

# ITIL<sup>®</sup> Version 3 and You!

## ITIL<sup>®</sup> V3 - Changes from V2



# About Changes - From the source!



“The good news is that the changes to ITIL will make it easier for you to adopt, adapt, improve and use ITIL practices...”

“... will bring you more guidance for the issues you face in the real world ...”

“... core set of five publications and complementary guidance...”



**Sharon Taylor**  
Chief Architect - ITIL V3

\*As quoted by Sharon Taylor



# ITIL Evolves further...



ITIL → ITIL Service Management Practices

## ITIL V2 - A set of Publications

- ⊕ Collection of ITSM best practices
- ⊕ A set of publications - prints and CDs
- ⊕ ITIL qualification scheme

## ITIL V3 - ITIL as a Service

Core of Practice  
(print, pdf, online)

Qualification  
Scheme

Courses &  
Examinations

Complementary  
Portfolio  
(online ?)

Web Support Services  
(Interactive ?)



# ITIL® V3 as an expanded V2



- Most of the concepts of V2 are retained in V3
- Improved approach - 'Service Lifecycle'
- More concepts and topics added
- Some concepts are refined
- More Processes and Functions added
- Many processes span across life cycle stages
- Some concepts and topics are emphasized further
- Improved consistency in the document structure
- Terminologies, Definitions & Acronyms - refined



# Notable changes..

... in  
Viewpoint

## Definition of Service

'A service is a means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risks'

... in  
Thinking

## Business-IT Alignment → Business-IT Integration

IT as 'Business enabler' → IT as 'Strategic Business Partner'

... in  
Approach

Management led by Processes → Managing through  
'Service Life Cycle'

... in  
Publications

8 books (2 Core and 6 Supporting guidance) →  
5 Core publications + 1 Introduction (+ 'live' support publications)

# What in V2 are still there ...

Almost 95% of V2 applies in V3\*

*Not necessarily in the same form !*



Service Support processes  
Service Delivery processes

Predominantly in Design,  
Transition and Operations

ICT Infrastructure Management

Predominantly in Design, Transition and  
Operations

Planning to implement service  
management

Predominantly in CSI,  
Some Parts in Design and Strategy

Security Management

Predominantly in Design  
Parts in Operations

Application Management

Predominantly in Design;  
Some parts in Transition and Operations

Business Perspective

Predominantly in Strategy  
Parts in Design



# What in V2 is not there ...

## Service Support and Service Delivery!

The Processes & concepts are arranged in service lifecycle stages

## The concept of Problem control and Error control

It is just Problem Management ...

## Root cause and workaround as prerequisite for Known errors

- ⊕ Known error could be raised at any time
- ⊕ It should be raised as soon as it is useful to do so

## Structural inconsistencies in documentation

Improved to a good extent - one would feel this issue is not there any more

## End to end coverage of single process in one publication

In V3 many disciplines spans across multiple books  
May have to read 2 or more books to fully understand one process





# Improved Structure & Navigation



- ✦ Introduction, purpose, context
- ✦ Service Management as a practice
- ✦ The principles of each lifecycle stage
- ✦ Lifecycle specific methods, processes, functions etc...
- ✦ Technology considerations of each lifecycle stages
- ✦ Stage specific implementation considerations  
(Ex: Organization)
- ✦ Challenges, risks and critical success factors
- ✦ Supplemental guidance
- ✦ References, glossary, acronyms etc...

# What in V2 got emphasized further ...



## Value Creation

- Highlighted as a key aspect of Service Management

## Service Catalogue

- Prominent consideration early in the lifecycle
- Now managed through a separate process

## Outsourcing considerations

- Not just a small part of a 'not so popular book'

## Request Fulfillment

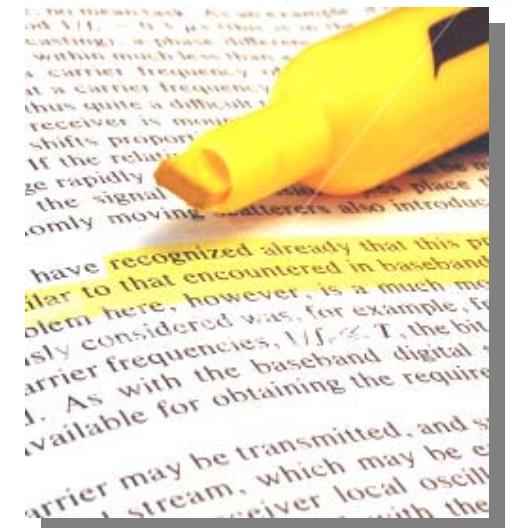
- No more part of 'incident' Management Process

## Process Metrics and Measurements

- Not confined to a paragraph at the end of each chapter!

## Demand Management

- Highlighted as a part of Strategy



# What is new ?



## Topics & Concepts

- ⊕ Strategy
- ⊕ Value Networks
- ⊕ Service & Customer Assets
- ⊕ Service Portfolio
- ⊕ Service Knowledge Mgmt system (SKMS)
- ⊕ Approach on ROI
- ⊕ Multi-sourcing environments
- ⊕ Organization considerations

## Processes

- ⊕ 10 Key SM Processes → Many Processes ?
- ⊕ 24 explicitly mentioned Processes
- ⊕ Are there more processes?  
- Possible !

## Functions

- ⊕ 1 Function → A few functions ?
- ⊕ 4 explicitly mentioned Functions
- ⊕ Are there more Functions?  
- Possible !

## UPDATED GLOSSARY

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- ⊕ Total-500+ terminologies
- ⊕ 150+ Additions!
- ⊕ 300+ modified/changed
- ⊕ Surprise!! Around 100 Deletions!

\* As per Stuart Rance of HP - One of the authors of ITIL glossary 10

# Thank You!



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