

Raising the profile of IT Service Management



Malcolm Fry

Got it all covered!!!



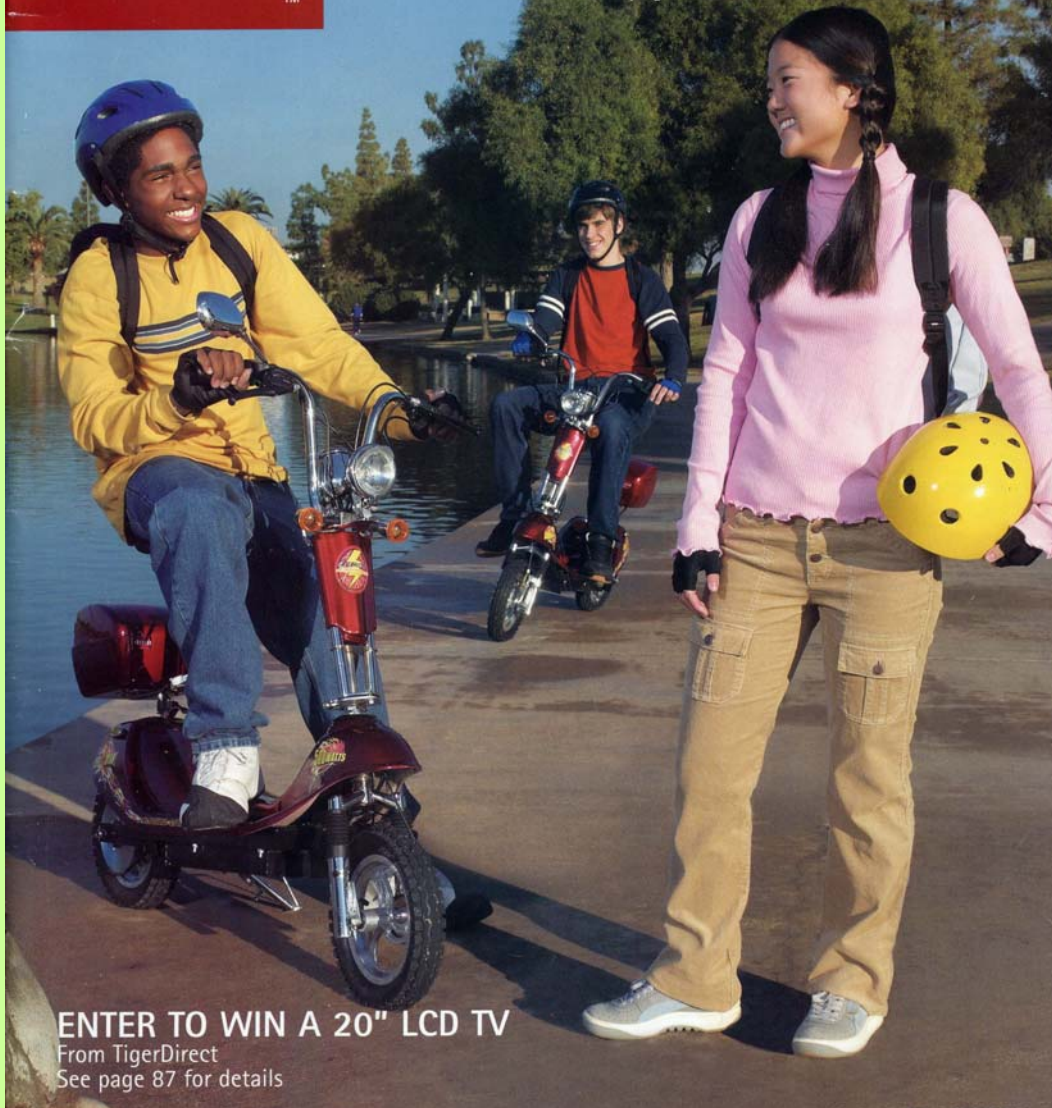
Sky Mall

www.skymall.com

Your Free Copy Early Spring 2004

THE ELECTRIC LIGHTNING SUPERMAX SCOOTER!

See page 146



ENTER TO WIN A 20" LCD TV

From TigerDirect
See page 87 for details

medy®

bmcsoftware

© BMC Software Company



Restup™ Inflatable Reclining Pillow

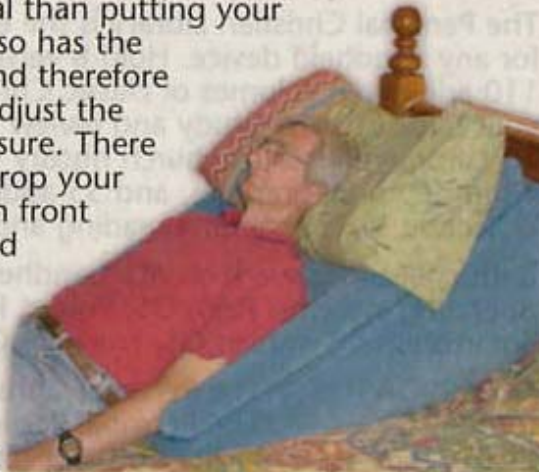
If your doctor has recommended sleeping in a reclining position to help you with GERD, (Acid Reflux) or respiratory problems, the Restup™ reclining pillow may be just what you're looking for. Much cheaper than a special bed and more practical than putting your bed up on blocks, this pillow also has the advantage that it is inflatable and therefore portable. It also allows you to adjust the firmness by varying the air pressure. There are many other possible uses; prop your legs up or recline on the floor in front of the TV. Use two to recline and prop up your legs. The special low resistance valve allows inflation with a common hair dryer on a cool setting.

