

New Joint Venture eBulletin

Issue 2 – 17 June 2013

Welcome to this second edition of our regular eBulletin designed to keep you informed during the transition of the Best Management Practice portfolio, including ITIL®, and PRINCE2® products, to a new joint venture company that will be co-owned by the UK Government and Capita.

We hope this helps to answer some of your immediate questions, and we look forward to working with you.

CEO appointment

Peter Hepworth, who has been appointed as CEO of the new joint venture company, talks about the future of the new company and his priorities over the coming months.

• Now you've been appointed, what's next?

Yes, it's an exciting time. I actually start the new role on 1 July and it's set to be a busy time before the business starts up in January. There's plenty to do in the short-term, including finalizing a name for the company.

• What will your priorities be for the coming months?

My main aim is to meet with as many people as possible from the broad community, both in the UK and internationally. Listening to and talking with as many people as possible at this stage will help us shape how we work in the future and ensure minimal disruption to all parties during the transition phase.

• How do you plan to involve the practitioner community?

One of our key priorities is to involve practitioners. We want to jointly determine the best way to do this, which is part of the open dialogue we are starting now. We will increase our presence and voice via social media and also at community events and conferences. I want to see a two-way stream of communication as we move towards the real start of business in January.

• What future do you see for the Best Management Practice portfolio?

This is a really exciting opportunity and I see a really promising future ahead. In our first e-bulletin we outlined five routes to growth. Clearly we are working on the detail of those five routes, and again we want to include as many of the great community proposals as we grow. In addition to the five routes, I would stress an increase in relevance and innovation, whilst all the time ensuring that quality comes first.

• What experience from your professional past will you bringing with you to the new role?

I have been fortunate to work with several world-class organizations in a variety of industries, each at different stages of their growth. I have also had the opportunity to live and work in several countries, operating globally. I aim to use this experience to offer a perspective of business relevance on our portfolio as it expands in scope and internationally.

In The Next eBulletin

Update on company name and branding

NewCo launch

Practitioner research findings

My most recent experience in video games is interesting from a number of perspectives; the digital transition that games have been through; the importance of connected communities and the opportunities for simulation and the principles of game design to continue to improve training and learning.

I am really looking forward to the challenge of developing this new company and deciding how best to take these world-class products to the next level.

Knowledge13 conference

Chris Barrett, Director for NewCo, talks about the Knowledge13 conference he attended in May.

It was great to see so many ITSM community faces at Knowledge13 and also to engage in some meaningful and thought provoking discussions. A number of themes have emerged including:

1. the integration / assimilation of other methodologies and frameworks should be pursued;
2. open JV communications and true community engagement are both a must – including expectation management; and
3. better demonstration of ITIL value to the business and return on investment should be woven into the ITIL framework.

These and other debates will all run, crystallise and become plans for tangible actions for implementation. But on reflection two things have resonated with me more than anything else. First, the exceptional passion that people in the industry have for their craft and for service. Everyone has an opinion and frankly this can only be good as we work together more. Second, the need for leadership in the industry from the new JV. We recognize there are key challenges to face and these will be tackled with some of our own MSP medicine. For example, "two speed" ITIL, global reach and training course structures are all issues that have been collated and are being tracked.

The open engagement approach will continue ahead of the new JV being officially formed in July. On 18 and 19 June we will be at the SDI Conference in Birmingham and on 20 June we will be attending the APMG Showcase event in London. We look forward to meeting some familiar and new faces at these events and continuing some key debates. From 1 July we expect engagement and communications to ramp up as additional JV staff engage or uncloak. We will then be in a position to outline plans for 2013 and move quickly from dialogue and listening to prioritising and planning. In the meantime, your views are very welcome. #JVLListening @ChrisBarrettski ask@swirlenquiries.com.

You can also find the latest FAQ list here- <http://www.best-management-practice.com/?DI=637187>

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