

**ITU Workshop on “Future Trust and Knowledge  
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**The SC40 perspective on trust**

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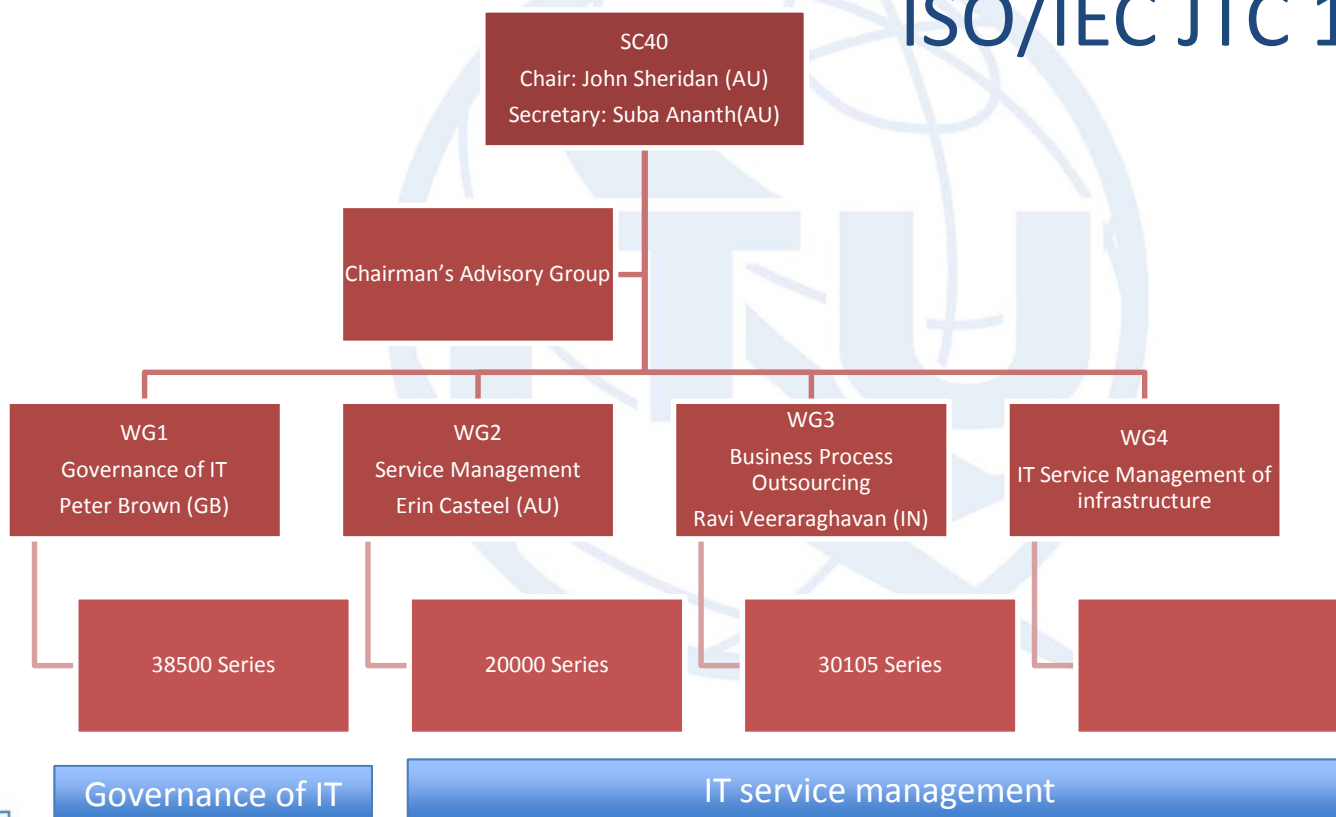
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*Byline*