99925A
Inflatable Wedge Pillow \$79.95

With The SkyRest® Travel Pillow Rest Or Sleep In Comfort In Any Seat

Tired of restless attempts to sleep on flights, layovers, train, bus, or car trips? Just when you're about to nod off, your head falls and you're wide awake again! If you find this frequently happening to you, then you need SkyRest®. It works with gravity rather than against it. Lay your head down on SkyRest's soft pillow top and drift off to a restful nap. Because it's inflatable, SkyRest® is extremely lightweight and portable. It takes up very little room in your carry-on bag. Simply inflate in a few minutes and it's ready to use. Deflation is fast and easy with the special removable deflation valve.

99010A Travel Pillow \$29.95



The number one cause of fire fatalities is toxic smoke—not flames.

It may look strange, but this emergency escape hood gives you 15 life-saving minutes to exit the fire area, eyes



protected from smoke and soot, lungs blessedly free from toxic carbon monoxide, and other deadly by-products of fire. That's why smoke hoods have been recommended by so many safety experts. For your safety (and that of your family), travel with the award-winning EVAC-U8® Smoke Hood. Made in Canada.

(5 × 2 ½" diameter; 11 oz)

EVAC-U8 Smoke Hood #SP628A \$69.00

Protect a loved one and save!

Two or more \$62.50 each



you're gonna love GustBuster®. UNduplicated. UNequaled. UNlike all ordinary [REDACTED]. 7 different patents keep it that way. Acclaimed on CNN, Fox News, NBC Today, Live with Regis & Kelly, Dateline NBC, Good Morning America and more. A Breakthrough Product of the Year. Awarded the Good Housekeeping and NBC Consumer Report 5 star rating. Certified by the College of Aeronautics to



Come Rain. Or, Come Shine ...

you're gonna love GustBuster®. UNduplicated. UNequaled. UNlike all ordinary umbrellas. 7 different patents keep it that way. Acclaimed on CNN, Fox News, NBC Today, Live with Regis & Kelly, Dateline NBC, Good Morning America and more. A Breakthrough Product of the Year. Awarded the Good Housekeeping and NBC Consumer Report 5 star rating. Certified by the College of Aeronautics to withstand 55 mph-plus winds. Walk down a city street, a fairway or a sandy beach - you're covered. #1 on city streets - the briefcase-or-purse-sized 43" METRO (as shown) with dual backstrap. OR, (not shown.) The 62" DOORMAN. The # 1 Choice on Tour - the 62" PRO GOLF Gold. The #1 blocker of harmful sun rays - the 58" SunBLOK™. The portable 72" BEACH - with exclusive SunBLOK™ liner to keep you 10° cooler. It's a GustBuster®, only if it has the patented Raindrop Wind-Release Vents™.

781016A	Metro43" Diameter. Blk, Navy, Hunter	\$29.00
85162A	Doorman 62" Diameter. Black	\$44.95
781018A	Pro Golf Gold 62" Diameter. Blk, Navy, Hunter	\$44.95
781025A	SunBLOK™ 58" Diameter. Silver	\$39.95
72172A	The Beach 72" Diameter Royal, Rasp., Tan	\$29.95



If regular aerobic exercise is too strenuous, try The ExerCHLzer™ for health, fitness and stress reduction!

The ExerCHLzer™ is an aerobic exercising system that helps you perform vital aerobic exercises with minimal effort. It gently rocks your body side-to-side with an undulating motion...117 times per minute! Helps you maintain the proper "chi" balance (an Asian life-energy principle) and oxygen content of the body through this relaxing massage movement. Regular usage will stimulate your body and aid in relaxation and stress reduction. Just lie down on your back, with your hips on

the ExerCHLzer™ swivel disk, and your ankles on the separate padded swing saddle. Then set the timer for up to 15 minutes (after your initial sessions of 5-10 minutes each) and enjoy! Handle for easy carrying.



**216887A - ExerCHLzer™
System \$159.99**

GADGETALERT

We carry the largest, most diverse array of gadgets, gizmos and cutting edge electronics anywhere on the planet.

Experience the power of acupuncture without the needles. 5000 years of proven Chinese Medicine merges with 21st century technology.

Those that have tried acupuncture know without question it works. Acupuncture has been around for over 5000 years and there are now over 10,000 licensed acupuncturists in the U.S..

Among the many Doctors and medical associations around the world recommending the Aculife is respected Chairman of the World Federation of Acupuncture, Professor Deng Lianyue. Just 15 minutes with the Aculife is all you need to help maintain a healthy body. All of the key points of the human body can be accessed from points on the palm of a hand or outer area of the ear. What the Aculife does is send a magnetic pulse from the control areas on your palm or ear to the corresponding area in your body. The magnetic pulse helps unclog micro energy pathways and improve blood circulation to help strengthen the immune system, allowing the body to better fight illness. From the palm of your hand you'll be able to access every part of your body. Stimulate and diagnose areas such as the heart, lungs, spine, liver, colon, bladder, intestines. Strengthen the immune system against Hypertension, Insomnia, Fatigue, Asthma, Ulcers, Hemorrhoids, High Blood Pressure, Rheumatism, Muscle Pain and many more common ailments. The Aculife is compact and lightweight enough to be taken virtually anywhere. You can even treat simple ailments like stiff aching backs, muscles and neck from travel or strenuous workouts. After 16 years in development by world renowned medical scientists Dr. Xia Lei and Dr. Chiang Chih Cheng the Aculife Biowave Treatment

program will give you the ability to self diagnose and treat ailments right in your own home. The key to a healthier life is right in the palm of your hand with the advanced Aculife. Includes Aculife Magnetic Wave Therapist, Guide book w/ body chart, 9V battery, AC Adapter, Clip Holder, Magnetic Wave Pointer with ear plug and neck strap.



