

# EAITSM Inc. Profile



<http://www.eaitsm.org>

*A regional community platform for all IT Service Management (ITSM) professionals and organizations, to network, exchange knowledge, learn, develop, grow, and innovate.*



**The Establishment of Arabian for ITSM  
(The EAITSM Inc.)**

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**EA ITSM**

## *The EAITSM Inc.*

The Establishment of Arabian for IT Service Management (EAITSM Inc.) is a non-profit firm working in the field of ITSM, to promote best practice and guidance, and to be a focal reference point for this field in the regional marketplace. It was established as a forum for Information Technology (IT) service / product providers, IT service / product users, and related parties to explore all means available to maximize IT business value.

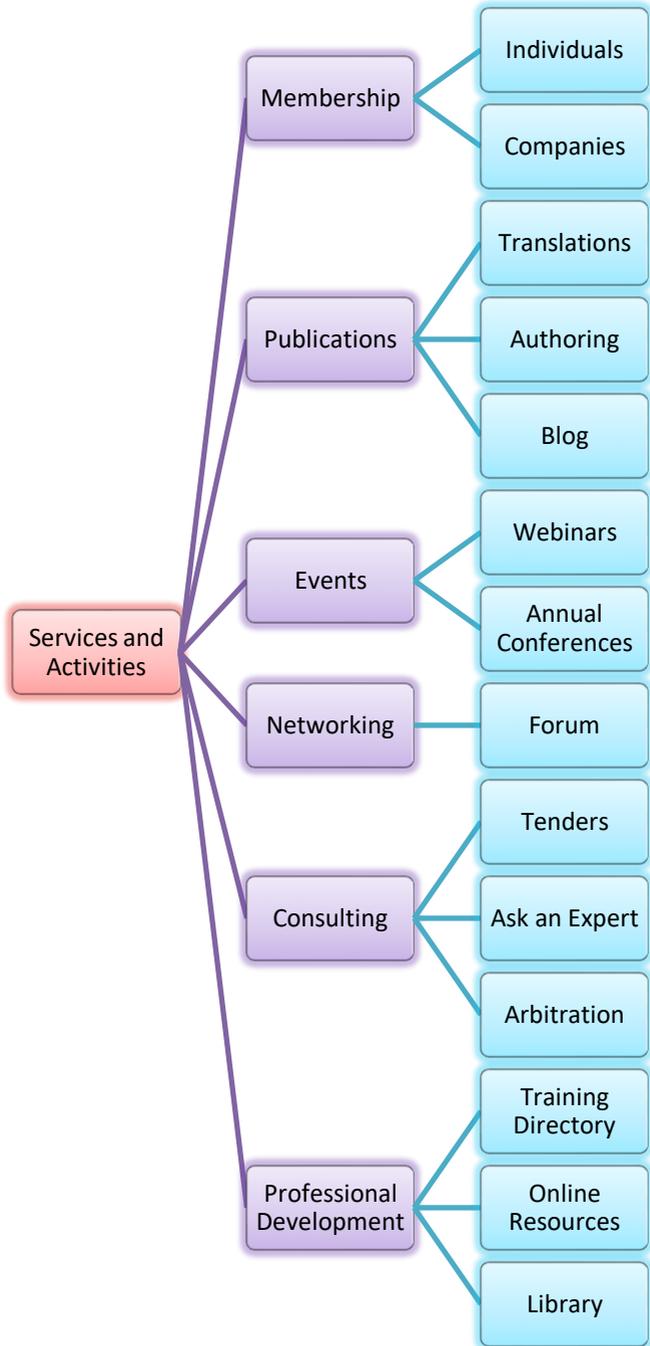


*Our Vision: To be a Development Transformational Agent in the Arab World through ITSM Practices*

## *The OneWayForward Inc.*

The EAITSM Inc. is an affiliation of the OneWayForward Inc., a sole proprietary management consultation firm, providing consultation, training, translation, research and related services in all relevant management disciplines. As the main sponsor of the community activities of the EAITSM Inc., the OneWayForward Inc. is the legal entity through which all of the EAITSM Inc. engagements are conducted. Website: <http://www.onewayforward.com>





DRI International announcement of the finalists for the 2018 DRI International Awards of Excellence.

[2018 DRI Awards of Excellence Finalists Announced](#)

These coveted awards recognize individuals and organizations who have achieved a level of excellence in the fields of continuity management, technology recovery, and crisis management.



