

## ITIL / SLM Forum 2009

### Initial practical experience of ITIL V3

Once again this year at the ITIL / SLM Forum 2009, Arcondis AG followed its tradition of presenting a practical report.

In collaboration with our customer, we described the implementation of a service design project based on ITIL V3. The focus was on the practical application of ITIL V3 and not on theoretical considerations. How should a new V3 service be introduced when all the previous services are based on ITIL V2? What compromises are needed? Which aspects are particularly important?

The subject of the report was the introduction of a thin client infrastructure service, with a direct influence on individual employees' workplaces, and the back-end management of the new service.

On 6 May 2009 in Wiesbaden, Hanno Ebsen (senior consultant at Arcondis) gave an insight into the work involved in the project during the ITIL / SLM forum 2009. He reported on the challenges, the successes and the adaptations needed to accommodate the existing process landscape.

The subject of service design remains a popular one. The practical examples presented in the report gave the audience an overview of the obstacles and pitfalls involved and how they should be negotiated. Initial practical experience of service design based on ITIL V3 confirmed that the framework is still easily applicable. This should increase the user community's confidence in ITIL V3.

The presentation will be available for you to download in the near future.

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## Training at Arcondis

### Our employees are taking training courses in a number of areas

As a consultancy company, it is important for Arcondis to ensure that its employees are up-to-date with the latest trends and developments. For this reason, Arcondis invests a large part of its revenue in employee training.

Patrick Häuptli (senior manager) successfully passed the exam to become an ISACA Certified Information Systems Auditor, which will reinforce the skills of the new Quality, Risk & Compliance unit. It will also increase Arcondis' competence in the field of integrated compliance by taking into consideration the various legal requirements, such as GxP, SOX, OR revision etc., within one control framework.

Karsten Krüger (junior consultant) attended the "TERP10 SAP ERP – Integration of Business Processes" course, which provides participants with knowledge of integration in relation to the different SAP modules and offers information about the fields of business intelligence and SAP strategic enterprise management.

Melanie Geiger (consultant) has trained as a quality system manager, which will strengthen the company's consultancy skills in the field of quality management systems. The subjects covered during the training include the development and maintenance of QM systems, factors relating to their successful introduction and the most important requirements of ISO 9001.

These current examples show that our employees are taking a targeted approach to their training. This is why several employees are currently preparing for Project Management Professional certification (PMI). This will ensure that we can provide high-quality consultancy and will provide support for our corporate strategy.

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## Trends and topics

### Part II of IX (see issue 48)

### Application virtualisation and server-based computing

Our consultancy activities in the fields of IT management and IT compliance have highlighted a strong trend for server-based computing (in other words, the virtualisation of a complete client system) among our customers in the pharmaceutical, medical technology and chemical industries. Recently this has also been combined with the virtualisation of client software.

These technologies offer the following benefits:

- Reduction in support and hardware costs and the cost of changes (single point of change)
- Simpler central system management
- Reduction in dependencies between client applications in one portfolio
- Increased stability of user sessions
- Increased device independence
- However, they are also accompanied by a number of challenges:
- The more complex environment requires greater back-end support and increased skills
- Additional costs and resources involved in designing and implementing IT security
- Requirement for increased availability (single point of failure)

Because of the greater complexity of environments of this kind, we recommend keeping the system architecture as simple as possible, for example, by using a small number of target OS platforms.

Companies which want to make the most of the entire spectrum of complexity will virtualise their terminal servers and at the same time stream the software packages on these platforms to virtual desktops.

We wish you every success!

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