TH366A
Acupoint
Magnetic
Wave
Therapist
\$299.95

GADGETALERT

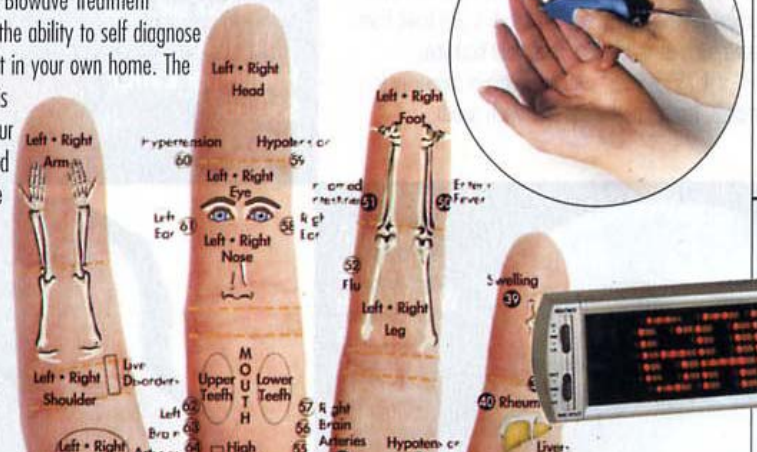
We carry the largest, most diverse array of gadgets, gizmos and cutting edge electronics anywhere on the planet.

Experience the power of acupuncture without the needles. 5000 years of proven Chinese Medicine merges with 21st century technology.

Those that have tried acupuncture know without question it works. Acupuncture has been around for over 5000 years and there are now over 10,000 licensed acupuncturists in the U.S..

Among the many Doctors and medical associations around the world recommending the Aculife is respected Chairman of the World Federation of Acupuncture, Professor Deng Lianyue. Just 15 minutes with the Aculife is all you need to help maintain a healthy body. All of the key points of the human body can be accessed from points on the palm of a hand or outer area of the ear. What the Aculife does is send a magnetic pulse from the control areas on your palm or ear to the corresponding area in your body. The magnetic pulse helps unclog micro energy pathways and improve blood circulation to help strengthen the immune system, allowing the body to better fight illness. From the palm of your hand you'll be able to access every part of your body. Stimulate and diagnose areas such as the heart, lungs, spine, liver, colon, bladder, intestines. Strengthen the immune system against Hypertension, Insomnia, Fatigue, Asthma, Ulcers, Hemorrhoids, High Blood Pressure, Rheumatism, Muscle Pain and many more common ailments. The Aculife is compact and lightweight enough to be taken virtually anywhere. You can even treat simple ailments like stiff aching backs, muscles and neck from travel or strenuous workouts. After 16 years in development by world renowned medical scientists Dr. Xia Lei and Dr. Chiang Chih Cheng the Aculife Biowave Treatment

program will give you the ability to self diagnose and treat ailments right in your own home. The key to a healthier life is right in the palm of your hand with the advanced Aculife. Includes Aculife Magnetic Wave Therapist, Guide book w/ body chart, 9V battery, AC Adapter, Clip Holder, Magnetic Wave Pointer with ear plug and neck strap.



Wan Kei Heung
a BMC Software company

BMC Software

The Stroller/Carrier for Pets.

For city strolling, trips to vet or travel, this lightweight, easy-to-maneuver stroller makes outings with your pet as easy as pushing a baby carriage.

Designed for dogs and cats up to 25 lbs.—and particularly appropriate for house cats and older dogs with hip and joint ailments—the dual-compartment carrier keeps pets safe, ventilated and shaded while strolling or when used by itself as an alternative to bulky, hot plastic carriers. The stroller also can be used separately as a wagon to haul groceries or laundry. Includes handy safety break, carry strap and comfortable easy-to-wash 1/2"-thick pad. Folds in an instant for easy storage and transport. Made of durable rip-stop nylon netting and water-resistant fabric over a rust-proof steel frame. 37" H x 19¼" W x 35½" L. (16 lbs.)
70171A.....\$129.95



