

Vernon Lloyd  
FISM

ITIL 3



# ITIL Version 3 what does it look like?



# How did we get here?

- Decision to refresh the library in 2005
- Consultation program for ITIL 3 scope and contents
  - All stakeholders in all locations
- OGC decide to put ITIL publication and examination out to tender
  - TSO and APM Group win bids

# What is happening?

- January 1<sup>st</sup> 2007 APM Group started offering ITIL2 based exams
  - Some changes but basically the same
- May 30<sup>th</sup> 2007 proposed date for publication of 5 new ITIL books +2
- June 2007 end of ISEB & EXIN contract with OGC to provide ITIL exams
- ISEB & EXIN have signed an agreement with APM Group

# What is happening?

- New exams and new exam structure based on ITIL3
  - At or very soon after publication date
  - Structure under debate
  - Foundation available from June 11<sup>th</sup>

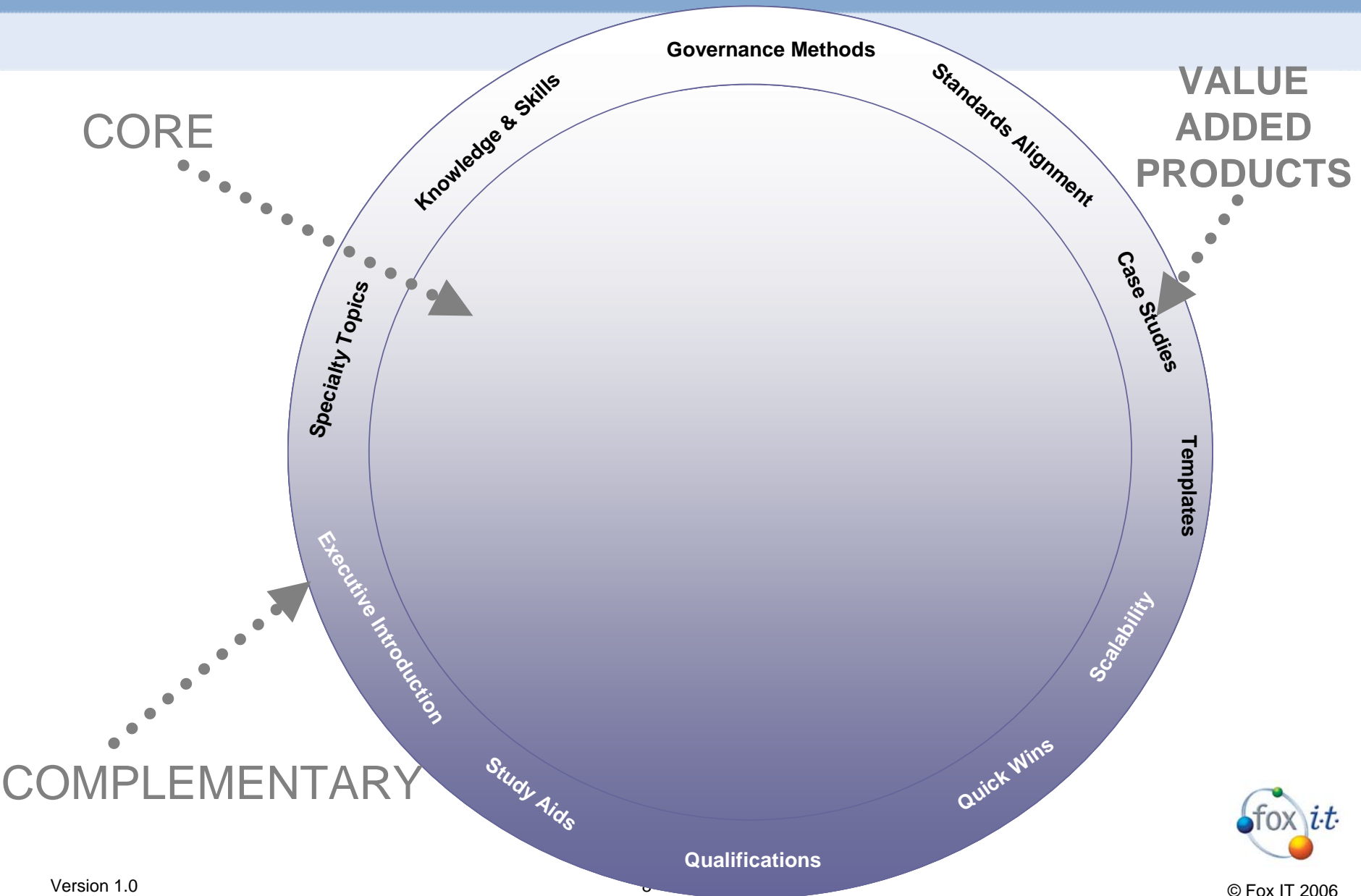
# V3 Qualifications

- Global certification board
- Global Examiner Panel creating certification scheme
- Accredited Examination Institutes
- Globally fit for purpose examinations
- Audited Training Organizations
- Single standard for examinations
- Flexibility and choice
- What will it look like?
  - Foundation definite
  - Probably Practitioner
  - Probably Service Lifecycle
  - Probably everything multiple choice

