



# The Future of Best Practices in IT Service Management - ITIL Version 3 Explained



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CA

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Session 1455

# ITIL V3: The Processes

- Governance Processes:

- Service Measurement
- Service Reporting
- Demand Management
- Strategy Generation
- Service Portfolio Management
- IT Financial Management
- Operational Processes
- Service Catalogue Management
- Service Level Management
- Capacity Management
- Availability Management
- Service Continuity Management
- Transition Planning and Support
- Change Management

- Operational Processes cont'd

- Service Asset and Configuration Management
- Release and Deployment Management
- Service Validation and Testing
- Evaluation
- Knowledge Management
- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Operational Management
- Secure
- Information Security Management
- Access Management

# ITIL V2 Service Support mapping to V3 (High level)

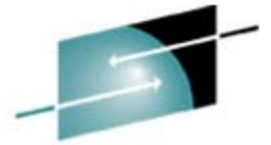


ITIL V2 Process	Primary ITIL V3 Book
Change Management	Service Transition
Configuration Management	Service Transition
Incident Management	Service Operation
Problem Management	Service Operation
Release Management	Service Transition
Service Desk	Service Operation
Service Asset and Configuration Management including the CMDB	Service Transition CMDB is part of the Configuration Management system (CMS)
Fault Management (ICT Volume)	Service Operation
Knowledge Management (NEW in the sense of service desk)	Service Transition

# ITIL V2 Service Delivery mapping to V3 (High level)



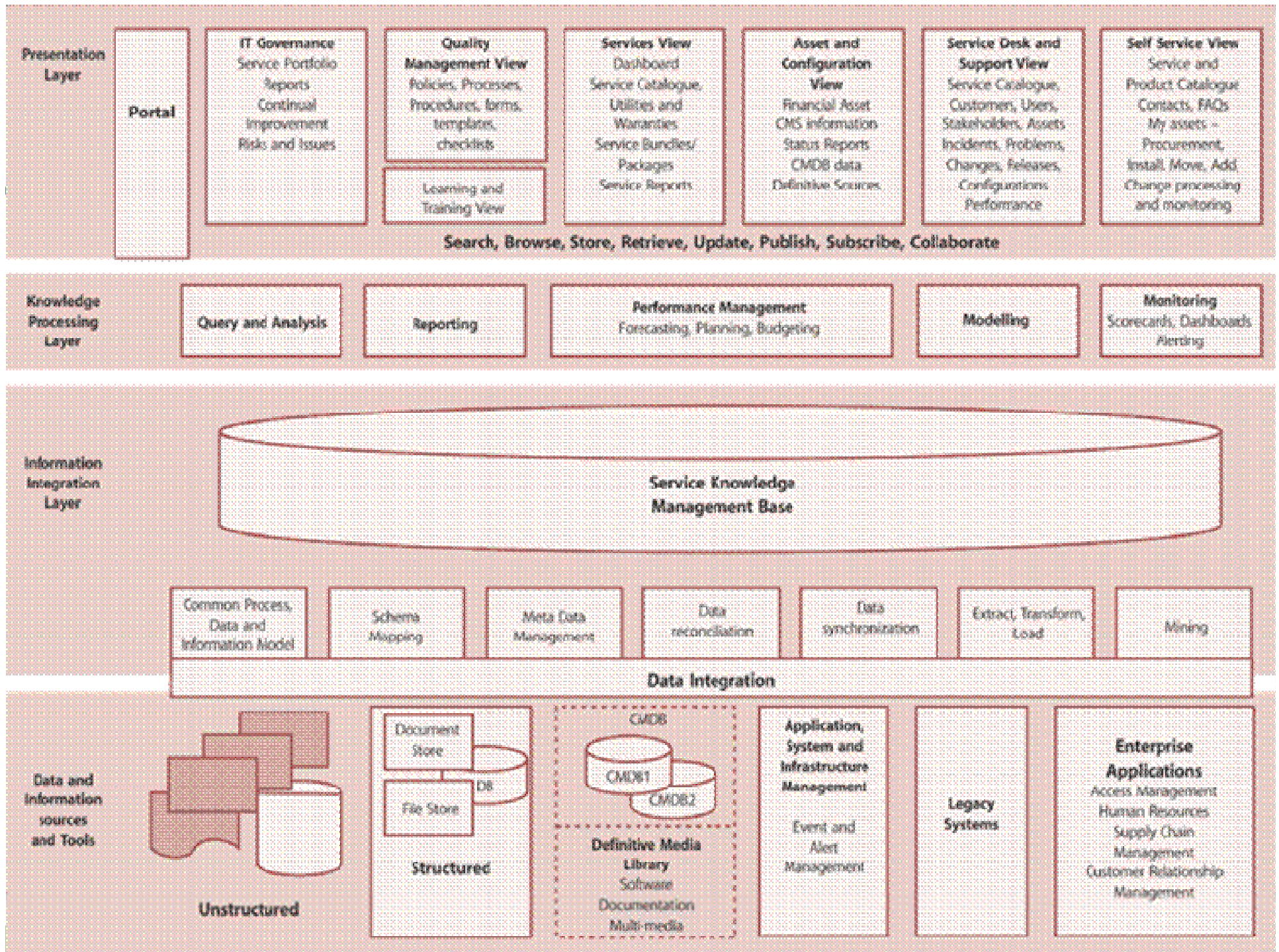
<b>ITIL V2 Process</b>	<b>Primary ITIL V3 Book</b>
Financial Management	Service Strategies
Availability Management	Service Design
Capacity Management	Service Design
IT Service Continuity Management	Service Design  Referenced in Service Transition, Service Operation and Continual Service Improvement
Service Level Management	Service Design
Service Catalogue Management	Service Design