The Guy in Front

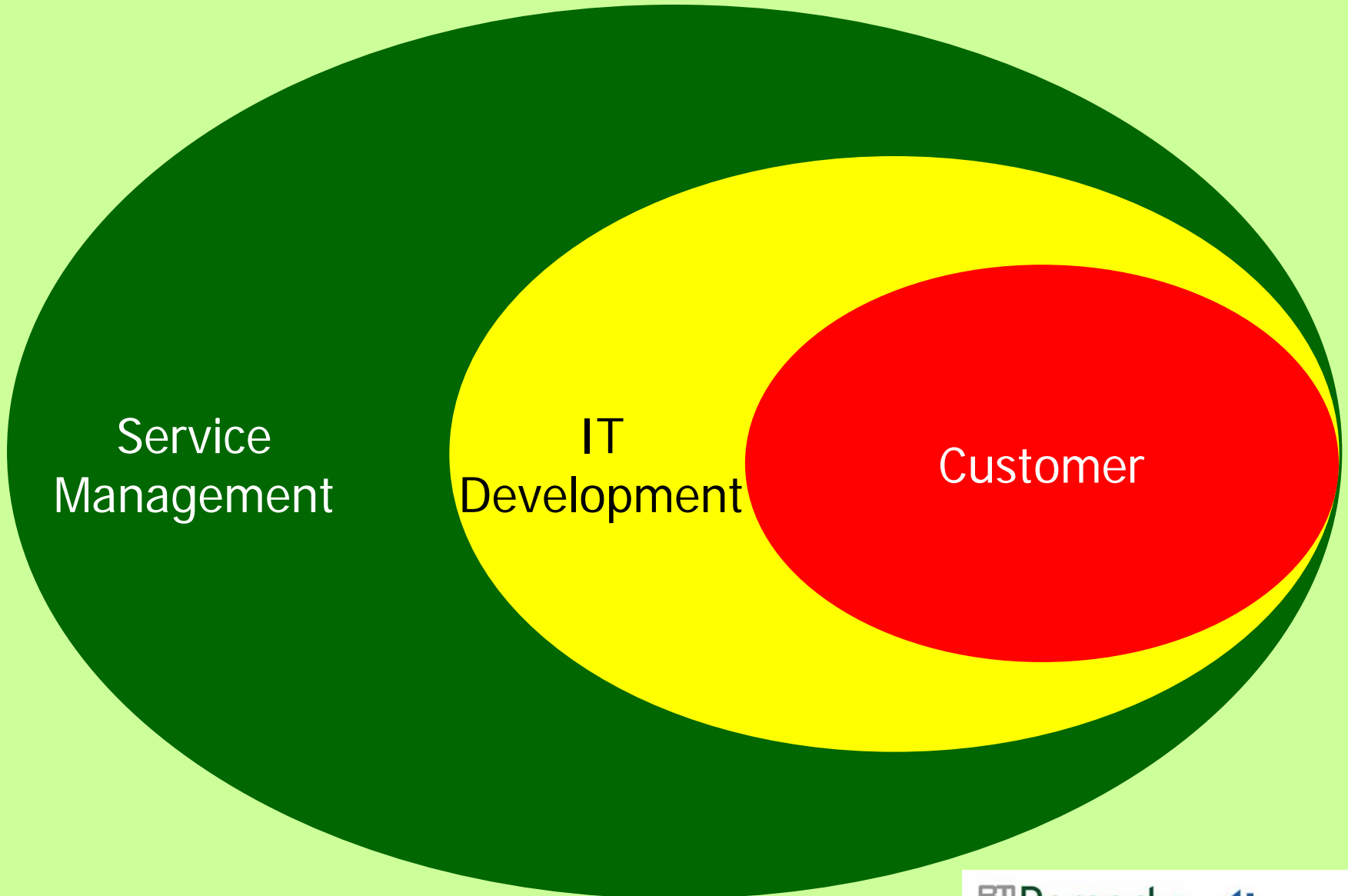


Wouldn't you rather be Vinnie?
Just the once?

