

ITIL[®] Version 3 Highlights

Geoff Harmer



Maat Consulting Ltd

V1.5, Feb 2009

Copyright Notice

- ❑ ITIL[®] is a registered Trade Mark and a Registered Community Trademark of the Office of Government Commerce (OGC) and is registered in the U.S. Patent and Trademark Office.
- ❑ Maat Consulting Ltd is always seeking improvements and welcomes comments on these materials to feedback@maatconsulting.com



Topics

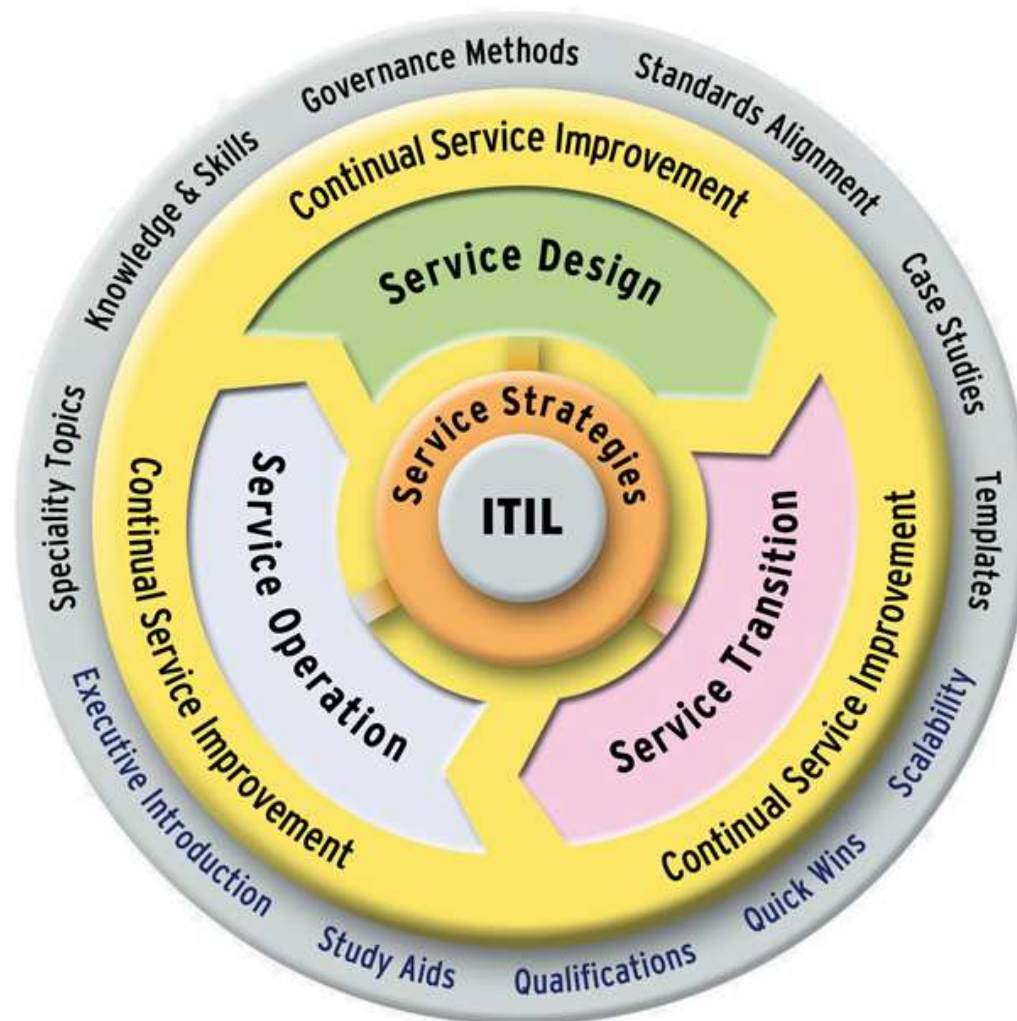
- Approach
- New Books and online resources
- The Processes
- Training
 - Native V3
 - Bridge V2 to V3



V3 Approach

- Service lifecycle
- Business value
- IT Governance
- Compliance
- Audience-specific guidance
- Integrated process relationship maps
- Service strategies

Life Cycle Approach



V3 Core Books

- Service Strategy (SS)
- Service Design (SD)
- Service Transition (ST)
- Service Operation (SO)
- Continual Service Improvement (CSI)
- Official Introduction to ITIL® V3



ITIL® V3 Resources

- Core Books – 6
- Complementary Guidance
- ITIL Live ®

More...