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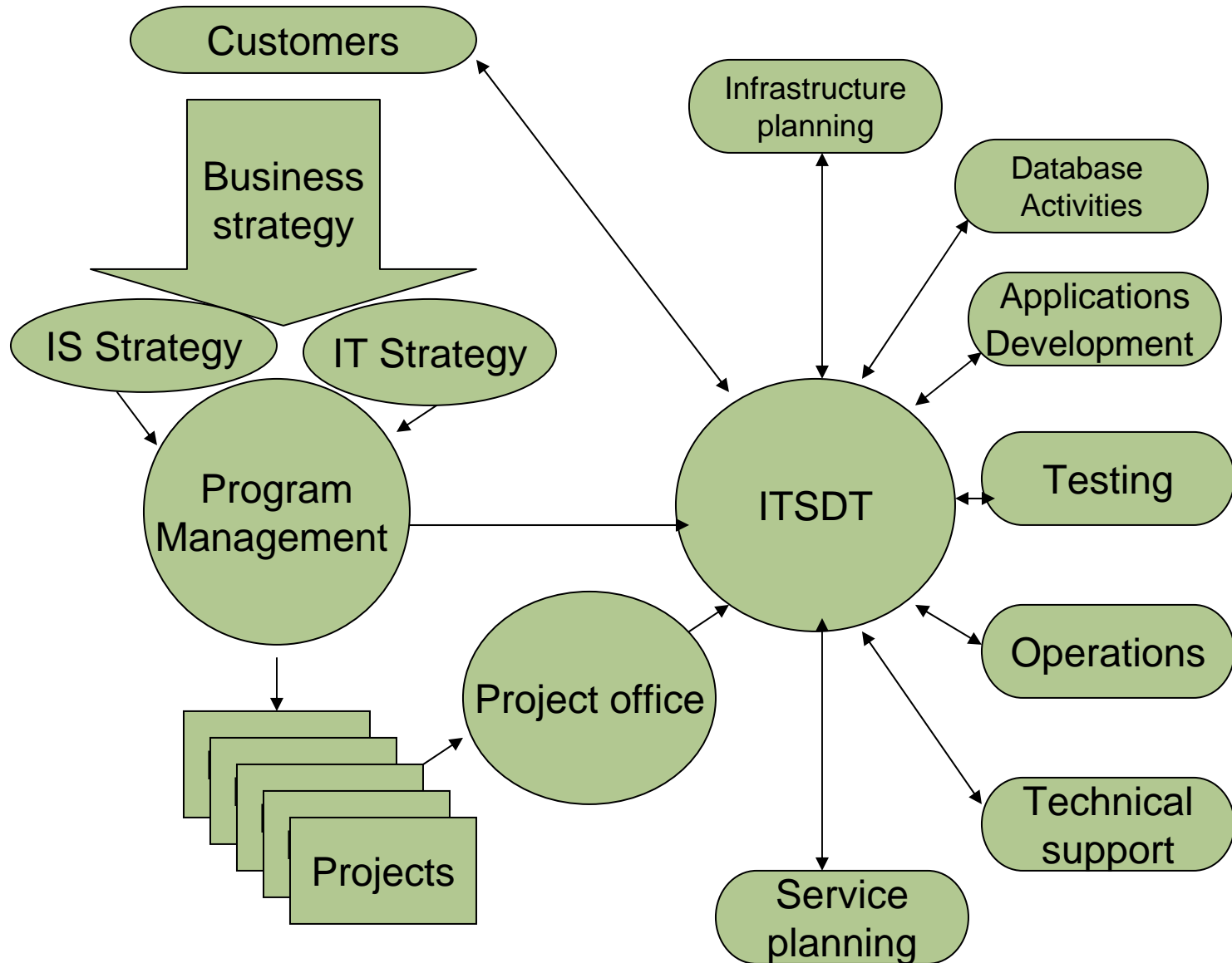
# Processes in Version 3

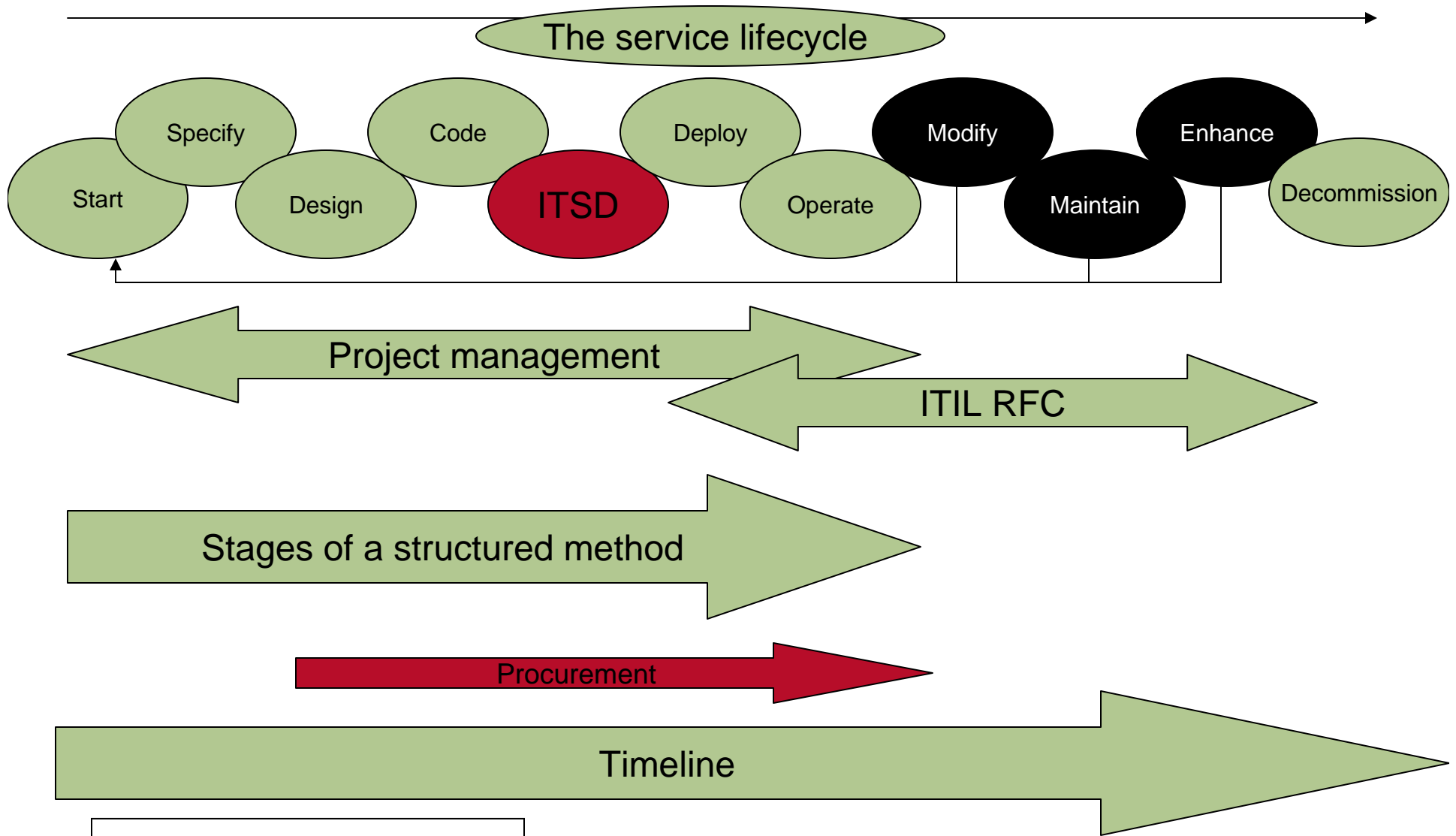
processes	Owner	lifecycle stages				
		Service Strategy	Service Design	Service Transition	Service Operation	Continual Service Improvement
<b>Governance processes</b>						
Service Measurement	CSI					
Service Reporting	CSI					
Service Improvement	CSI					
Demand Management	SS					
Strategy generation	SS					
Service Portfolio Management	SS					
IT Financial Management	SS					
<b>Operational processes</b>						
Service Catalogue Management	SD					
Service Level Management	SD					
Capacity Management	SD					
Availability Management	SD					
Service Continuity Management	SD					
Information Security Management	SD					
Supplier Management	SD					
Transition planning and support	ST					
Change Management	ST					
Service Asset and Configuration Management	ST					
Release and Deployment Management	ST					
Service Validation and Testing	ST					
Evaluation	ST				>>	
Knowledge Management	ST					
Event Management	SO					
Incident Management	SO					
Request Fulfilment	SO					
Problem Management	SO					
Operation Management	SO			<<		