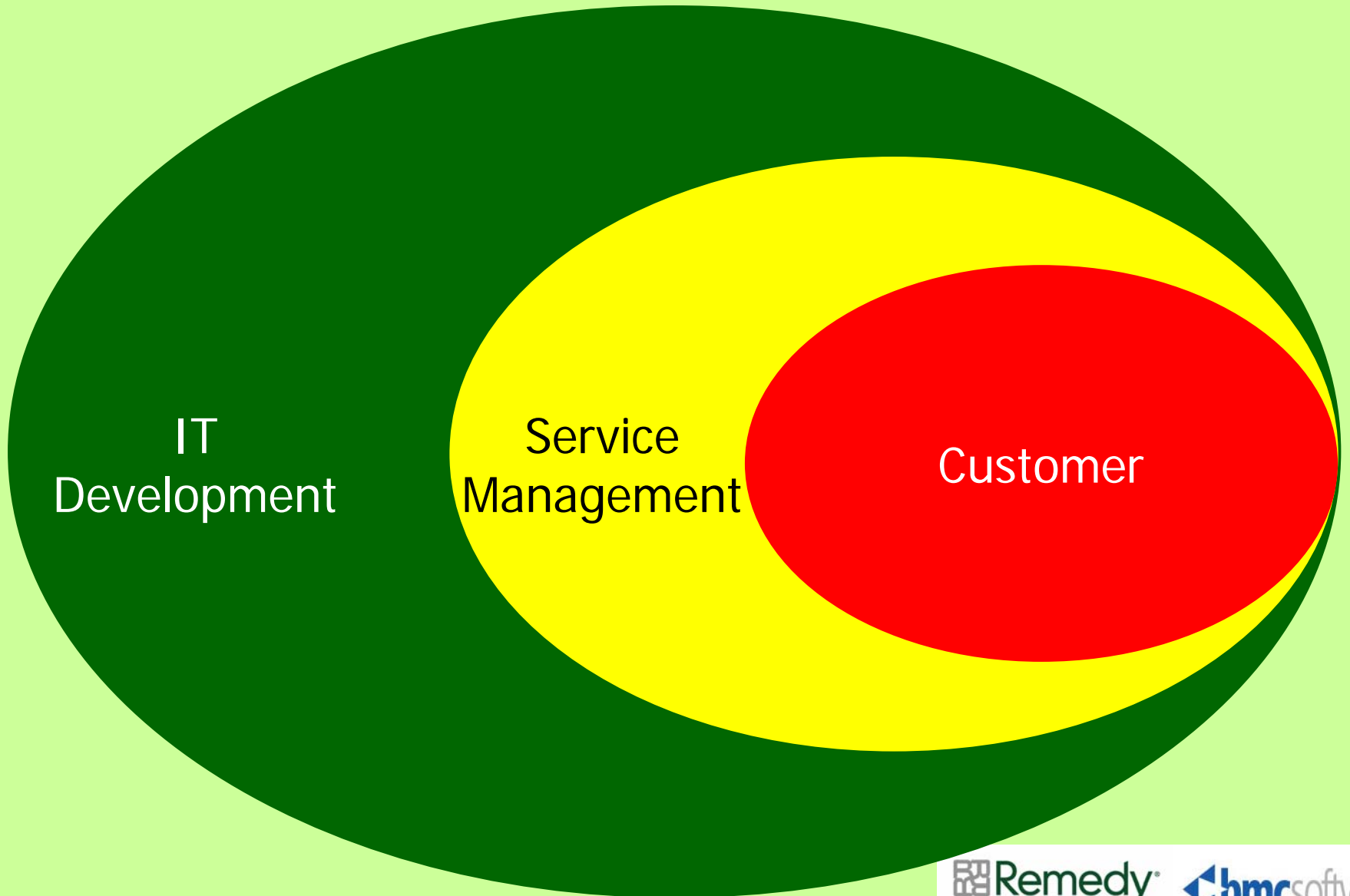
The pale & beyond



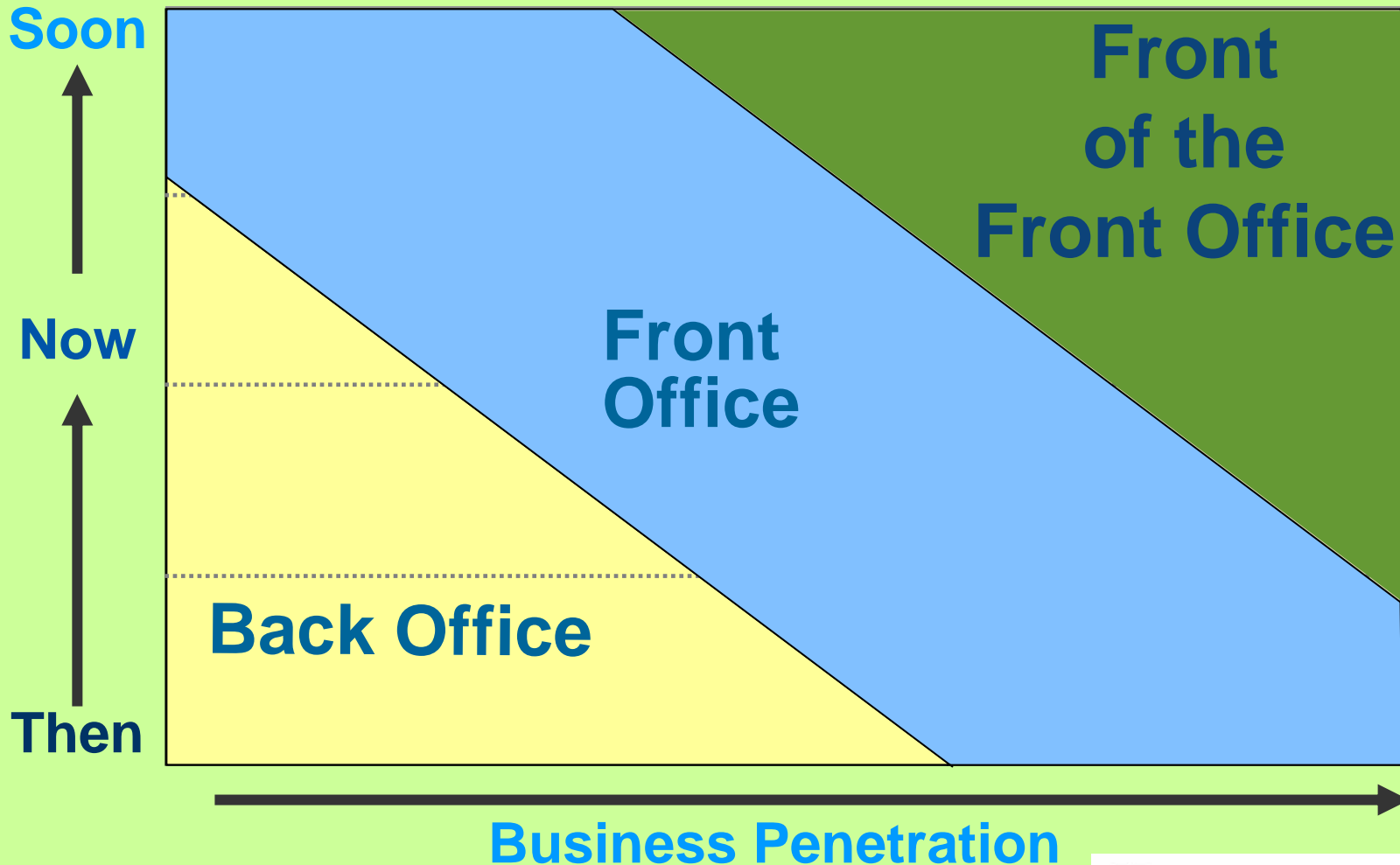
The old IT pale



The new IT pale



Technology Profit Triangle



Consequences.....

The screenshot shows the BBC News website interface. At the top, the navigation bar includes 'BBC NEWS | UK | Flights resuming after disruption', 'Home', 'TV', 'Radio', 'Talk', 'Where I Live', 'A-Z Index', and a search box. Below this is a red banner with the 'BBC NEWS UK EDITION' logo and a 'WATCH/LISTEN TO BBC NEWS' button. The main headline reads 'Flights resuming after disruption' with a sub-headline: 'Flights are returning to normal after an air traffic control computer failure saw planes grounded across the UK.' A photograph shows several aircraft, including a Britannia 5 and a First Choice plane. The article text states: 'The West Drayton control centre is now fully operational and National Air Traffic Services says it is investigating...'. A sidebar on the left lists various news categories like 'World', 'UK', 'England', etc. On the right, there are sections for 'SERVICES' (News alerts), 'SEE ALSO:' (UK airports facing flight backlog), and 'RELATED BBC LINKS:'. The bottom of the page features a taskbar with 'Window (1)', 'Allowing Pop-Ups (0)', and 'Malcol... 's Vault'.