# What is the re-write process and where are we?

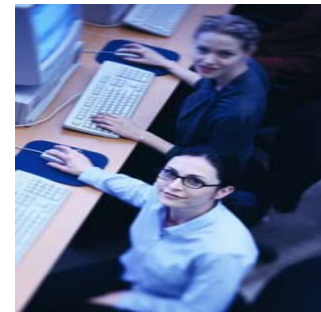
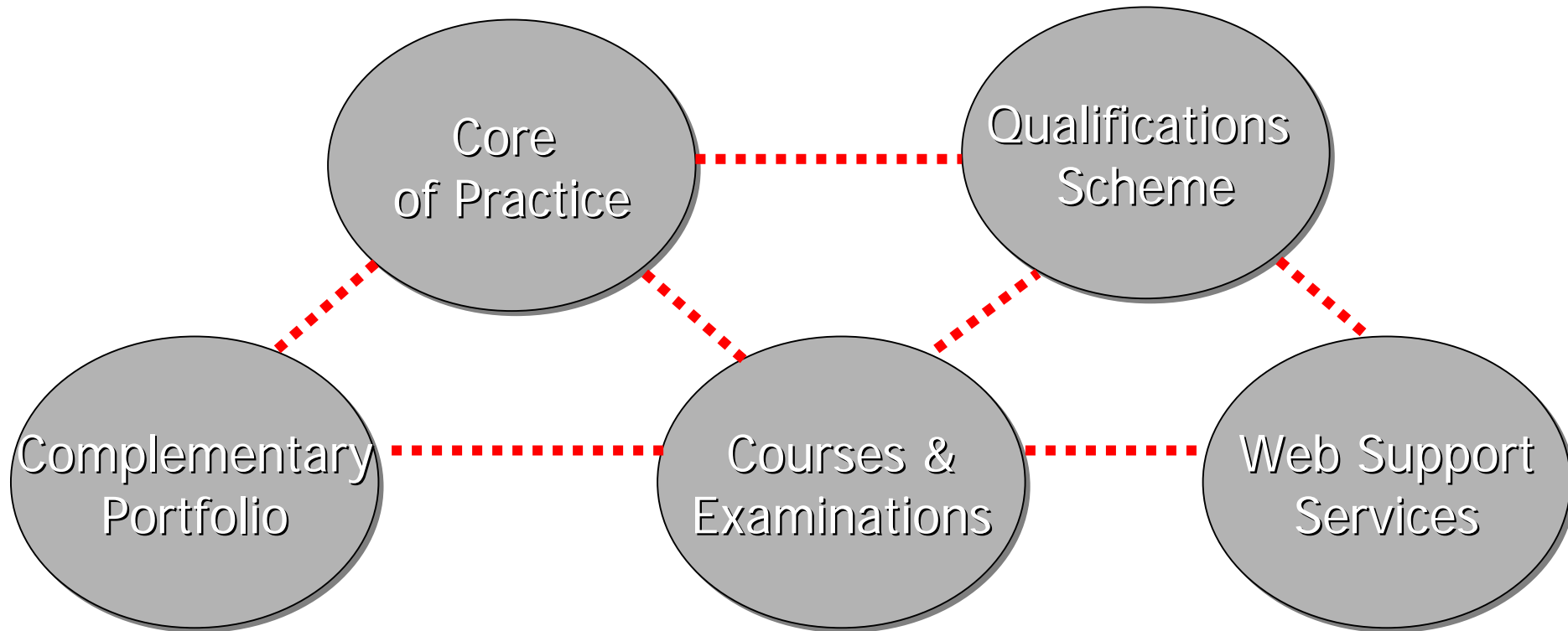
- Wide consultation
- IAG appointed
- Authors and Mentors selected
- First draft produced
- IAG undertake internal QA
- Comments implemented
- General QA undertaken
- QA comments implemented
- Integration issues addressed
- Copy editing
- itSMF International IPESC Endorsement – April
- Translations starts
- Books publish – 30<sup>th</sup> May 2007
- Qualification scheme launch – June 2007

