**Hotlinks for issue #7**

A selection of hyperlinks to interesting places on the web from the editorial team and others.

**Tufte from Ron Kaminski**

I am a great fan of Ed Tufte’s ideas on improving the way that we portray information, a huge factor leading to why some capacity planners have more impact and can change their organization’s bad behaviors quicker. His first two books “The visual Display of Quantitative Information” and “Envisioning Information” are in my opinion mandatory reading for all capacity planners: [www.edwardtufte.com/tufte/books_vdqi](http://www.edwardtufte.com/tufte/books_vdqi) & [www.edwardtufte.com/tufte/books_ei](http://www.edwardtufte.com/tufte/books_ei)

Recently, someone smart in our government asked him to review a government information web site and how it might be “improved”.. Here is a link:[semanticommunity.info/@api/deki/files/10011/=Notes04042011.txt](http://semanticommunity.info/@api/deki/files/10011/=Notes04042011.txt) Dig in and find the quotes, they are brilliant. My favorite quote:

“I remember the first meeting. We brought in designs for the Web site. He called it ‘intellectually impoverished,’ ” Mr. Devaney said. “It was a classic Ed Tufte phrase — jaws dropped. I agreed with him but hadn’t said anything. I suspect he still has reservations about some of the Web sites.”

I wish that we all could get someone as smart as Ed look at our outputs and make us take a step back and rethink what we make users go through. I also think that Ed’s one day seminars, coming soon to a city near you, are a “must see” and the best use of your corporate training dollars imaginable: [www.edwardtufte.com/tufte/courses](http://www.edwardtufte.com/tufte/courses) Everyone who works in my group, wherever I go, must attend them, it is a rule. Nobody has regretted it yet.

**Linkedin from Adam Grummitt**

I believe there are active social media to which many of us belong but do not exploit. I prefer Linkedin – [www.linkedin.com](http://www.linkedin.com) which has a number of groups interested in IT Service Management, performance and capacity such as the groups called CPPE and ITIL. But the CMG group, as well as having interesting discussions, includes job vacancies which in these financial times are of high potential interest.

**ITIL from Adam Grummitt**

I am a practitioner and believer in ‘adopt and adapt, take it or leave it’ and so I’m a skeptic about some neophytes and their attitude to ITIL. I think the following are always good reads:

itskeptic - [www.itskeptic.org](http://www.itskeptic.org) alias Rob England of Real ITSM fame  
**ABC of ICT** - [www.gamingworks.nl/professional-business-simulations/ABC-of-ICT.php](http://www.gamingworks.nl/professional-business-simulations/ABC-of-ICT.php) with input from Paul Wilkinson who also did the cartoons in the much-loved ITSM from hell – Not ITIL written by Brian Johnson who wrote much of ITIL V1, including 200 pages on capacity management.  
itsm portal – [www.itsmportal.com](http://www.itsmportal.com) which offers links to many excellent articles from leading technical writers with real world experience.

Please send any hotlinks that you use and think might be of interest to others in CMG to adam@grummitt.com