# ITSDT (IT service design team) in the context of the environment

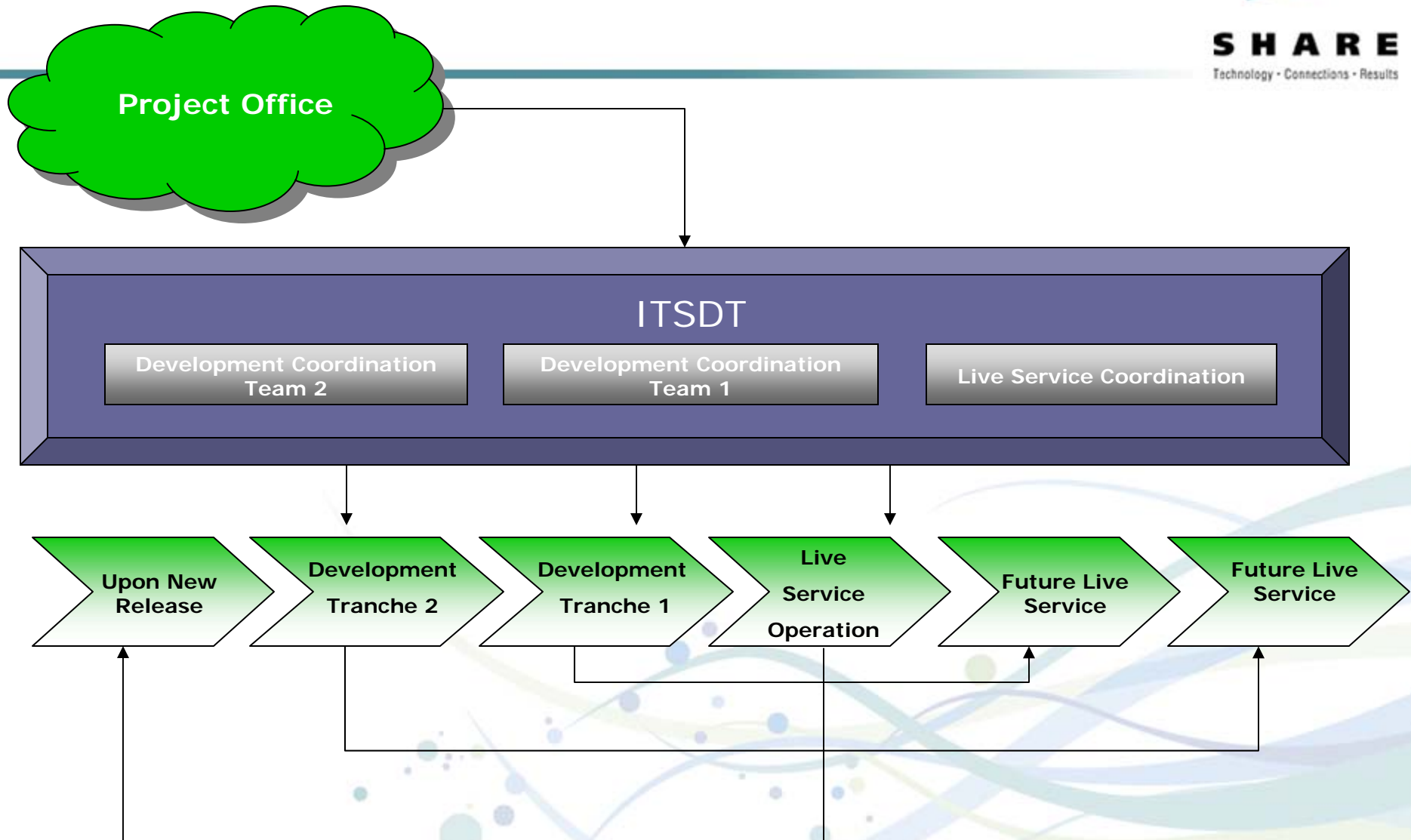


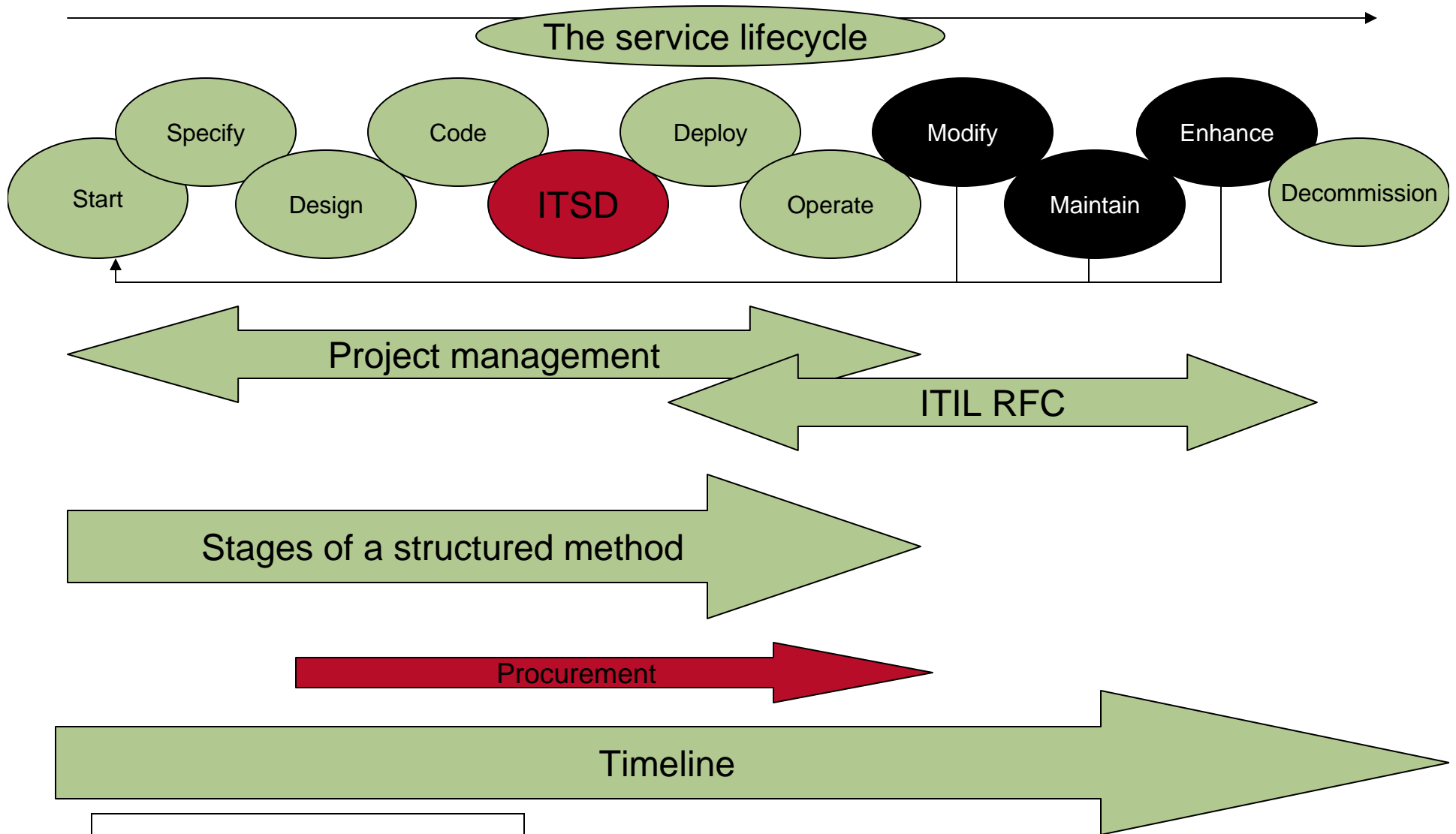


Note that the operations phases may generate RFCs that result in new projects (threshold criteria exceeded)