# V3 Package



# Connecting the Dots

## ITIL Practices for Service Management





Requirements

The Business / Customers

Service Strategy

Service Design

Service Transition

Service Operation

Continual Service Improvement

Service Portfolio  
Service Catalogue

Strategies

Policies

Resource and constraints

Objectives from Requirements

Solution Designs

Architectures

Standards

SDPs

Transition Plans

Tested solutions

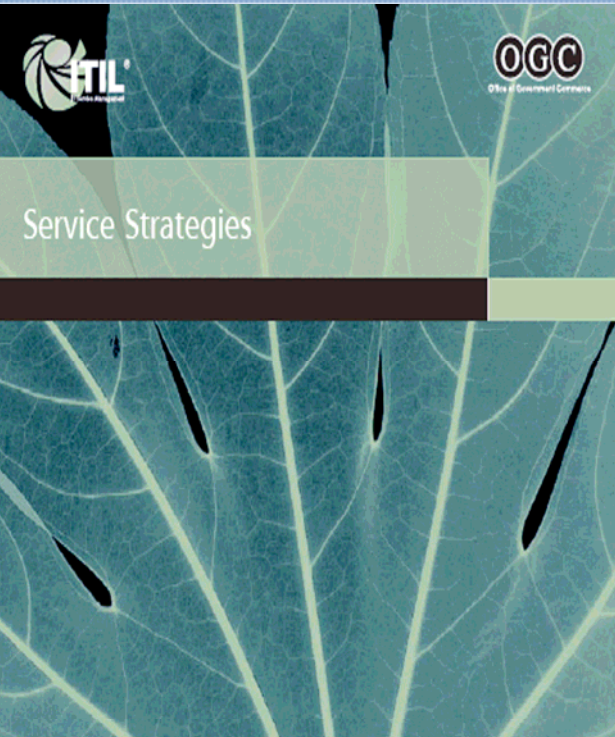
SKMS

Operational Plans

Operational services

Improvement actions & plans

# Service Strategy



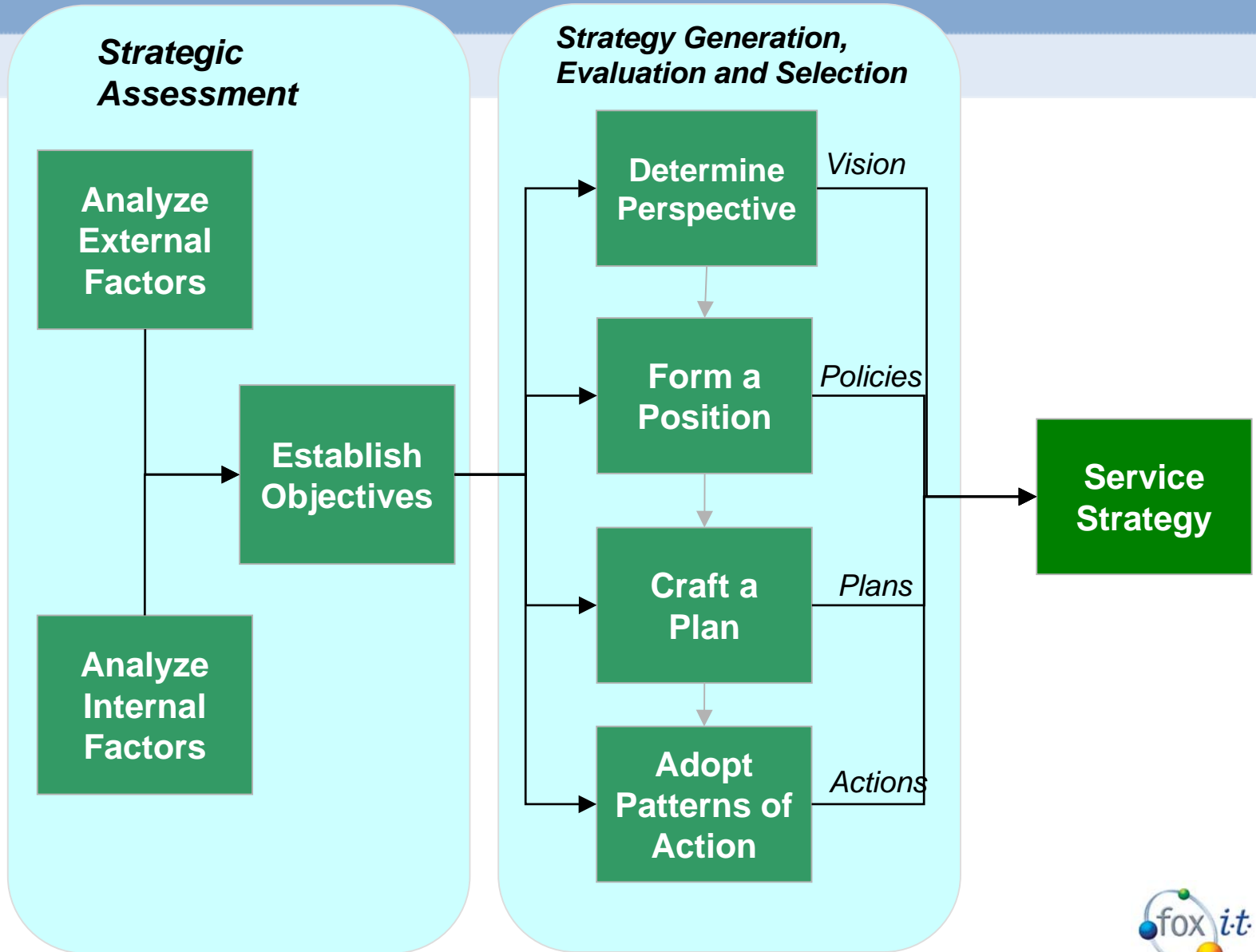
CIO's  
IT Managers  
Consultants  
Practitioners  
Vendors

## Practical Decision Making

- Business systems
- Adaptive processes for customers, services and strategies
- Linking to external practices and standards
- Managing uncertainty and complexity
- Calculating the economic value of a service
- Selecting, adapting and tuning the best IT service strategies

# Strategy

- Looks at the business needs and develops the strategy to enable the business requirements
- The essence of developing a strategy is choosing what not to do
- The starting point for organisational design is the strategy
- Financial Management



# Service Design



## Pragmatic Service Blueprint

- Effective technology, process and measurement design
- Outsource, shared services, co-source models? How to decide & how to do it
- The service package of utility, warranty, capability, metrics tree
- Triggers for re-design