Nats' Flight Data Processing System failed at around 0600BST for an hour, after overnight testing of an upgrade.

Thousands of passengers have been experiencing delays as airlines work to clear the backlog of flights.

Planes had to be grounded at airports including Gatwick, Heathrow, Manchester and Inverness.

Investigation

Nats Chief Executive Richard Everitt said flights were

RELATED BBC LINKS:

▶ [BBC Travel News](#)

RELATED INTERNET LINKS:

▶ [BAA](#)

The BBC is not responsible for the content of external internet sites

TOP UK STORIES NOW

▶ [Flights resuming after disruption](#)

Consequences.....

The screenshot shows the website of The Globe and Mail. The main headline is "RBC extends bank hours" under the "REPORT ON BUSINESS" section, dated Friday, Jun 4, 2004. The article is by ROMA LUCIWA. The text states that the Royal Bank of Canada extended its banking hours on Friday and will open some branches on Saturday. The website also features a search bar, navigation tabs for News, Investing, Technology, Vehicles, and Careers, and various sidebars including "Breaking News", "Business Poll", and "Special Reports".

RBC's computer woes began Monday, May 31 with what it described as a routine programming update to one of its computer systems. The bank's national system failed to register withdrawals, deposits and payments against customer balances.

Capacity failure impact

bbc.co.uk Home TV Radio Talk Where I Live A-Z Index Search

Low Graphics version | Change edition Feedback | Help

BBC NEWS UK EDITION WATCH BBC NEWS IN VIDEO

Last Updated: Friday, 3 December, 2004, 11:53 GMT

[E-mail this to a friend](#) [Printable version](#)

Online gremlin scuppers M&S sale

Marks & Spencer suffered a blow to its "Christmas spectacular" on Thursday after a glitch on its website left customers unable to place orders.



The High Street icon slashed 20% of prices on Thursday in a bid to lure Christmas shoppers into its stores.

But the retailer was left red-faced when, for several hours, customers who wanted to take advantage of the discounts online were unable to.

SEE ALSO:

- ▶ M&S to launch second one-day sale
01 Dec 04 | Business
- ▶ M&S denies food store sale plan
29 Nov 04 | Business
- ▶ M&S unveils management shake-up
09 Nov 04 | Business
- ▶ M&S starts share buyback scheme
25 Oct 04 | Business
- ▶ M&S share buyback wins approval
22 Oct 04 | Business
- ▶ M&S says sales fall now slowing
12 Oct 04 | Business
- ▶ The Battle for Marks and Spencer
05 Oct 04 | Business

on Thursday, a spokeswoman for M&S said.
...shoppers keep orders shut

BBC SPORT

M&S blamed "unprecedented traffic to the website because of the Christmas spectacular" for the problems with ordering on the website.

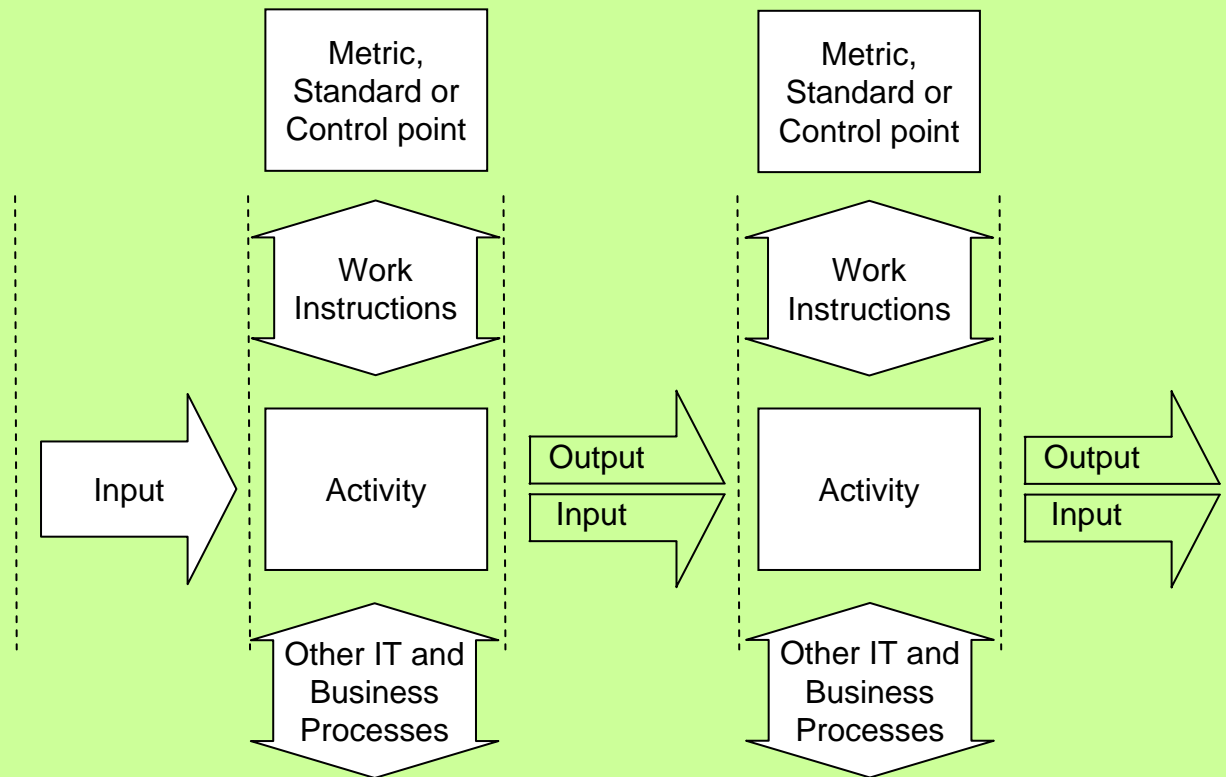
Organizational Roles

Operational (TCO)