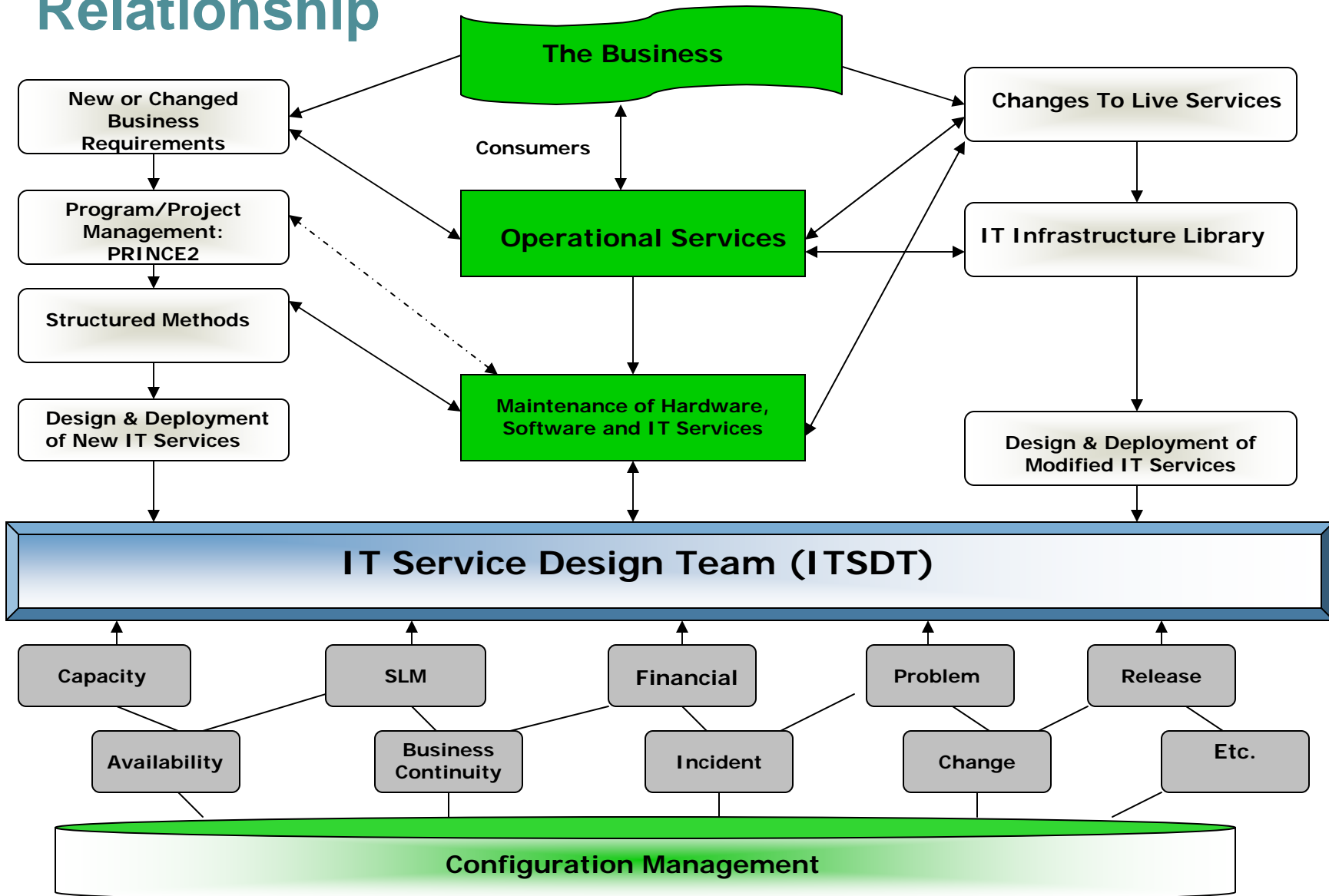
# ITSDT and Project Coordination



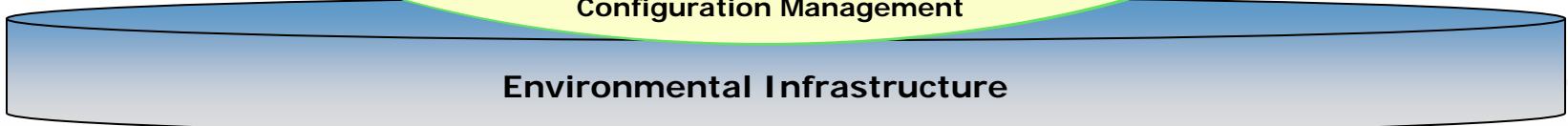
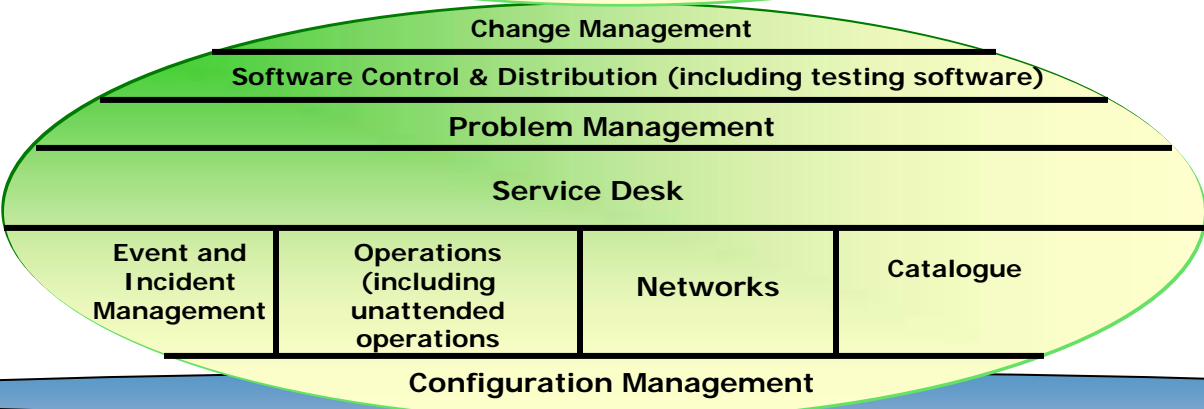
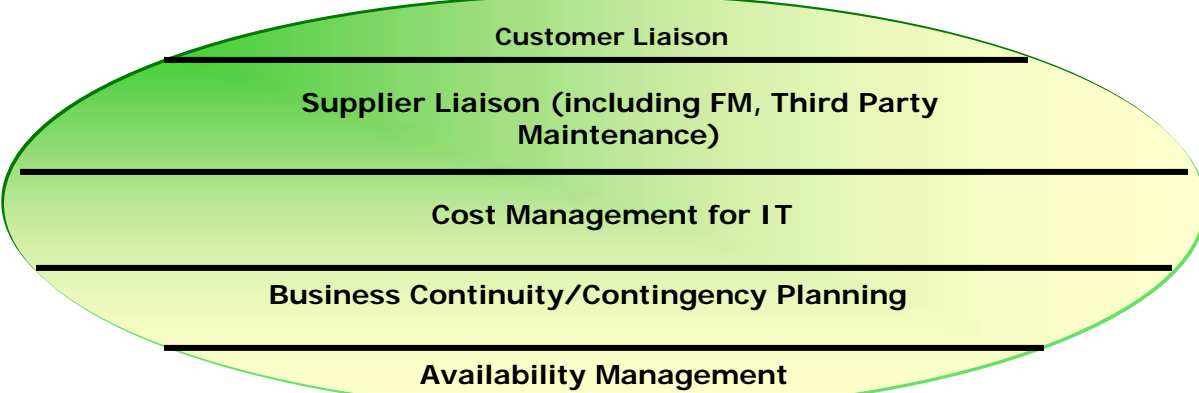