#### Featured Service

**Translation  
Hub**

**Arbitration  
Service**

**Ask an Expert**

#### *Advertisement Services*

*Enjoy visibility and extended reach on the regional level by using our diversified promotional channels.*

[See details](#)

## Webinars

Webinar titled "Become a valuable T-shaped professional with ASL & BiSL"



Webinar titled "An overview of TOGAF and the relation between TOGAF and ITIL"



Webinar titled "The effects of DevOps on your IT service organization"



Webinar titled "Service Desk – Future Insights"



Webinar titled "How Strong Is Your Imagination when it comes to Hacker Stories?"



Webinar titled "The Case for Organizational Checks and Balances"



Webinar titled "Next Generation IT Operating Models and IT4IT Reference Architecture"



Webinar titled "BPM-CBOK® Overview"



Webinar titled "New Role – Digital Transformation Manager"



Webinar titled "Cyber Crime and Risks of Internet Use"



ServiceNow Webinars Webinar titled "Take Advantage of Five before Five: 'GRACE tasks' in ITSM"



## Publications

Annual Conference Proceedings CD – Annually renewed Edition (online access annual subscription)



Annual Conference Proceedings CD - Annually renewed Edition (CD Package)



ITSM Fiction Book Series: Volume 1: The Iron Triangle (Arabic Translation)



ITSM Fiction Book Series: Volume 2: Catalogs, Services, and Portfolios (Arabic Translation)



ITSM Fiction Book Series: Volume 3: Integrated Measurement - KPIs and Metrics for ITSM (Arabic Translation)



ITSM Fiction Book Series: Volume 4: Availability and Capacity Management in the Cloud (Arabic Translation)



ITSM Glossary of Terms, English - Arabic



Instructional Design: Skills and Applications for Practitioners (Arabic)



ITIL Adoption Step by Step (Arabic)



IT Projects and IT Operations go Hand in Hand (English)



ISO Standards related to IT Service Management and related management disciplines - Hard Copy - English

ISO

## Arabic Authored Books

The EAITSM Inc. is publishing original Arabic authored books in the IT Service Management field for experienced and knowledgeable professional authors in this area from around the Arabic world.

The EAITSM Inc. is calling for authors in the ITSM area, to author books in various topics in the Arabic language.

A banner with a dark wood-grain background and warm lighting at the top. The text "Call for Authors" is written in a white, elegant cursive font.

## Call for Authors

We are open to sponsors who want to sponsor this initiative. The following terms apply:

- Sponsors must be member companies.
- Sponsors may choose to sponsor this initiative in general, by providing fund to be used towards publishing and distribution expenses. In this case:
  - Sponsor's logo will be placed on this page permanently, linked to their website
  - Sponsor's logo will be placed inside all books published with fund provided from this sponsor
  - Sponsor may provide fund once, or repeatedly as they are willing to do
  - Minimum sponsorship amount is \$500
- Sponsors may choose to sponsor a specific author's work (e.g. author's employer sponsoring the author's book). In this case:
  - Sponsor's logo will be placed inside the book(s) they choose to sponsor only
  - Minimum sponsorship amount per book is \$150

***Sponsor this initiative - contact us for arrangements***

## Published Authors

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Dr. Yousreya Ahmed Ali Alhamshary, lecturer of TEFL and applied linguistics – Faculty of Education-Damanhour University. Board member at e-learning center, executive manager of e-course content development center and the IT unit. She taught EFL for 14 years. She studied instructional design in the AUC - Cairo and Singor University – Alexandria. She has a lot of courses in Egyptian educational standards (13 courses in External Auditing) in addition to TOT and preparation of educational training packages from NAQAAE (National Authority for Quality Assurance and Accreditation of Education).



Ayman Essmat, ICT Services Manager at NSW Health, is a senior information management leader who provides IT management solution for multinational organisations for over 21 years in Australia, North Africa, and Middle East. He is successfully managing corporate-wide organisational change of develop and implement an IT Management Strategy that efficiently and effectively deliver ICT services that meet business expectations. Ayman was born in December 1972 in Alexandria, Egypt. He attended the University of Helwan where he graduated in electronics science before moving to Abu Dhabi in 2004, and settled in Australia in 2011. Ayman holds a number of professional certifications in the information technology and management fields, such as PMP, ITIL Expert and others. You can follow Ayman on: Twitter: @aymanessmat - LinkedIn: <https://www.linkedin.com/in/ayman-essmat-5310038>

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ITSM Mind Jogger Game App



# ITSM Mind Jogger

Member Companies

**LARGE ENTERPRISES**

**ManageEngine** 

<https://www.manageengine.com>

**MEDIUM AND SMALL ENTERPRISES**



<http://cloudesk.onewayforward.com>

## Events & Conferences



# Exhibition at Gitex Dubai 2016



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