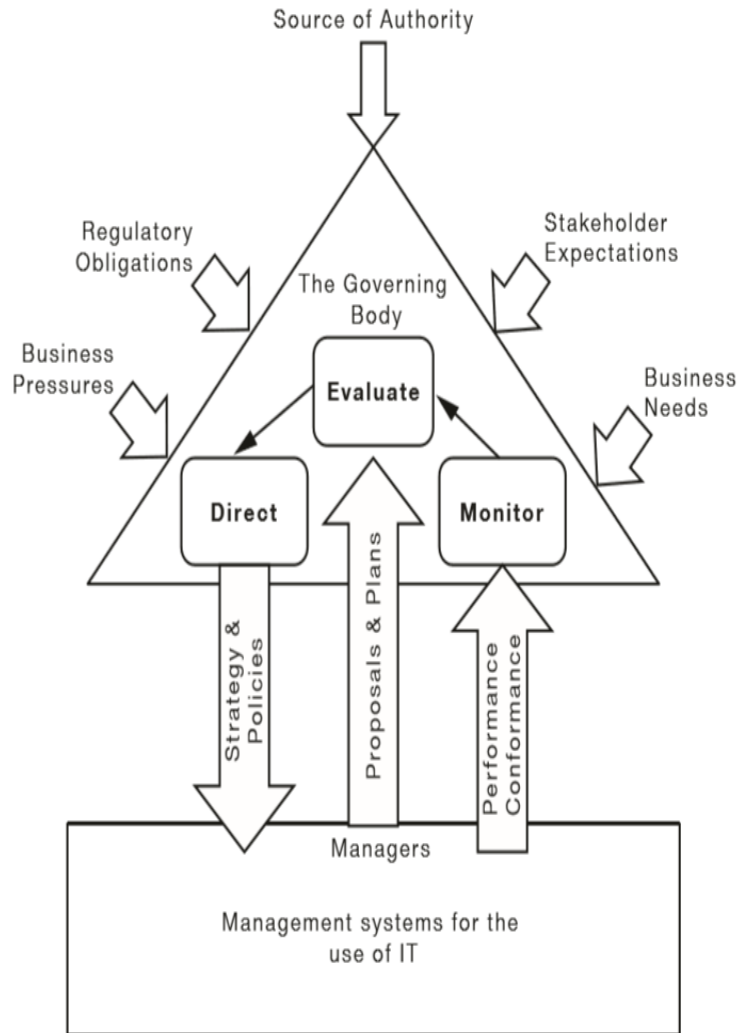


# IT Service Management and IT Governance

ISO/IEC JTC 1/SC 40



# Governance of IT



## Governance

System of directing and controlling

## Governing Body

Person or group of people who are accountable for the performance and conformance of the organization