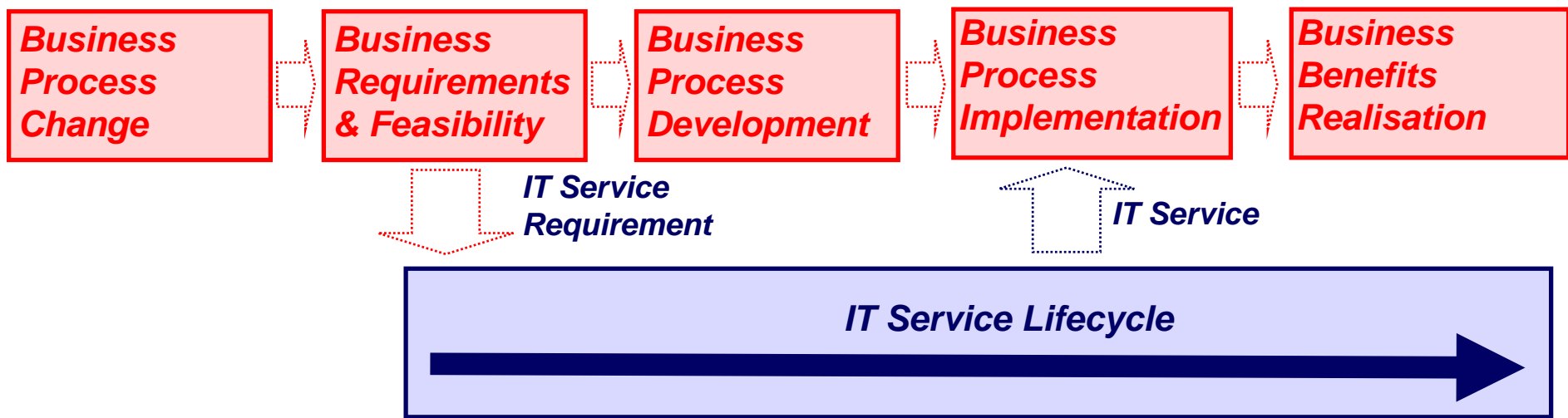
IT Managers  
Consultants  
Practitioners  
Outsourcers  
Vendors

***See first that the design is wise and just: that  
ascertained, pursue it resolutely do not for one repulse  
forego the purpose that you resolved to effect***

***William Shakespeare***

**A common mistake that people make when  
trying to design something completely  
foolproof was to underestimate the ingenuity of  
complete fools**

***Douglas Adams***



# Service Design

## Definition:

'The design of appropriate and innovative IT services, including their architectures, processes, policies and documentation, to meet current and future agreed business requirements'

# Service Design

- There is a requirement to design all processes
- Processes covered in detail:
  - Service Level Management
  - Availability Management
  - IT Service Continuity Management
  - Supplier Management
  - Information Security Management
  - Capacity Management
  - Service Catalogue Management .....