Core Book Formats

- Print ✓
- One-time download - PDF ✓
- eBook ✓
- Online Annual Subscription ✓



✓ Already available

Complementary Guidance

- Pocket Guides ✓
- Case Studies
- Templates
- Governance Aids
- Study Aids ✓
- Some will be externally written & V3 branded ✓

ITIL Live ®

- Will be a “Paid-for subscription” service
- Case studies
- Templates
- Glossary ✓
- Service Management Knowledge Centre
(i.e. a forum)
- E-letters ✓
- Demo version available ✓
www.tso.co.uk/ITIL/interested.htm



✓ Already available

Other V3 Books -1

- ❑ **“An Introductory Overview of ITIL V3”**
 - ❑ Published by itSMF, Nov 2007, 55pp
 - ❑ **Free** from:
 - ❑ www.best-management-practice.com/gempdf/itSMF_An_Introductory_Overview_of_ITIL_V3.pdf
- ❑ **“Foundations of IT Service Management Based on ITIL V3”**
 - ❑ Published by Van Haren Publishing, Sep 2007, 360pp
 - ❑ Available in English and Dutch
 - ❑ Only covers ITIL V3 Foundation Exam topics
- ❑ **“IT Service Management Based on ITIL V3 – A Pocket Guide”**
 - ❑ Published by Van Haren Publishing, Oct 2007, 167pp
 - ❑ Available in English, Dutch, French (10/08), German, Italian, Japanese (1/09), Spanish
- ❑ **“IT Service Management – An Introduction based on ISO20000 and ITIL V3”**
 - ❑ Published by Van Haren Publishing, May 2007, 512pp



Other V3 Books - 2

- ❑ **“Passing Your ITIL Foundation Exam – The Official Study Guide”**
 - ❑ Published by OGC, Nov 2007
 - ❑ 172pp
- ❑ **“Building an ITIL based Service Management Department”**
 - ❑ Author: Malcolm Fry; 110 pp
 - ❑ V3 and V2 covered
 - ❑ Published by OGC, June 2008
- ❑ **“ITIL Lifecycle Approach based on ITIL V3 Suite” (5 vols.)**
 - ❑ Titles are:
 - ❑ Service Strategy based on ITIL V3, 165pp
 - ❑ Service Design based on ITIL V3, 165pp
 - ❑ Service Transition based on ITIL V3, 171pp
 - ❑ Service Operation based on ITIL V3, 173pp
 - ❑ Continual Service Improvement based on ITIL V3, 145pp
 - ❑ Published by Van Haren Publishing, 2008 in English, Dutch (10/08), French (12/08), German, Spanish (09/08)



Other ITIL Books -3

❑ **“Key Elements Guide Suite” (5 vols.)**

❑ Titles are:

- ❑ **Key Elements Guide Service Strategy**
- ❑ **Key Elements Guide Service Design**
- ❑ **Key Elements Guide Service Transition**
- ❑ **Key Elements Guide Service Operation**
- ❑ **Key Elements Guide Continual Service Improvement**

