



From ITSM Academy's Webinar on August 21, 2008. Presenter was Gerri Sasso.

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**CONCEPTS & TERMS**

**How would the speaker define policy, standard, and guidelines?**

Start with the dictionary definition for terms. Next, really look at what you mean – a policy has to be around those things that your organization wants to see done consistently. Standard equates to those things for which you want standardization and repeatability. Textbook definition of a guideline is a document describing best practice which recommends what should be done. Compliance with a guideline is not normally enforced. Compliance to a policy and/or a standard should have governance.

**What percent of the time would you expect a process owner and a process manager to spend as part of their normal jobs?**

A Process manager is focused on the day-to-day operation of that process. The manger's responsibilities include planning and coordination of all activities required to carry out, monitor and report on the process. When I was a process manager, I produced weekly reports on the status of my process and met with my IT Director monthly who was the process owner. This was a small IT shop, 70 people, so our IT Director was the owner of all our ITSM processes. In small organizations one person will wear multiple hats.

**Are there any active or recommended ITIL forums out there?**

Plenty. itSMF USA has Local Interest Groups (LIGs). They are unbelievable. Also many, many blogs. APMG has a lot of information on ITIL. Go to convention in San Francisco if you can. Here are some other sources of information: best-management-practice.com, apmggroup.co.uk, itsmfusa.org, isoiec2000certification.com, and itpi.org

**PUBLICATIONS**

There were no Publication questions during the Webinar.

**COURSES AND CERTIFICATION**

**What's your experience with the Foundation Bridge? Lots of people have described it as "death by definition."**

Two thoughts. We give it in one long, tough, hard day. My suggestion would be to have a trainer come in and schedule the test for the next day, giving everyone the opportunity to study overnight. Yes, it is death by definition. There is a lot of material. We are provided the syllabus and, as a training company, we have to design to that syllabus, and all topics on it are fair game for the exam.

**What is the governing body for CPDE?**

Framework-independent. Is by Loyalist and they are governing body. This class answers what you put into a process design and definition.

**Is Master still a relevant term for ITIL?**

In V2 there is ITIL Service Manager and in V3 is ITIL Expert. Above the Expert is the advanced level Certification, currently known as ITIL Master. The requirements on how to achieve your ITIL Masters certification has not been publicized by APMG yet.