# Service Knowledge Management System

## Service Portfolio

### Service Lifecycle

#### Service Status:

Requirements

Defined

Analysed

Approved

Chartered

Designed

Developed

Built

Test

Released

Operational

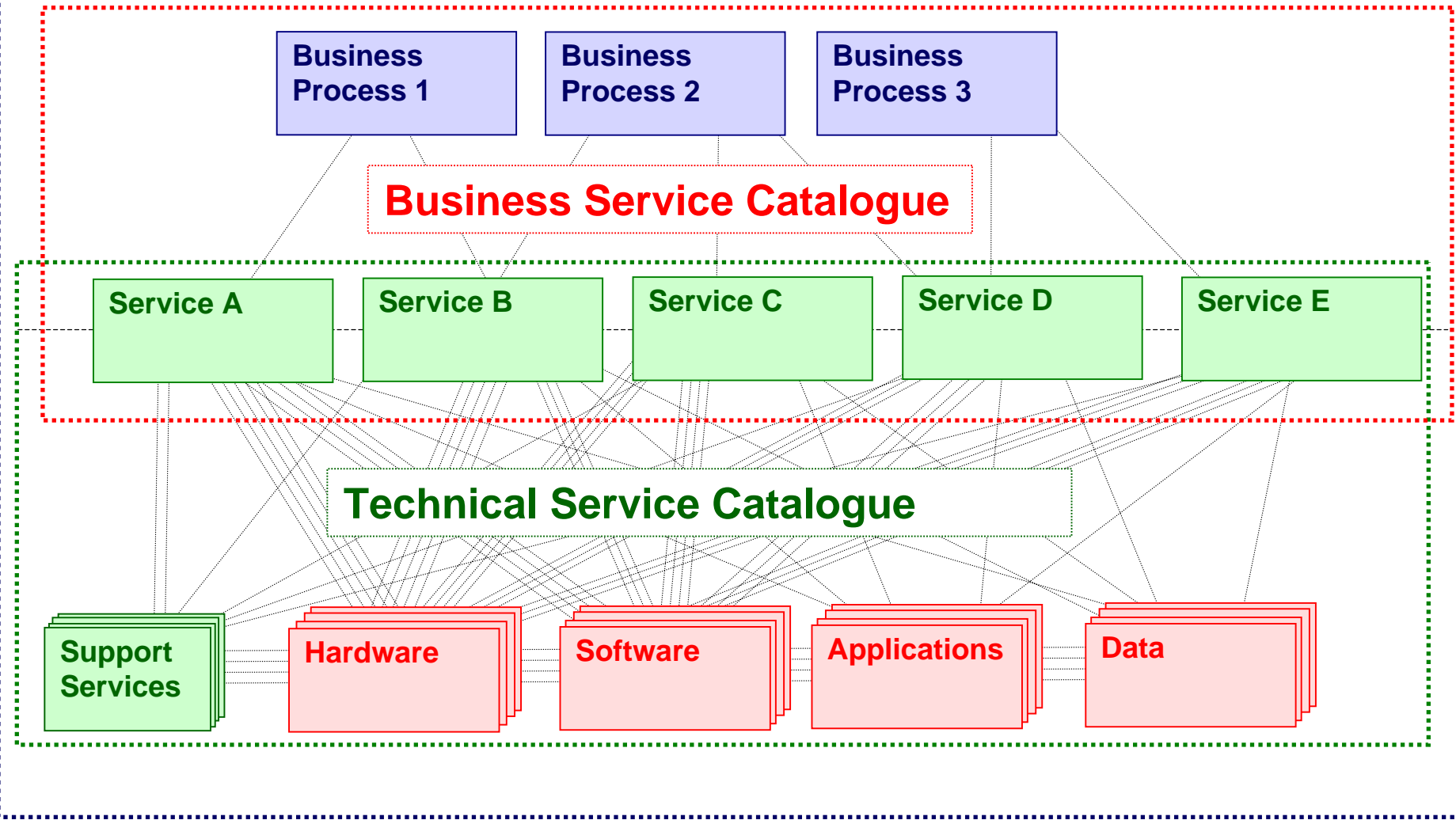
Retired

**Requirements  
Portfolio**

**Service  
Catalogue**

**Customer/support  
team viewable  
section of the  
Service Portfolio  
(the Service  
Catalogue)**

# The Service Catalogue



# Service Design

- The Service Design stage of the lifecycle
  - Starts with new or changed business requirements
  - Ends with the development of a solution
  - The solution will be
    - Designed to meet the documented needs of the business
    - Passed to Service Transition to build, test and deploy the new or changed service
    - Transferred to Service Operation and Continual Service Improvement

# Service Transition



## Managing change, risk & quality assurance

Service Transition

- Newly designed Change, Configuration Release and Deployment processes
- Evaluation & Early Life Support (Go/No-Go)
- Managing organization & cultural change during transition
- Service knowledge management system
- Integrating projects into transition

IT Managers  
Consultants  
Practitioners  
Outsourcers  
Vendors



# Transition

## ● Objective of Service Transition

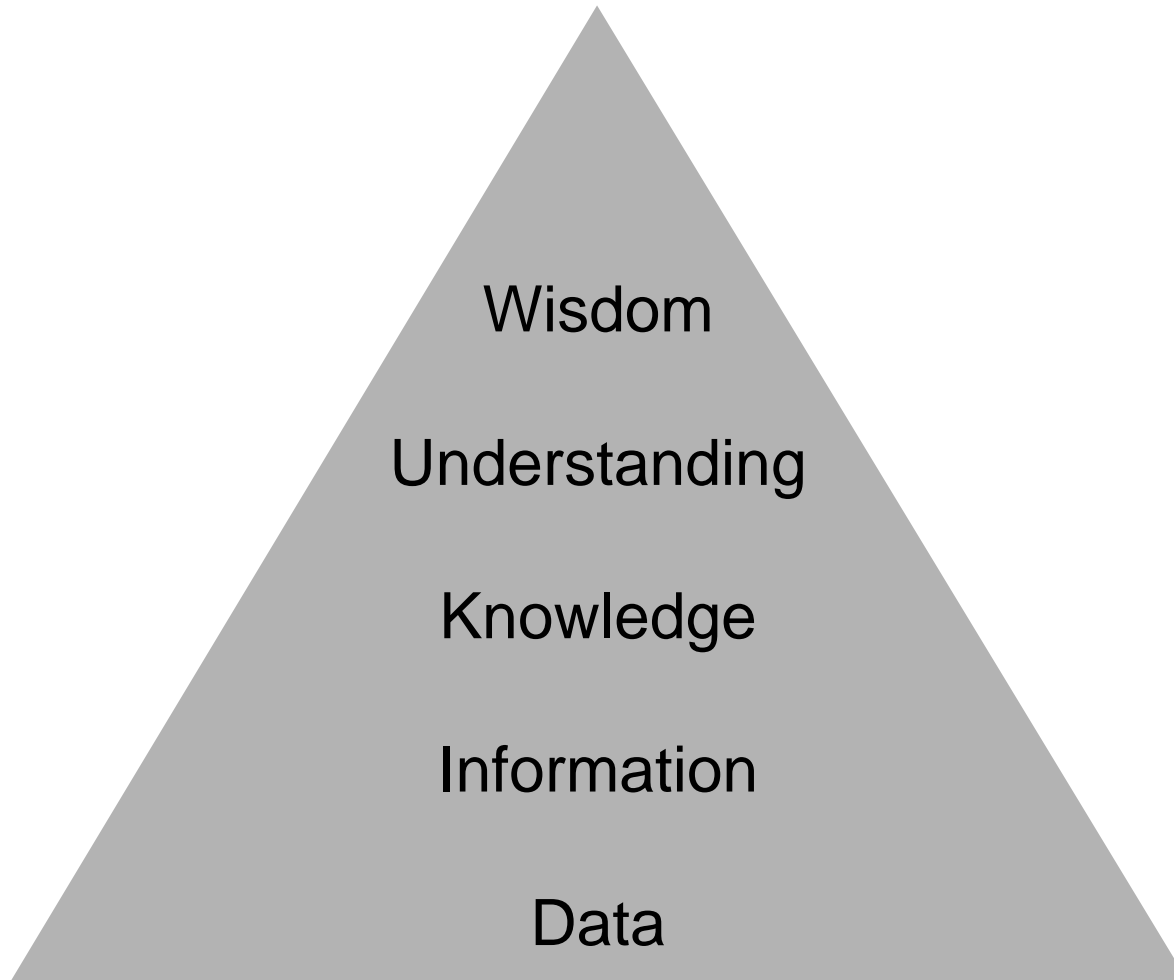
- To implement service designs so that service operations can manage the services and infrastructure in a controlled manner according to plan