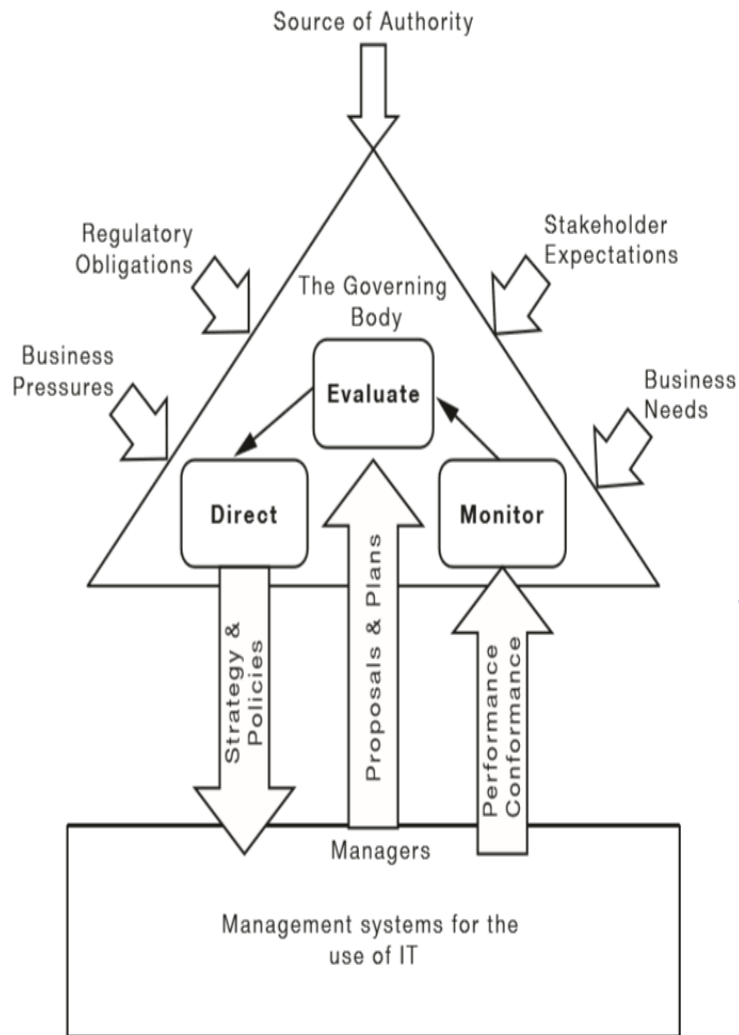
## Governance of IT

- System by which the current and future use of IT is directed and controlled =
- Plan, build and run the IT enabled business

Figure 1 — Model for governance of IT (adapted from ISO/IEC 38500:2008)



# Governance of IT



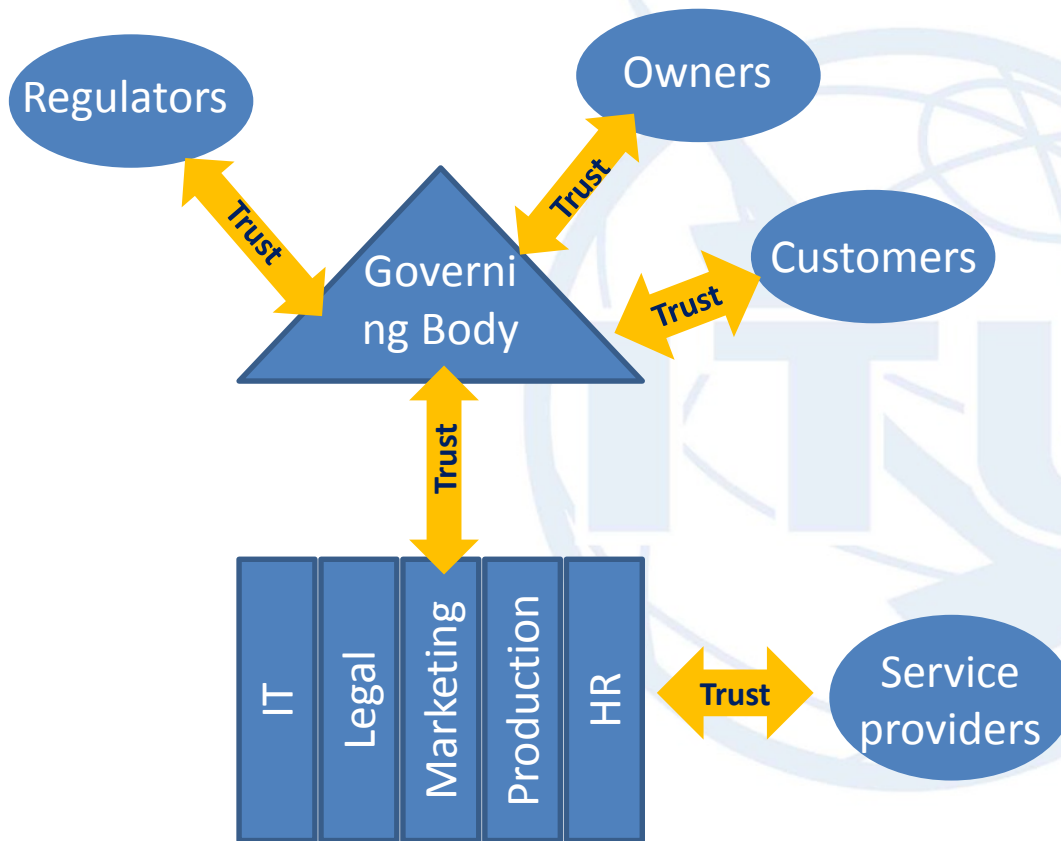
## Six principles

1. Responsibility – clearly defined for demand for and supply of IT
2. Strategy – organizational and IT strategy intertwined
3. Acquisition – business case
4. Performance – IT must meet requirements
5. Conformance – laws and regulations
6. Human behaviour – of all human agents in the processes

Figure 1 — Model for governance of IT (adapted from ISO/IEC 38500:2008)