❑ Published by OGC, March 2008

❑ **“ITIL V3 Foundation Handbook”**

❑ Revision guide for ITIL V3 Foundation Exam

❑ Pocket resource, published jointly by TSO and itSMF, November 2008

❑ **“ITIL V3 Foundation Exam- The Study Guide”**

❑ 230 pages in pocket format

❑ ITSM Library series published by Van Haren Publishing, November 2008



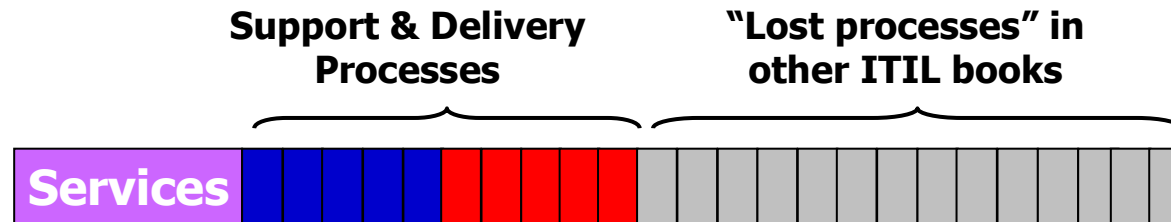
How different is V3?

Used		70% SS	40% SD	40% ST	30% SO	70% CSI	New
70%	Service Support		●	●	●	●	
70%	Service Delivery		●	●	●	●	
40%	ICT Infrastruct. Mgt		●	●	●		
40%	Application Mgt		●	●	●		
30%	Software Asset Mgt		●	●	●		
40%	Business Perspective	●	●	●			
20%	Security Management		●	●	●		
70%	Planning to Implement SM		●	●		●	