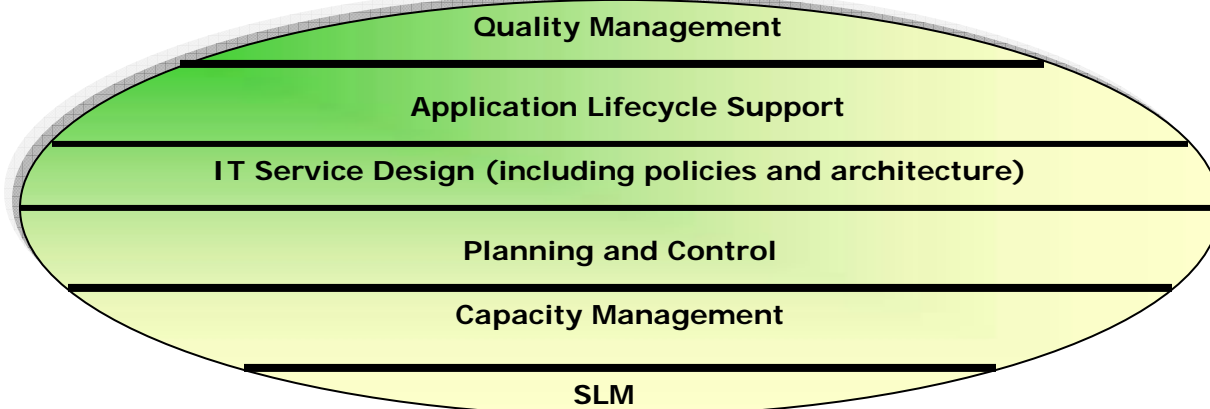


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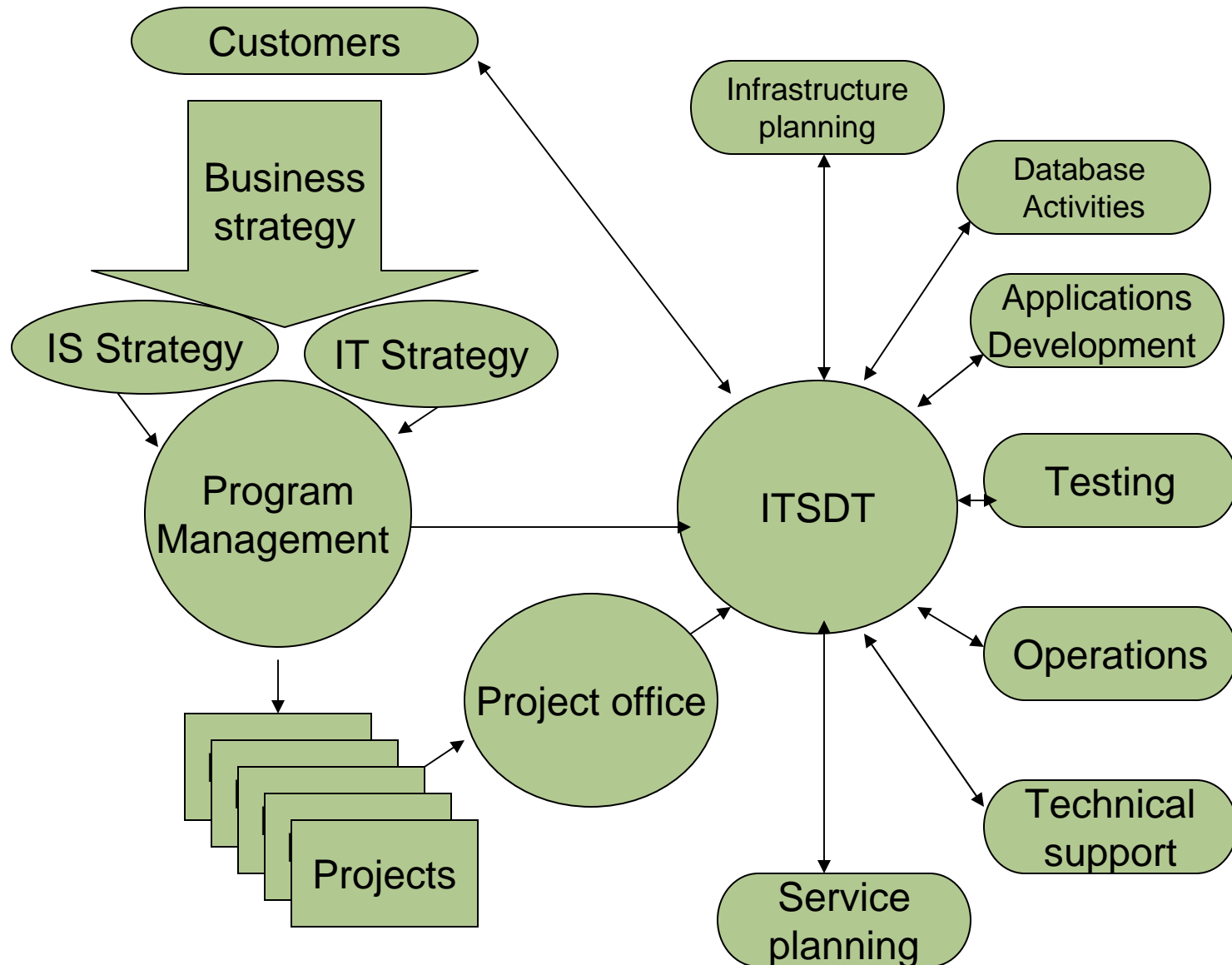
# Infrastructure & Development Relationship