# ISO/IEC JTC 1/SC 40 and trust



## WG1 Governance of IT

38500 – Gives guidance (principles and model) that, if followed, assure stakeholders they can have confidence in the organization's use of IT

## WG2 IT Service Management

20000 - Service requirements v services delivered

## WG3 IT Enabled Services & BPO

30105 – delegation of business processes to providers

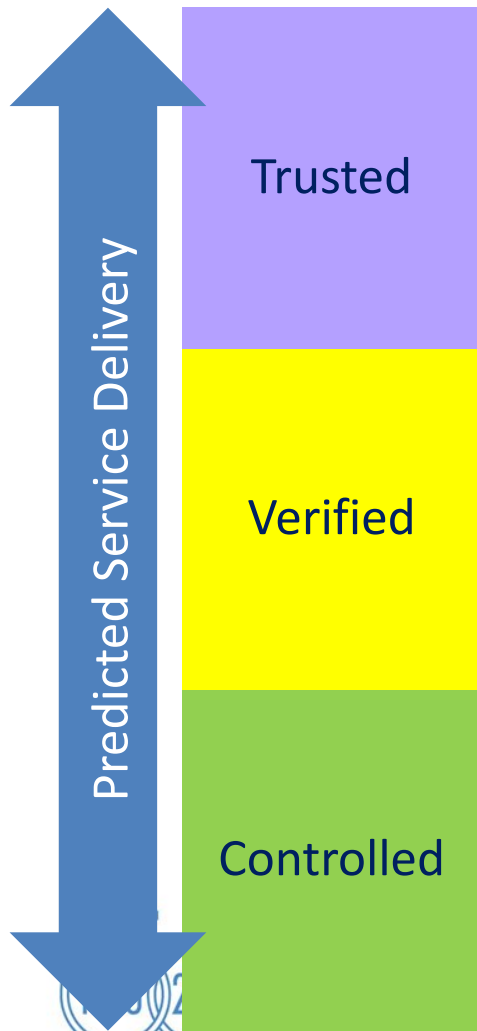
**Note: Trust is a two-way street.**

# Where is “trust” mentioned?

| <b>WG1</b><br><b>Governance of IT</b>  | <b>WG2</b><br><b>IT Service Management</b>  | <b>WG3</b><br><b>Business Process Outsourcing</b>   |
|--|---|---|
| <p>DIS 38505-1</p> <ul style="list-style-type: none"> <li>• good governance of data encourages trust.</li> <li>• “...but in some cases such controls will be insufficient and the governing body will need to rely on trust and verification”</li> </ul> | <p>Study Group ISO/IEC 20000 Revision Study Group Report</p> <ul style="list-style-type: none"> <li>• “Key concepts discussed by the Customer Perspective Study Group included customer perspective and perception, managing customer expectations and requirements, service quality, delivering value and trustworthiness.”</li> </ul> | <p>FDIS 30105-5</p> <ul style="list-style-type: none"> <li>• “For customers (who outsource their ITES-BPO services), this standard provides a mechanism to understand the capabilities of service providers through a common standard, leading to increased levels of transparency and trust.”</li> </ul> |
| <p>NWIP 38506</p> <ul style="list-style-type: none"> <li>• “provide an environment of trust so issues can be dealt with early on”</li> </ul>   |   |   |



# Trust: the service gap you cannot control?



Services

Trusted

Can only be verified after the fact.

Verified

Can be monitored to assure compliance

Controlled

Is under your control.

# (New) developments

Legacy is here to stay

3D printing

IoT

Millenials

DevOps

Gamification

Big Data

Social media

Biowearables

SIAM

XaaS

Mobile

X.25

Cloud

Agile

Artificial Intelligence

Virtual Reality



# Developments in the news

3D Printing

Panama papers

Security

AirBNB

Digital society

Internet banking

Uber

Facebook – missing postings

EPD

Mobile data

Big data

Facebook – “lost” data

Digital warfare

Digital government

# Thoughts on implementing governance of IT and IT management

- **COBIT** overarching framework for setting up governance and management systems
- **CMMI** process maturity model comparable to ISO 15400 which can be of value to ISO 20000
- **BiSL** framework for business information management at the client side
- **ITIL** framework for service management at the services supplier side



Thank you



Questions?