## ● Processes covered in detail:

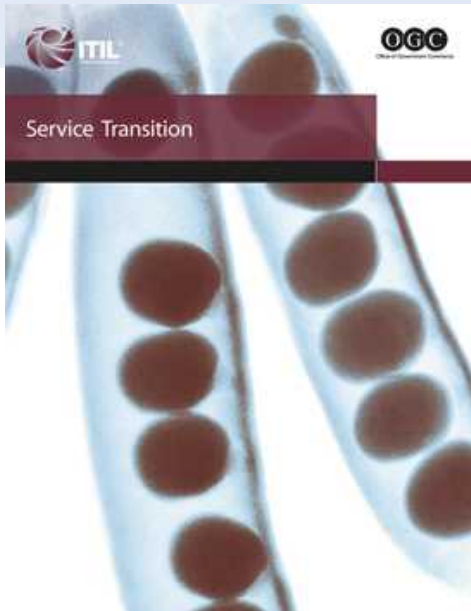
- Service Asset and Configuration Management
- Change Management
- Release and Deployment Management

## ● SKMS is part of knowledge management and a subset of this will be the Configuration Management System that includes the CMDB

# Knowledge Management



# Why Service Transition



IT Managers  
Consultants  
Practitioners  
Outsourcers  
Vendors

- To filter and separate
- Optimise the service transition stages that can be the cause of many delays
- Clear accountability and responsibilities
- Bridging the gaps between teams
- People more motivated & committed with the right knowledge to do their job well
- Less unplanned work, less stress
- Less re-work, greater re-use and sharing
- Better risk management / quality of service
- Deliver change / projects successfully



# Service Operation



## Responsive, stable services

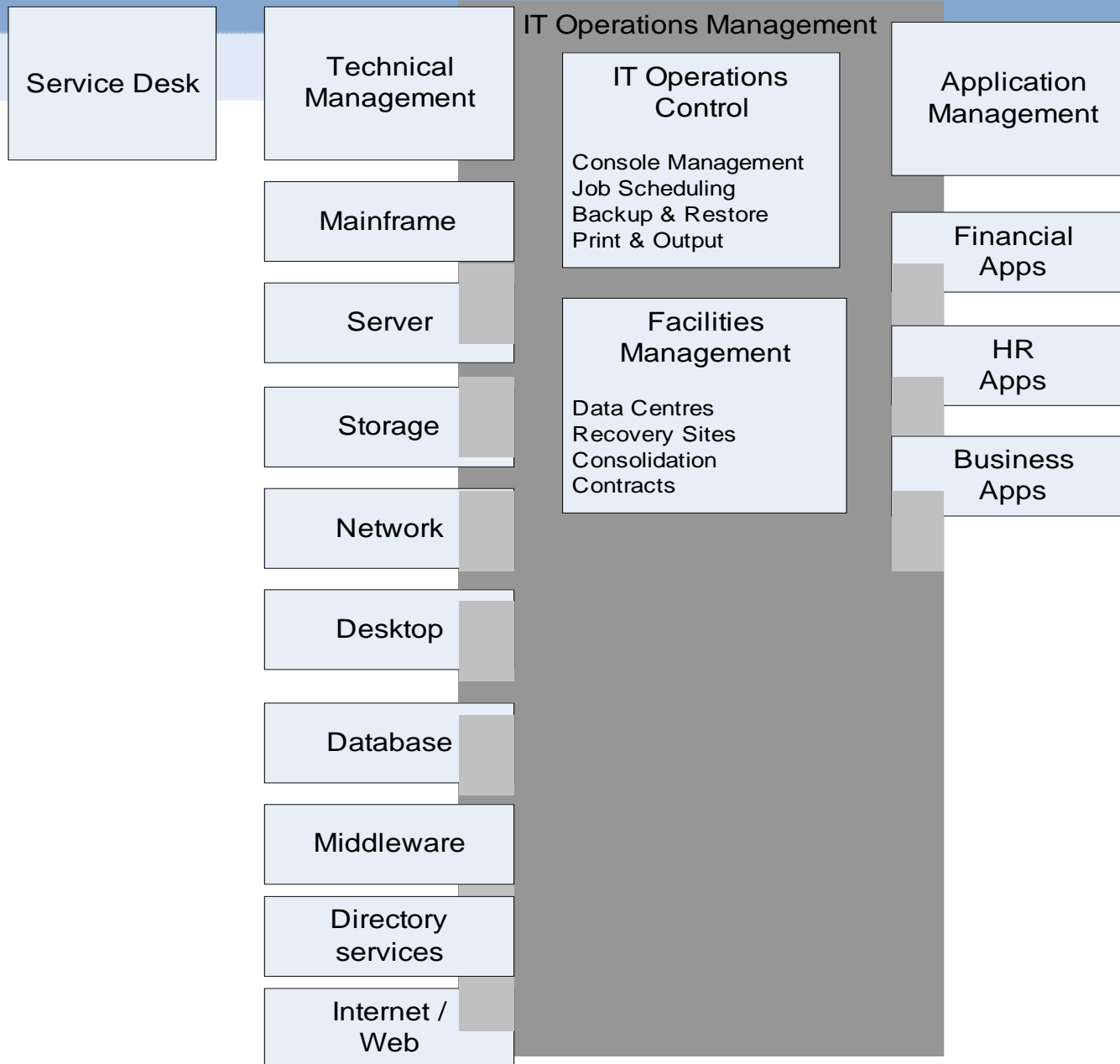
- Robust end to end operations practices
- Redesigned, incident and problem processes
- New functions and processes
- Event, technology and request management
- Influencing strategy, design, transition and improvement
- SOA, virtualization, adaptive, agile service operation models