# The Principal ITIL Processes



# ITSDT (IT service design team) in the context of the environment



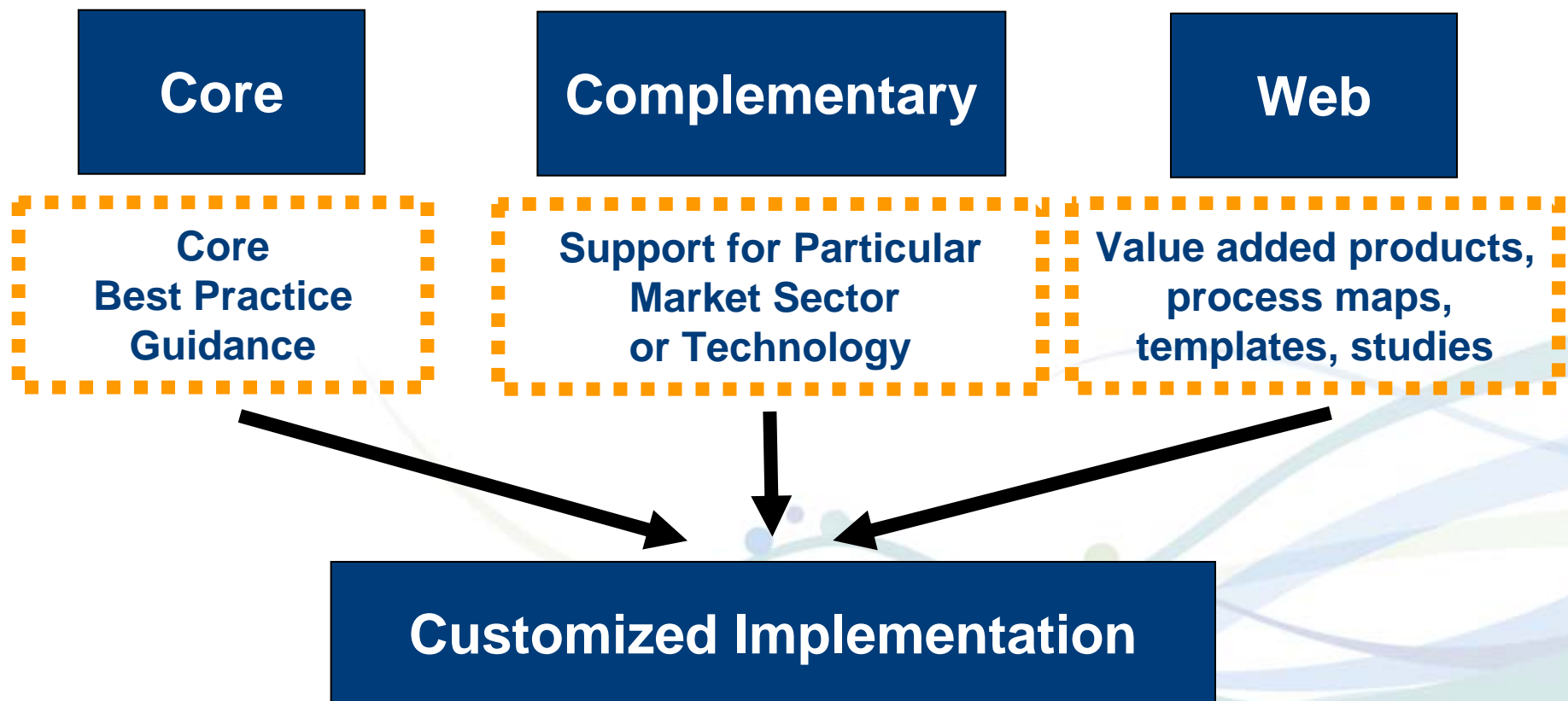
## Consultation Findings\*

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- Improve consistency- structure, process, etc.
- Add Process Models for every process
- Include examples, case studies, templates
- Implementation guidance – esp. outsourced services
- Scalability – address small, medium and large
- Hooks into other best practices e.g. CobiT, CMM
- More on business benefits and marketing of ITIL
- Better exams, more qualifications, more consistency
- Guidance on selecting good tools
- Consistent terms and definitions

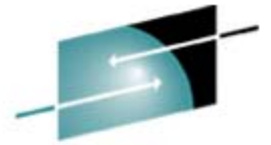
\*Drawn from Office of Government Commerce (OGC) v3 Launch Presentation