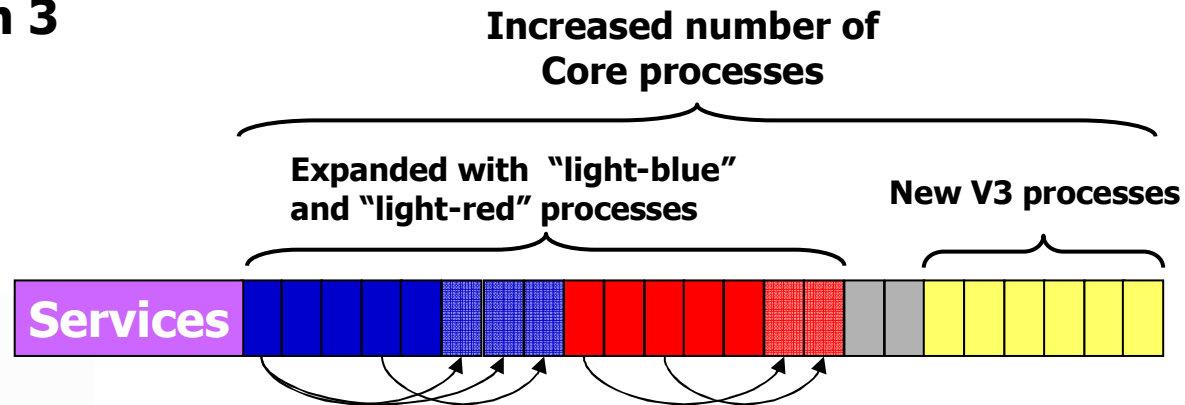


ITIL® V3 & ITIL® V2 - Processes

ITIL Version 2

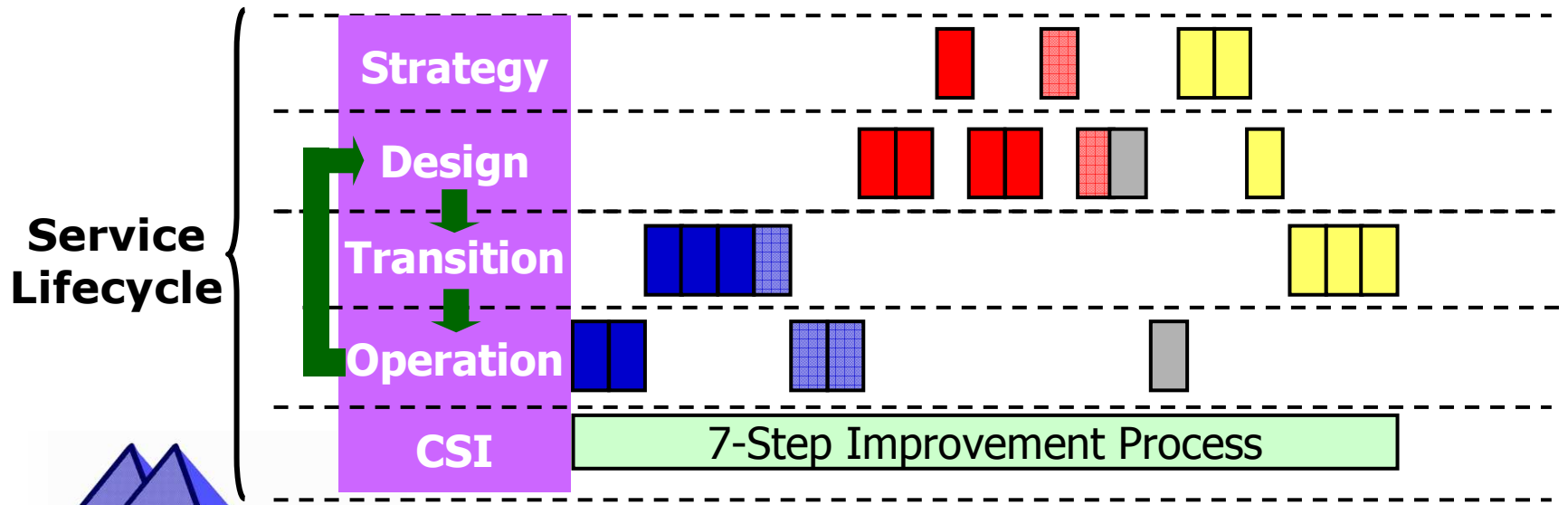
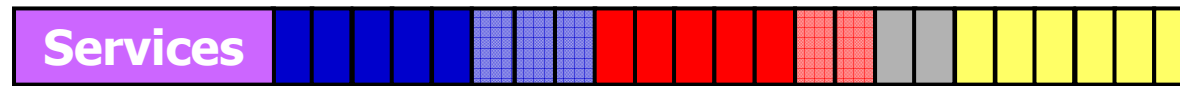


ITIL Version 3



V3 - Processes & Service Lifecycle

Increased number of
Core processes



ITIL® V3 Processes

ITIL Process	ITIL Book				
	SS	SD	ST	SO	CSI
Event Management				●	
Incident Management				●	
Request Fulfilment				●	
Problem Management				●	
Access Management				●	
Change Management			●		
Service Asset & Configuration Mgt.			●		
Knowledge Management			●		
Transition Planning & Support			●		
Service Validation & Testing			●		
Release & Deployment Management			●		
Evaluation			●		
Service Portfolio Management	●				
Service Catalogue Management		●			
Service Level Management		●			
Availability Management		●			
Capacity Management		●			
Demand Management	●				
Service Continuity Management		●			
IT Financial Management	●				
Information Security Management		●			
Supplier Management		●			
Strategy Generation	●				
7-Step Service Improvement					●

Diagram © 2007 Maat Consulting Ltd
 ITIL® is © Office of Government Commerce (OGC)
 Version 2.2, 20 June 2007



Maat Consulting Ltd

Key: Blue Font: ITIL V2 Service Support Process ● ● ● Major coverage
 Red Font: ITIL V2 Service Delivery Process

“New” ITIL® V3 Processes

- Event Management
- Request Fulfilment
- Access Management
- Knowledge Management
- Transition Planning & Support
- Service Validation & Testing
- Evaluation
- Service Portfolio Management
- Service Catalogue Management
- Demand Management
- Information Security Management
- Supplier Management
- Strategy Generation
- 7-step Continual Improvement



V3 Foundation Exam Question

- How many processes are defined in ITIL® V3 ?
- A. 20 A. IT Service Management Institute (June 2007)
<http://itsmi.wordpress.com>
 - B. 24 B. Chief Architect pre-launch slide
 - C. 25 C. IT Skeptic www.itskeptic.com (June 2007)
 - D. 26 D. itSMF: [An Introductory Overview of ITIL V3.](#)
p. 41 (Nov 2007)
 - E. 27 E. HP's V3 authors (May 2007)
<http://h71028.www7.hp.com/ERC/downloads/4AA1-729ENW.pdf>
and Official Introduction: Fig 10.6 (Sep 2007)

