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ITIL/ITSM Roles and Responsibilities. Last Updated: 5/16/2017 Each "Best Practice Insights" booklet highlights important elements from the latest version of ITIL so that you can quickly understand key changes and concepts. Overview IIBA® UK Chapter and BCS, The Chartered Institute for IT Collaborating across the community to represent and grow the Business Analysis profession. A glossary on new product development / integrated product development terms and acronyms. Overview This conference is co-located with the Master Data Management Summit Europe 2019. We are currently working on the conference programme and we will be publishing it shortly.