



Change, Configuration and
Release Management Specialist
Group, CMSG

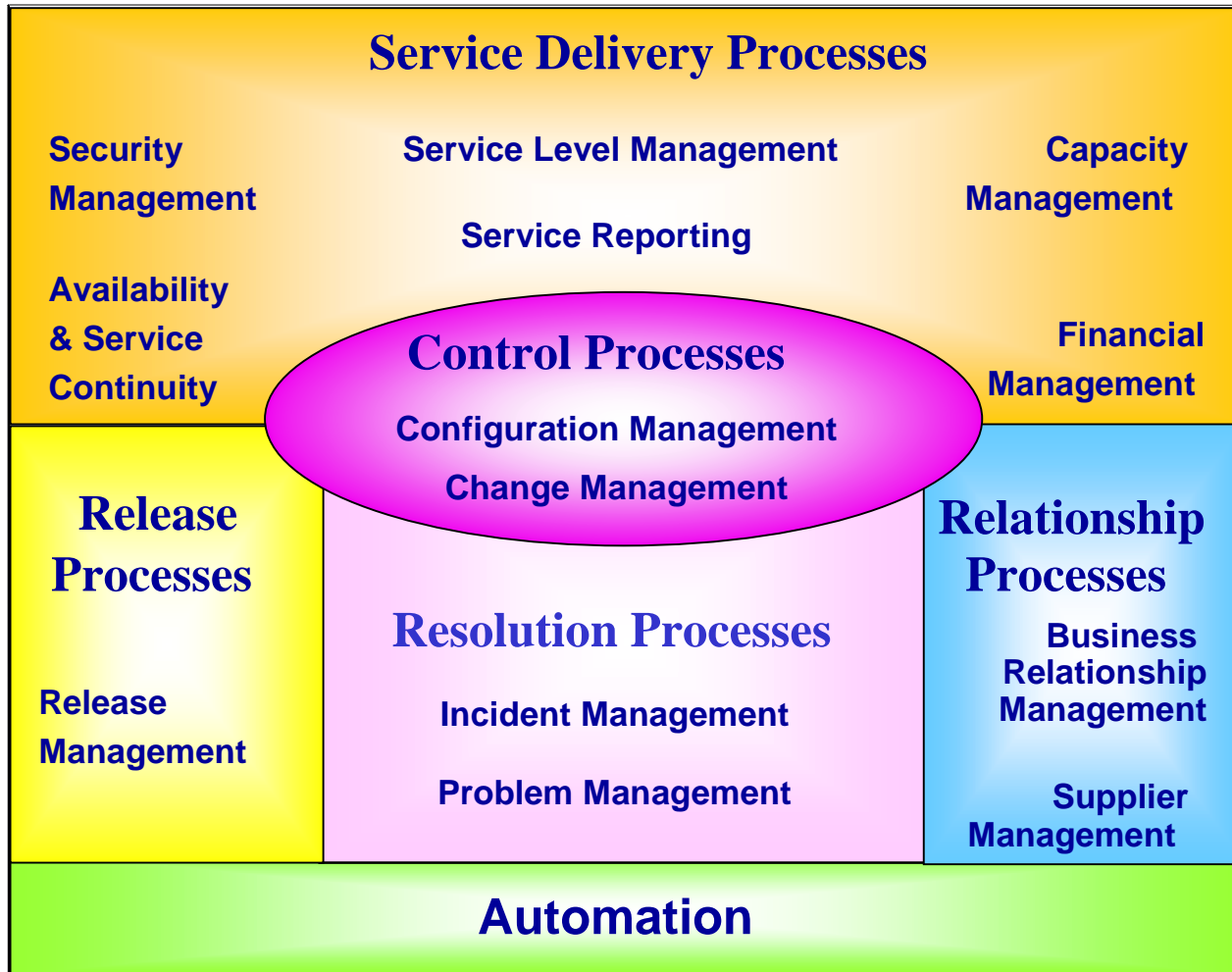
CMSG Update Standards, Professional Development and Training

Shirley Lacy

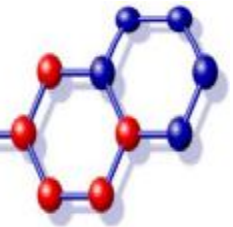
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BS 15000 Service Management framework