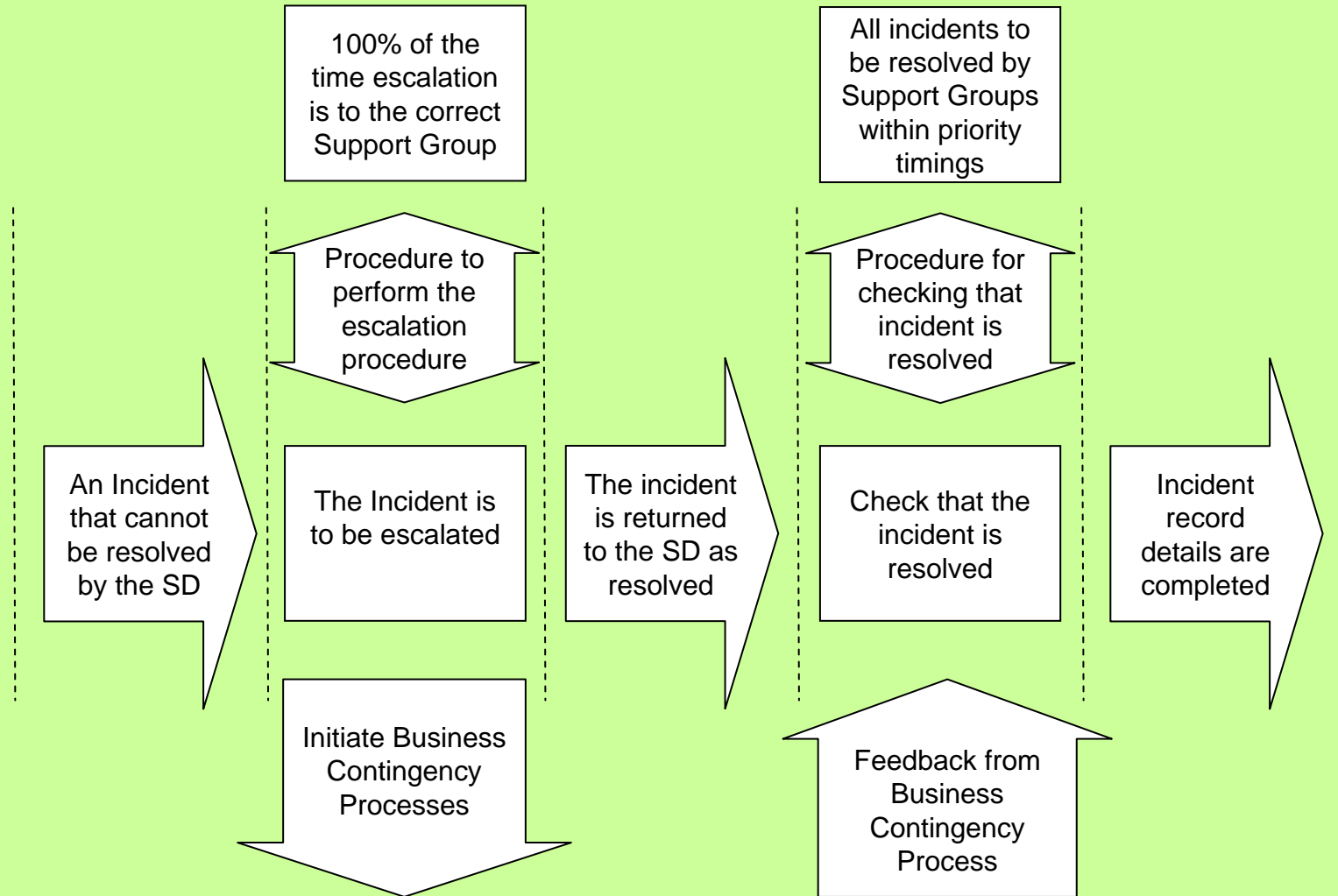
Strategic

Tactical (ROI)