IT Managers  
Consultants  
Practitioners  
Outsourcers  
Vendors

# Service Operation

- Service Operation is the phase in the IT Service Management Lifecycle that is responsible for 'business as usual' activities
- Service Operation can be viewed as 'the factory' of IT
- Service Operation is neither an organisational unit nor a single process – but it does include several functions and many processes & activities
- Processes documented in detail
  - Event Management
  - Incident Management
  - Problem Management
  - Request Fulfilment
  - Access Management

# Operational Functions



# Continual Service Improvement

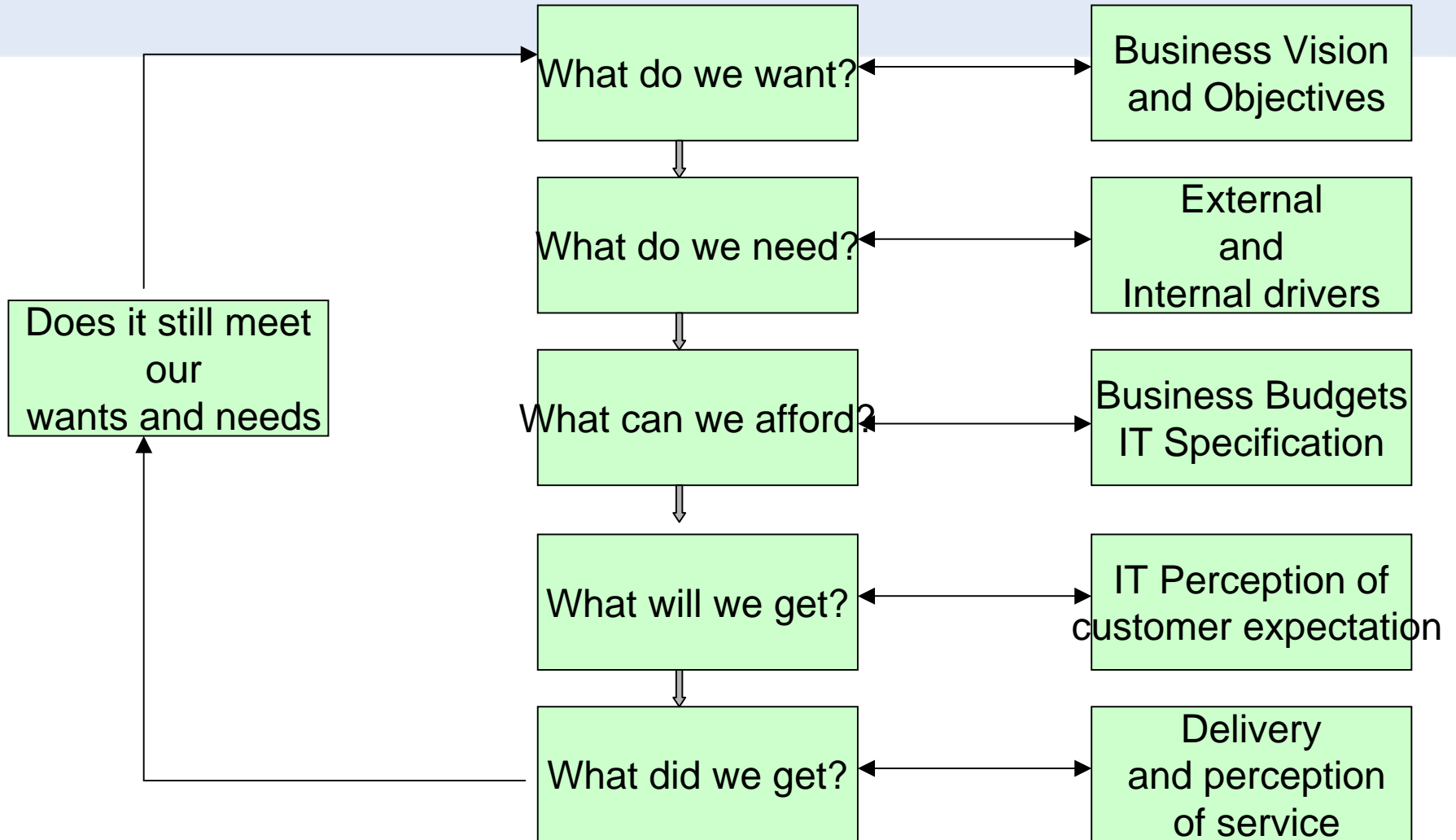


## Measures that mean something & improvements that work

- The business case for ROI
- Overall health of ITSM
- Portfolio alignment in real-time with business needs
- Growth and maturity of SM practice
- How to measure, interpret and execute results