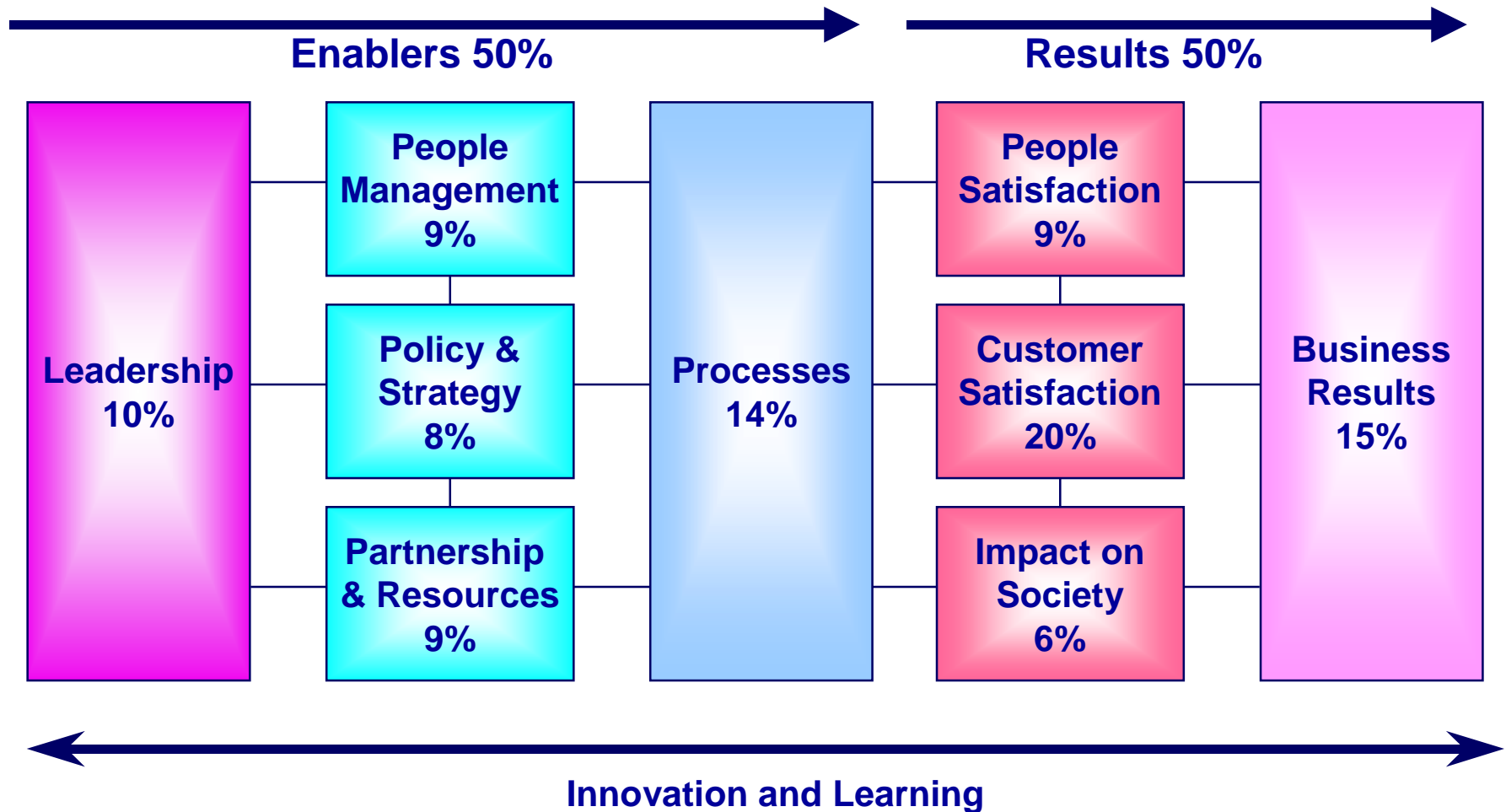
Best practices



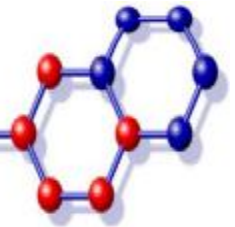
- PD0005 & BS 15000 - with ITIL
- Accreditation scheme
 - Fit with ISO 9000
 - Feedback from TickIT committee
 - Computer Systems Audit & Risk Management Group
- BS 15000 part 1 and 2 - need reviewers

Managing and Delivering Quality

- EFQM Business Excellence Model



Educate, Train & Develop



- Change, Configuration & Release Management
 - Function heads, process managers, consultants
 - Team Leaders, Specialists, Administrators
- Programmes, Projects
- Development , test teams
- Service managers
- Service delivery & support teams
- Tool vendors, consultants, suppliers
- Business - managers, developers, users



BCS Industry Structure Model



	Asset	Config.	Change	Release	Others
Level 2	E	E	E	E	E
Level 3	E	E	E	E	E
Level 4	I	I	I	I	I
Level 5	I	I	I	I	I
Level 6	I, A	I, A	I, A	I, A	I, A
Level 7		I, A	I, A	I, A	I, A
Level 8					
Level 9					

E=Essentials, I = Intermediate, A=Advanced Qualification