A few of the changes

- ❑ Service Knowledge Management System (SKMS)
- ❑ Configuration Management System (CMS)
- ❑ Service Catalogue increases in importance
- ❑ New names – same idea
 - ❑ Definitive Media Library (DML) - old DSL
 - ❑ Emergency Change Advisory Board (ECAB)
 - ❑ old CAB/EC
 - ❑ Service Failure Analysis (SFA) – old SOA



A few other changes

- ❑ ROI in detail
 - ❑ Net present value (NPV) approach
- ❑ Highly prescriptive Change Management – gone
- ❑ ISO 27002 Information Security Management
 - ❑ (summarised in 8 pages)

Clarity introduced – an example

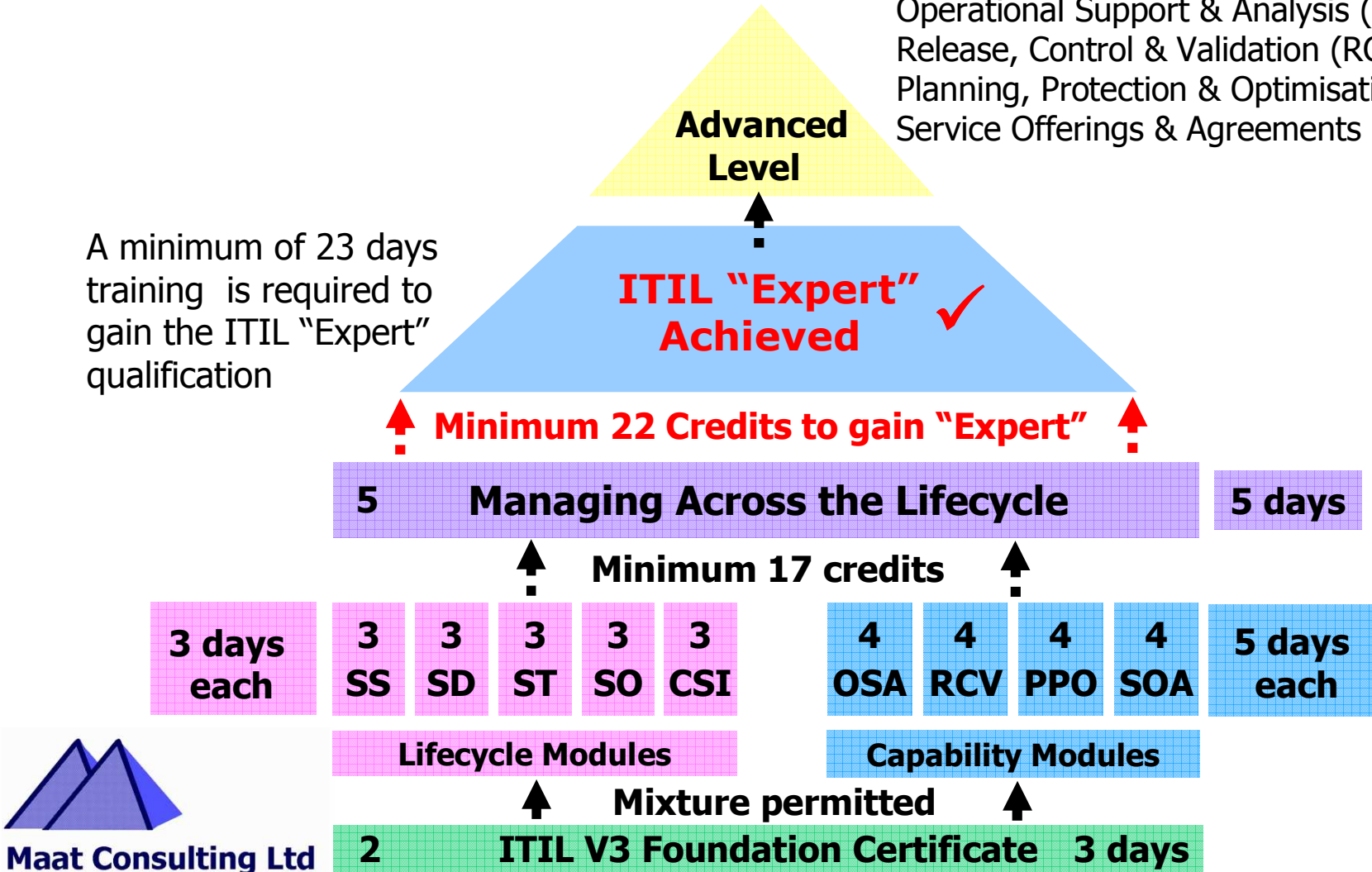
- 7 Rs of Change Management assessment
 - Who RAISED?
 - What REASON?
 - What RETURN expected?
 - What RISKS?
 - What RESOURCES?
 - Who is RESPONSIBLE for build, test & implementation?
 - What is RELATIONSHIP with other changes?