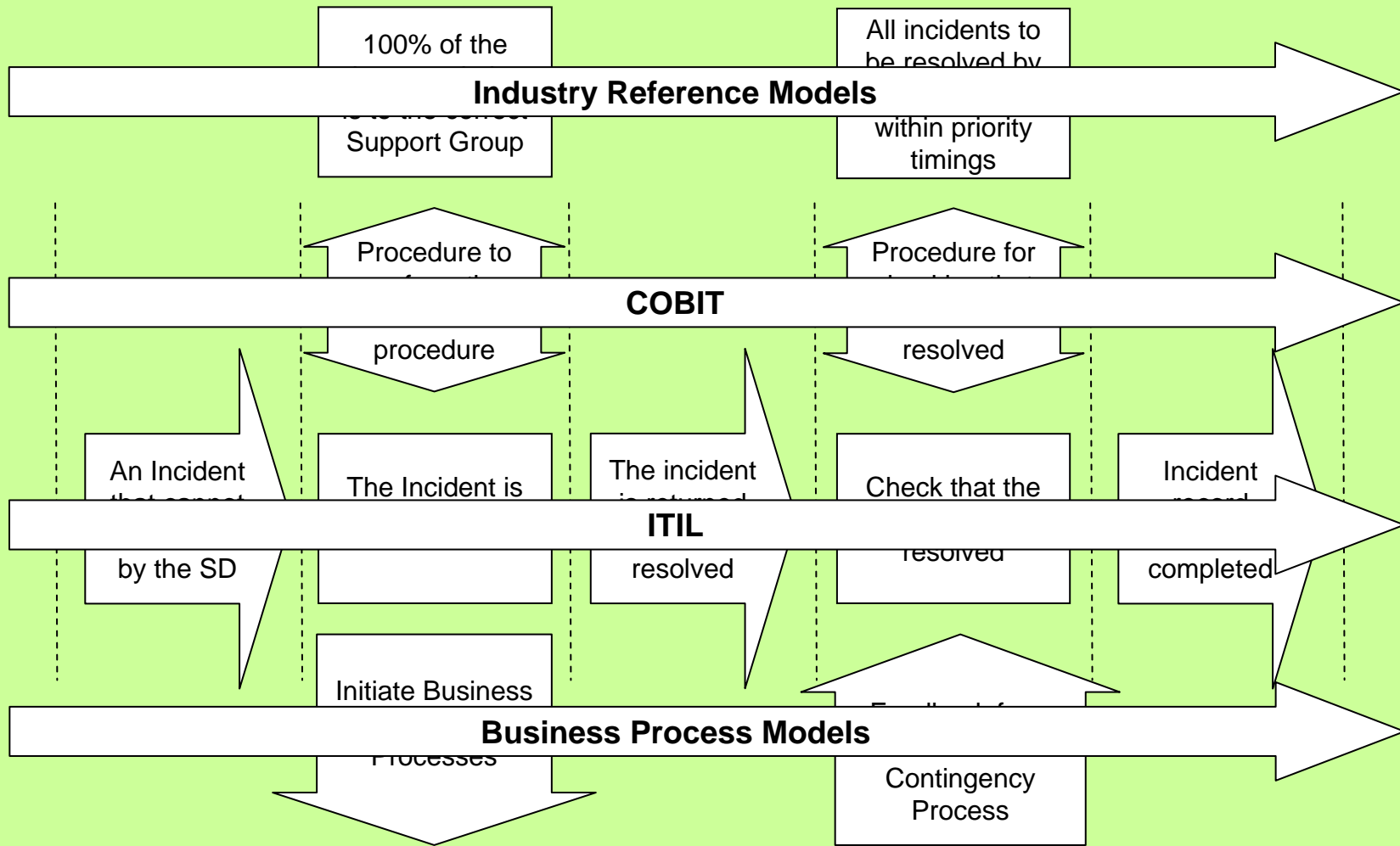
Integrating with the Business



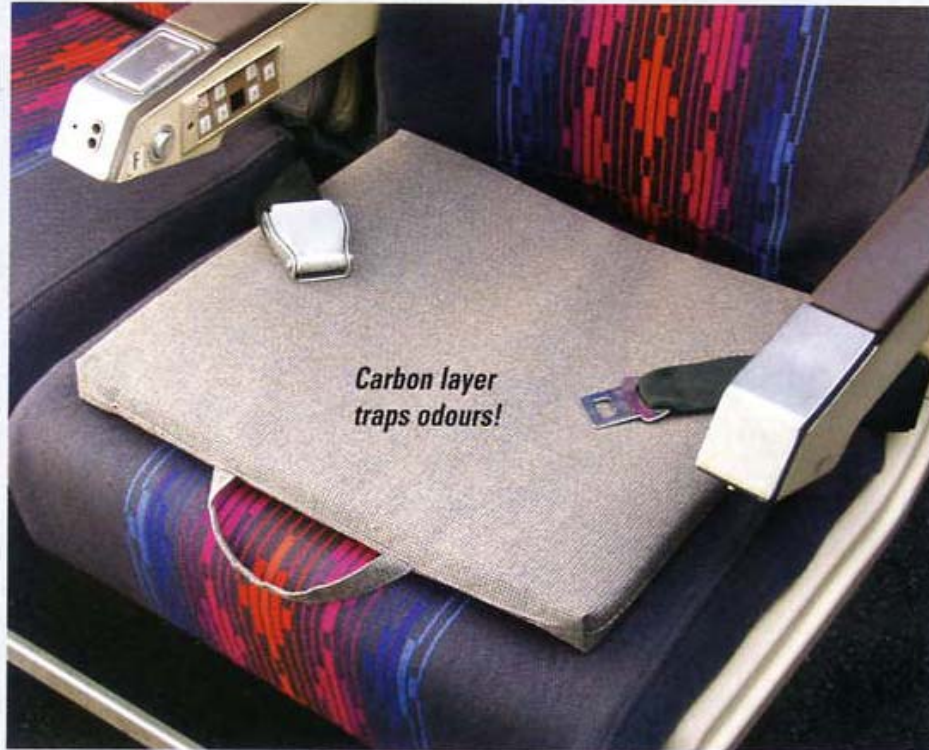
Example Business Integration



Process ownership



If they can sell this you can sell your services!!!!



The Flatulence Filter™ is a breath of fresh air for you and your fellow passengers!

Flying can cause many travellers to experience uncomfortable intestinal gas, which in turn can lead to embarrassing wind. And at 30,000 feet, it's difficult to blame the dog! The Flatulence Filter looks like an ordinary seat cushion but contains an activated carbon air filter that absorbs odours immediately and lasts up to 12 months. Ideal for aircraft, train, or car travel, it has a handy carrying handle. Favourably reviewed in *Business Week* and *Prevention Magazine*. (43 × 38 × 2.5cm; 312g) Made in USA. IF225 £39.85

Any questions?

<http://nextslm.org/itil/>

then goto Ask Malcolm