IT Managers  
Consultants  
Practitioners  
Outsourcers  
Vendors

# CSIP

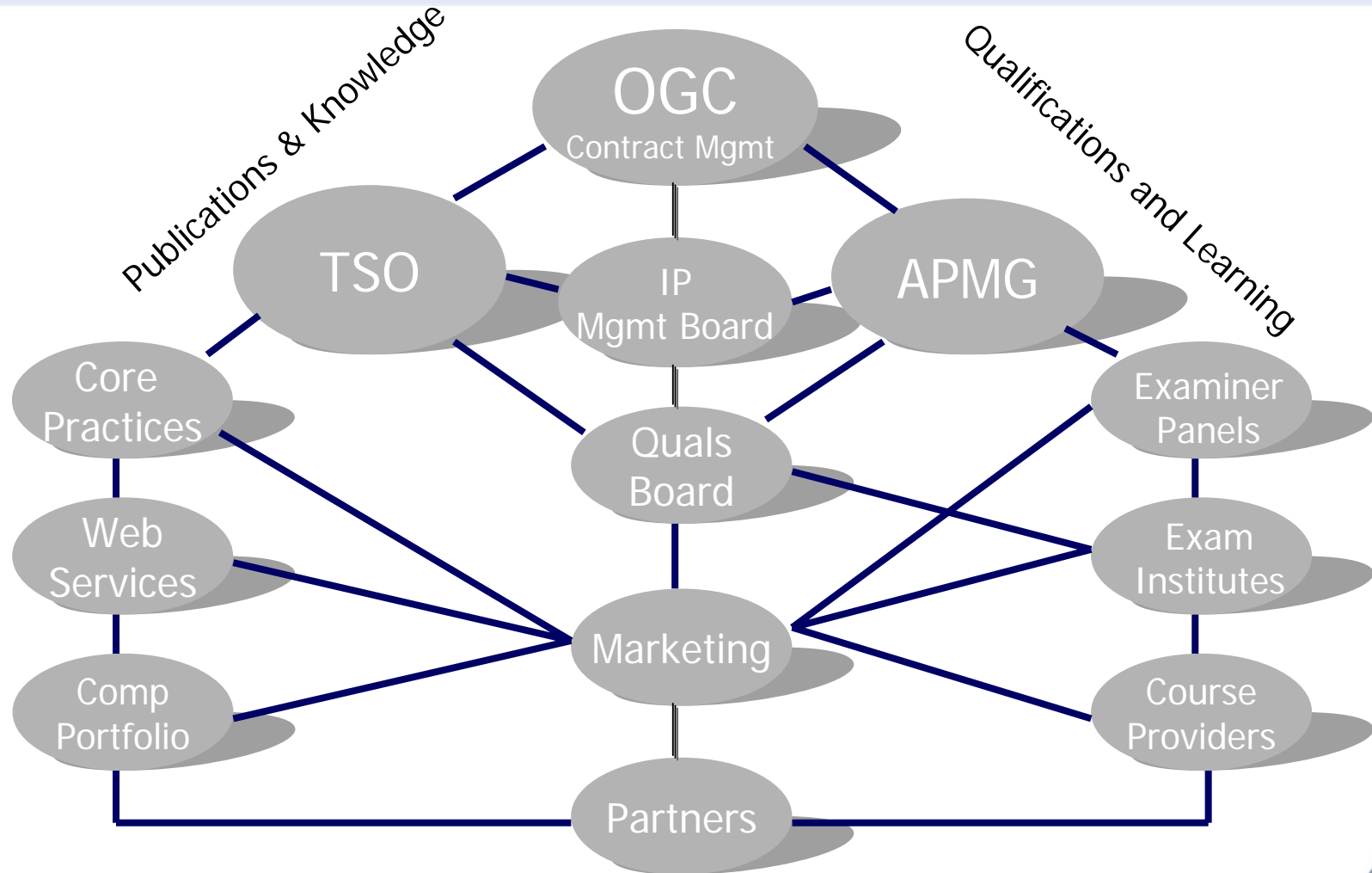


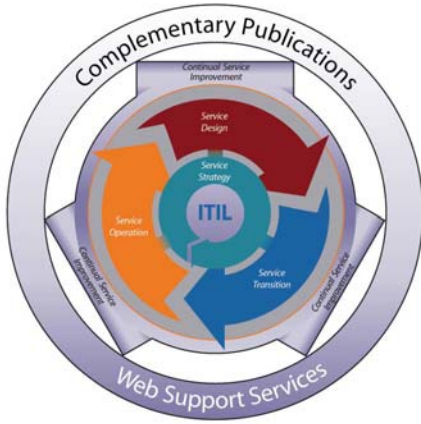
# CSI Processes

- Measurement & control
- Service Measurement
- Service Assessment and Analysis

- The primary purpose of CSI is to continually align and re-align IT services to the changing business requirements
- You cannot manage what you cannot control
- You cannot control what you cannot measure
- You cannot measure what you cannot define

# Who Manages ITIL's future?





reference for ITIL V3  
 to ensure practical  
 T, to emerge  
 ex service challenges  
 continued growth of non-proprietary practice



- ▶ Ongoing commitment to industry partnerships

ITIL 3 closer to ISO20000 -  
 Update in a couple of years

## Vernon Lloyd FISM