Native V3 Qualifications

A minimum of 23 days training is required to gain the ITIL "Expert" qualification

Operational Support & Analysis (OSA)
 Release, Control & Validation (RCV)
 Planning, Protection & Optimisation (PPO)
 Service Offerings & Agreements (SOA)



V3 Courses: Foundation Level

- V3 Foundation Course ✓
 - Available since June 2007
 - 3 days
 - 40 Question multi-choice exam – Pass mark 65%



✓ Already available

V3 Courses: Intermediate Level

Capability Stream

- Like V2 Practitioner Clusters but broader*
- Operational Support and Analysis (OSA) ✓
- Release, Control & Validation (RCV) ✓
- Planning, Protection & Optimisation (PPO) ✓
- Service Offerings & Agreements (SOA) ✓

Lifecycle Stream

- "Book-based"
- Service Strategy (SS) ✓
- Service Design (SD) ✓
- Service Transition (ST) ✓
- Service Operation (SO) ✓
- Continual Service Improvement (CSI) ✓

Managing through the Lifecycle ✓



All have Multi-choice exams ✓ Already available

V3 Intermediate Exams

- Multiple choice exam at end of course (90 mins)
- 8 questions
- Gradient scoring with 4 answers
 - Fully correct answer: 5 marks
 - Partially correct answer: 3 marks
 - Least correct answer: 1 marks
 - Incorrect answer: 0 marks
- Pass Mark: 28 out of 40 (70%)



Capability Stream Course Content

OSA

Event Management

Incident Management

Request Fulfilment

Problem Management

Access Management

Service Desk

Technical Management

IT Operations Mgt.

Applications Mgt.



Maat Consulting Ltd

RCV

Change Management

Service Release &
Deployment Mgt.

Service Validation &
Testing

Service Asset &
Configuration Mgt.