# ITIL V3 – The Structure

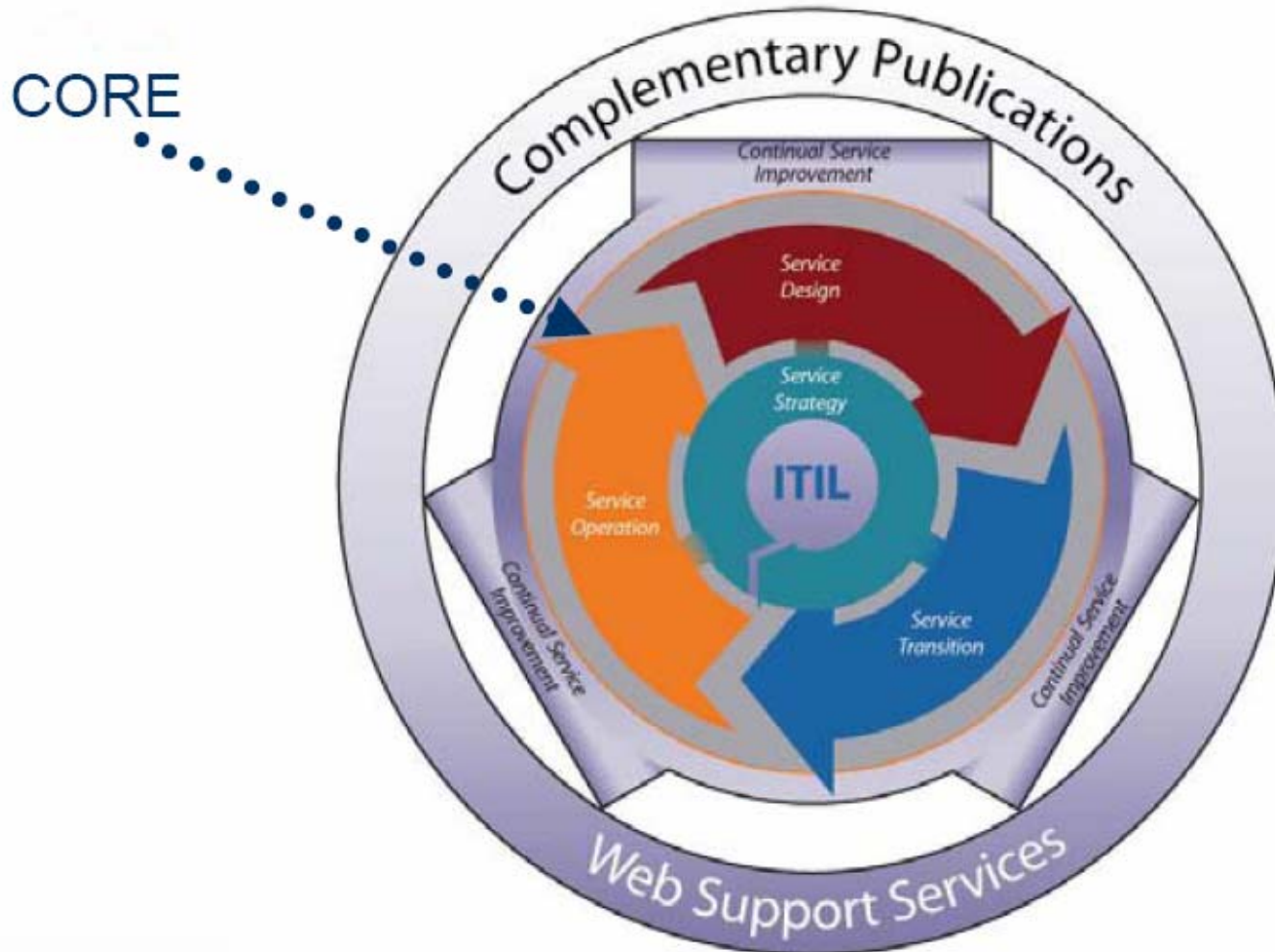




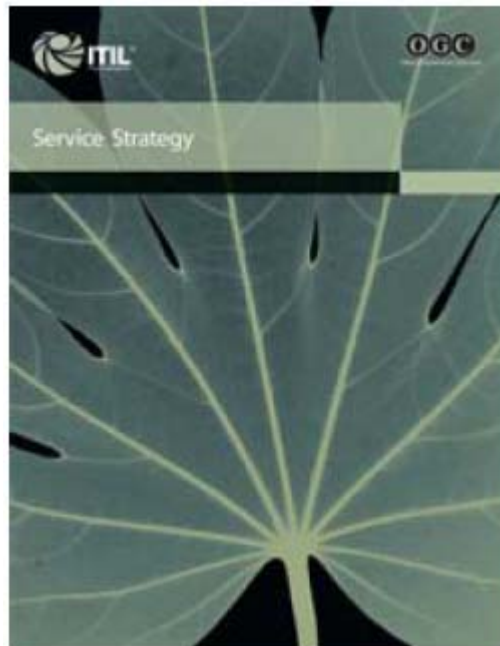
# V3 Package



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# Practical Decision Making



CIOs  
IT Managers  
Consultants  
Practitioners  
Vendors

- **Business Eco systems**
- **From value chains to value nets**
- **Adaptive processes for customers, services and strategies**
- **Linking to external practices and standards**
- **Managing uncertainty and complexity**
- **Increasing the economic life of services**
- **Selecting, adapting and tuning the best IT service strategies**

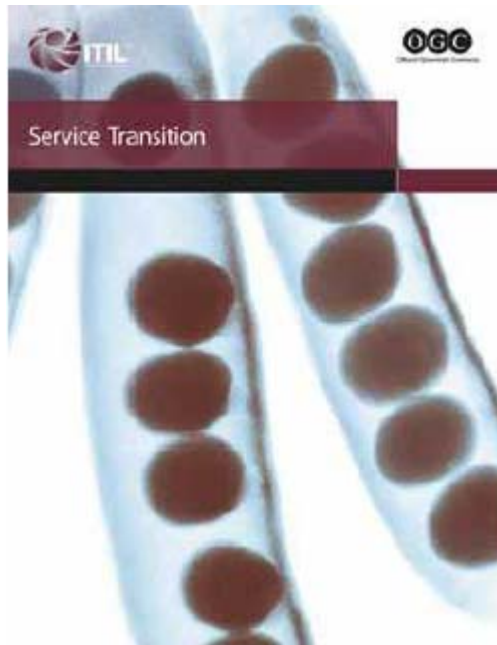
# Pragmatic Service Blueprint



IT Managers  
Consultants  
Practitioners  
Outsourcers  
Vendors

- Policies, Architecture, Portfolios, service models
- 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

# Managing Change, Risk & Quality Assurance



IT Managers  
Consultants  
Practitioners  
Outsourcers  
Vendors

- Newly designed Change, Release & Configuration processes
- Risk and quality assurance of design
- Managing organisation & cultural change during transition
- Service management knowledge system
- Integrating projects into transition
- Creating & selecting transition models



# Responsive, Stable Services



IT Managers  
Consultants  
Practitioners  
Outsourcers  
Vendors

- 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

# Measurements that Mean Something & Improvements that Work



IT Managers  
Consultants  
Practitioners  
Outsourcers  
Vendors

- The business case for ROI
- Getting past just talking about it
- 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

