



ITIL 2011 Miscellany

The ITIL 2011 Edition books arrived today (1st August 2011). Here are some interesting points I found in my half-day perusal of them.

Roles

The role of Product Manager that was only defined in the Service Strategy book has gone. The role of Service Manager is no longer formally defined but there is much clarity as to what constitutes such a role (explained in a box - SS p.329).

Sourcing options

This has increased from 7 to 9 options, adding Partnership and Cloud (SD p.75) - to me Cloud can be considered to include ASP, although ASP is a formal name so I can see why it's been kept.

Service option

This is the new formal name for service level package (SLP). (SO p. 14 and Glossary)

Service catalogue

No longer are there formal names: Business Service Catalogue and Technical Service Catalogue, instead they are perceived as views of a Service catalogue which is more appropriate. (SD, p.101)

Change authorization model

Excellent diagram explaining the new 5 levels of change authority:

Level 5: Business executive board

Level 4: IT management board or IT steering group

Level 3: CAB or ECAB

Level 2: Change Manager

Level 1: Local authorization

(ST Fig 4.5, p 78)

Supplier and Contract Management Information System (SCMIS)

New name for the Service and Contract Database (SCD) aligning it with other management information systems such as AMIS, CMIS and SMIS.

ISMS and SMIS

Carefully explained and properly aligned with ISO/IEC 27001 so that people do not think they are different names for the same thing.

Use the CMS or SKMS as you wish...

The location of the following sets of information (records) can now be in the CMS or in the SKMS:

Incidents, problems, known errors, service requests, changes, releases

(ST Fig 4.9 p. 96)

Group and Teams

Greater clarity and careful explanation of the difference – now seems to be properly aligned with the everyday meaning of these terms.

(Service management as a practice (chapter) - in all books e.g. ST p.24)

COBIT

Fell into the trap of thinking that the 5th focus area for COBIT is performance management – it isn't, it is performance measurement!

(All books, e.g. ST Appendix C, p. 282)

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