدين فرعه بدبي

المنطقة هم معهد الإبداع التكنولوجي التابع لجامعة زايد «اي تي اي» وشركة «سي ايه»، إحدى أضخم شركات إدارة برامج الكمبيوتر في العالم . من جانبه قال بيارني راسموسين سكرتير منتدى خدمات إدارة تقنية المعلومات فرع الخليج -دبي- ونائب الرئيس لتكنولوجيا ووحدة الأعمال في «سي ايه» في أسواق أوروبا والشرق الأوسط وإفريقيا أن فرع المنتدى سيقوم بمساعدة الأعضاء على تحقيق أهداف الارتقاء بخدمات إدارة تقنية المعلومات عبر توفير مجموعة عريضة من الأدوات التي تشمل التدريب والإعتماد والفعاليات والبحوث والنشرات والخدمات الأخرى. ويمكن للشركات المهتمة الانضمام لعضوية فرع منتدى خدمات إدارة تقنية المعلومات في دبي خلال مؤتمر إدارة خدمات تقنية المعلومات الذي ينعقد في ١٨ يونيو ٢٠٠٦ بفندق جيه دبليو ماريوت بدبي.

دشن منتدى خدمات إدارة تقنية المعلومات «اي تي اس ام اف» وهو مؤسسة عالمية مستقلة غير ربحية لخدمات إدارة تقنية المعلومات رسمياً فرعه في دبي . وقال الدكتور عبدالله أبونعمة رئيس الفرع ومدير معهد الإبداع التقني في جامعة زايد في مؤتمر صحفي أن الفرع سيقوم بتشكيل كيان لتسهيل سبل التعاون والتواصل بين متخصصي تقنية المعلومات والجانب الأكاديمي ومزودي حلول تقنية المعلومات كما أنه سيمثل جسراً للتواصل بين الفروع العالمية للمنتدى والمؤسسات الإقليمية. وسيقوم فرع المنتدى بالعمل مع المؤسسات والشركاء بمختلف أنحاء الخليج حيث سيوفر شبكة متكاملة من خبراء الصناعة ومصادر البيانات والفعاليات والأنشطة لتمكينهم من توفير خدمات متواصلة. والأعضاء المؤسسون لفرع المنتدى الجديد في

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itSMF launches first Middle East chapter for IT Service Management

Monday, June 5, 2006

A global non-profit organisation, the only internationally recognised and fully independent organisation dedicated to IT Service Management, officially launched its Gulf Chapter at a press conference held today in Dubai, with strong support from



itSMF launches first Middle East chapter for IT Service Management

Author: Justin Smith

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UAE. The IT Service Management Forum (itSMF), a global non-profit organisation, the only internationally recognised and fully independent organisation dedicated to IT Service Management, officially launched its Gulf Chapter at a press conference held today in Dubai, with strong support from local and international organizations. Founding members ITI (Zayed University's Institute of Technological Innovation) and CA, one of the world's largest software management companies, had announced their intent to collaborate on establishing such a chapter in November 2005.

Adhering to the not-for-profit policy, this chapter will work closely with organisations and partners throughout the Gulf to develop and promote IT Service Management "best practice" standards and qualifications, including ITIL and ISO/IEC 20000, as businesses grow increasingly dependent on technology.

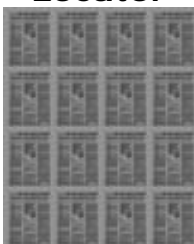
The itSMF Gulf Chapter will provide an accessible network of industry experts, information sources and events to help members and member organisations address IT service management issues and help them deliver high quality, consistent IT service.

Commenting on the launch, Dr Abdullah Abonamah, President of the itSMF Gulf Chapter and Professor and Director of Institute of Technological Innovation at Zayed University, said: "The IT environment in the Middle East has drastically evolved over the last decade, demanding better and clearer understanding of IT practices within organizations. The Gulf Chapter of itSMF will form a community to facilitate cooperation and communication between IT professionals, academia and IT solution providers. It will also become a bridge between itSMF's International chapters and regional organisations."

Bjarne Rasmussen, Secretary of itSMF Gulf Chapter and Vice President of Technology and Business Units for CA in the EMEA Eastern Region, said: "The official launch of the itSMF Gulf Chapter is the result of regional organizations recognising the critical role that IT plays in business. To be successful in the competitive market today, organisations in the region demand consistent IT service delivery to both their own staff as well as to their external customers. This Chapter helps members achieve their IT Service Management improvement goals through providing a wide range of tools including training, certification, events, research and publications and other services'.

Interested parties can sign-up for membership in the itSMF Gulf Chapter during the IT Service Management Conference on 18 June 2006 at the JW Marriot hotel in Dubai. Currently about 80% of the global membership represents organisations striving to implement and sustain high quality IT Service Management solutions, with the remainder being organisations providing products and services to assist in those endeavours. These organisations range from large multi-nationals through small and medium local enterprises to individual consultants and cover both the public and private sectors.

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World's only independent and internationally-recognized forum for IT Service Management looks to grow Gulf chapter membership

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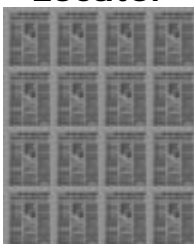
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Local chapter of itSMF launched

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cpilive.net

Local chapter of itSMF launched

COMPUTER NEWS MIDDLE EAST - Monday, June 05 2006

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"The IT environment in the Middle East has drastically evolved over the last decade, demanding better and clearer understanding of IT organisations within organizations. Many local companies in the region are leveraging IT as a strategic resource and integrating it within the fabric of their organizations. It has become a differentiator and we want to promote the culture of knowledge sharing," says Dr. Abdullah Abonamah, President of the itSMF Gulf Chapter and Professor and Director of Institute of Technological Innovation at Zayed University.

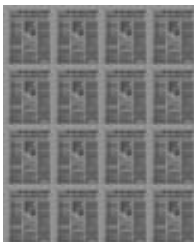


Bjarne Rasmussen, Secretary of itSMF Gulf Chapter and VP of Technology and Business Units for CA in the EMEA region

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Interested partners can sign up for membership in the chapter during the IT Service Management Conference on June 18th 2006 at the JW Marriot hotel in Dubai. Currently, itSMF has around 35,000 members around the world with 70% being users and vendors accounting for the rest.

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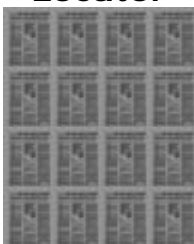
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