Knowledge Management

Request Fulfilment

Service Evaluation

PPO

Availability Management

Capacity Management

IT Service Continuity
Management

Demand Management

Risk Management

Information Security
Management

SOA

Service Portfolio
Management

Service Level
Management

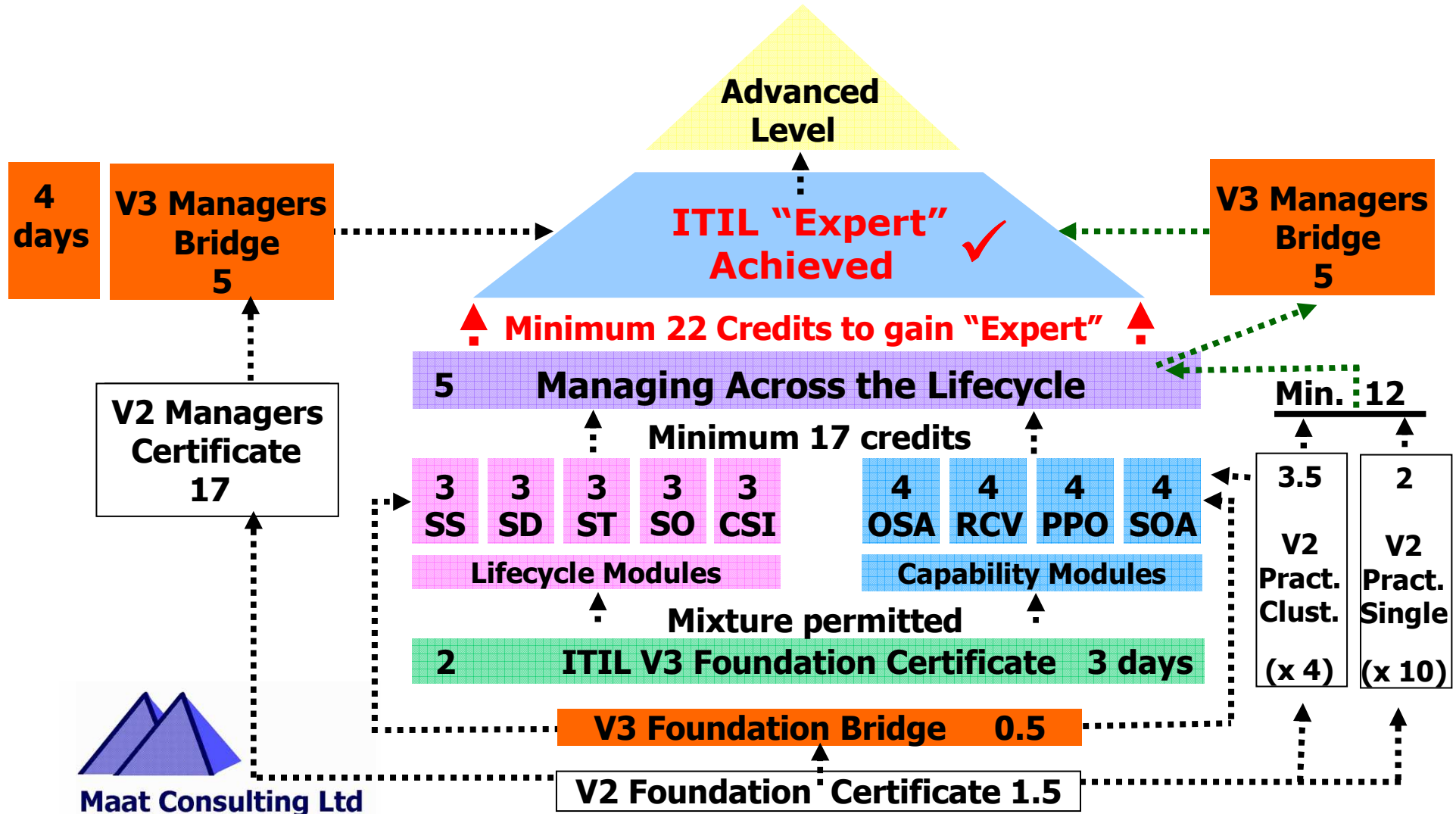
Service Catalogue
Management

Demand Management

Supplier Management

Financial Management

Bridging V2-V3 Qualifications



V2-V3 Bridging Courses

- V2-V3 Foundation Bridge ✓
- V2-V3 Manager Bridge ✓
 - Eligible only to:
 - V2 Managers Certificate holders
 - Holders of at least 12 credits from V2 Practitioner Certificates

V2 "Sunset" Date?

- ❑ "When demand for V2 Exams drops"
- ❑ Year 07/08 (April 07 to May 08)
 - ❑ ISEB reported V2 exam demand as:
 - ❑ 5% increase in V2 Foundation Certificate over previous year
 - ❑ 17% decrease in demand for V2 Managers Certificate
- ❑ Speculation is rife that ITIL Manager Exams may "sunset" in mid 2009.

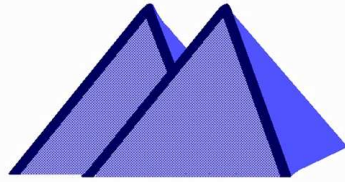
More Information?

- Need advice, guidance, training or consultancy on:
 - ITIL
 - COBIT
 - ISO 20000?

- Contact us at
info@maatconsulting.com

- View free materials like this on our website
www.maatconsulting.com





Maat Consulting Ltd

Education and Consultancy
for IT Best Practices