## V3 Complementary Series

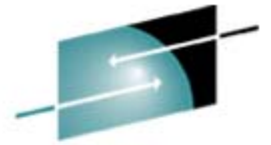
- Contributions from industry
- Standard quality criteria
- Supports the Core of practice
- Enhances the agility of adaptation
- Rapid expansion of series
- Value added core enhancement
- Case Studies
- Knowledge Centre of Excellence
- Integrated lifecycle model
- Cross reference to external practices and standards
- Certification aids

*Focus on special  
needs for  
Implementation  
& enhanced  
knowledge*

**Support for particular  
market sector  
or technology**

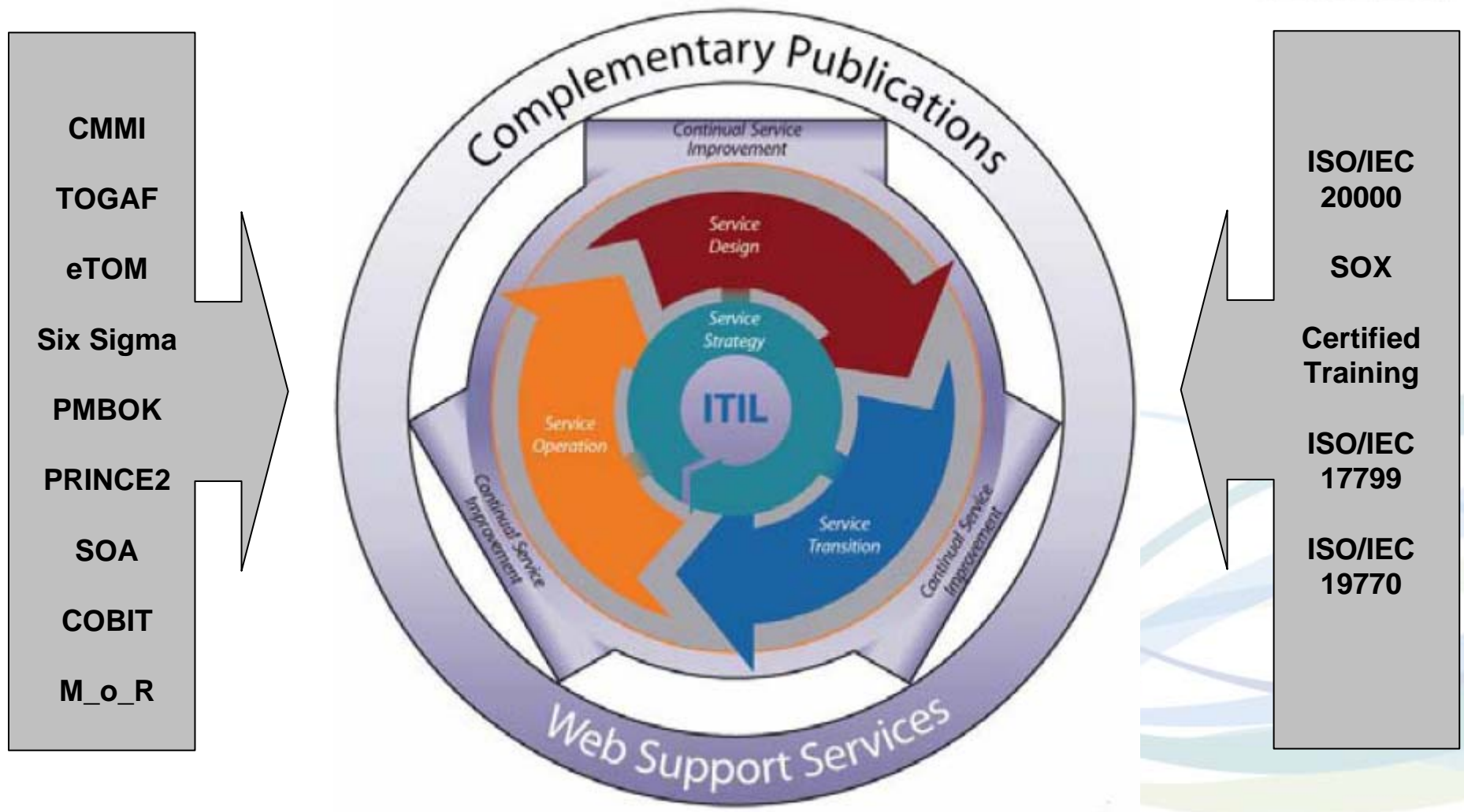
**Value added products,  
process maps,  
templates, studies**





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# V3 – Synergy unleashed

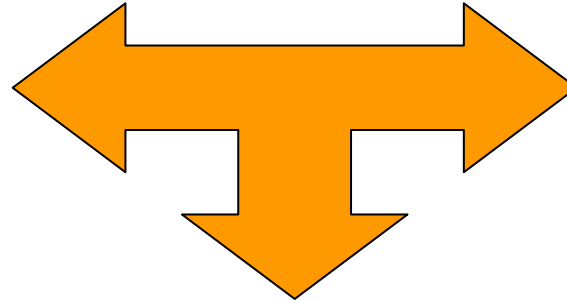


## V3 – How will it affect you?

### Qualifications

- New Scheme
- Enhanced learning
- Status Quo
- Upgrading
- More choice

*Customers*  
*Vendors*  
*Service Providers*



### Standards

- Aligned to 20000
- Links to Security
- Links to Asset
- Links to Governance
- More flexibility

### Your ITSM Practice

- Greater scope of practice
- Greater flexibility of adaptation and choices
- Current with industry directions and ITSM reality
- Complementary to other common practices
- Easier to start, operate and mature
- Relevant to the real issues and opportunities
- Enhanced ability to prove ITSM ROI

## V3 Qualifications

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- 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.

## Myths, rumors, speculation

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1. I'll have to re-certify everyone
2. All the ITIL processes I know today will be gone
3. I'll have to buy new tools
4. The ITIL processes I use today won't work in the V3 service lifecycle
5. V3 is an add-on to V2

## The Truth about V3

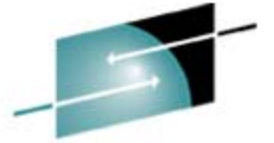
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- All the ITIL processes are in V3
- V3 incorporates many of the v1 books not explicitly included in v2
- V3 maturity is very different (service delivery processes must be very mature)
- ITIL readiness assessments should be undertaken to discover the best place to start---not necessarily v3
- V2 is mapped to ISO 20000, v3 is not
- ITIL is a framework!

## V3 – Looking Ahead

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- V2 benefits brought forward to V3
- Added globalization of multi-language versions
- Continual additions in complementary topics
- Broader outreach to external practice partners
- Continued alignment to emerging standards
- Complex service challenges made easier to meet
- Continued growth of non-proprietary practice
- Ongoing commitment to industry partnerships



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# Discussion

