all you ever wanted to know about ITIL, but were afraid to ask...

brian johnson
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Agenda

- A brief history
- Why a version 3?
- What changed?
- Why a new edition of version 3?
- Gartner
- ITIL in use
- Questions?
Systems versus Service Management

Systems Management
- Isolated systems
- Technology and asset focused
- Systems monitoring
- IT perspective

Service Management
- Service as experienced and/or consumed
- Technology transparent to customer
- From customer perspective
The IT Infrastructure Library - an overview

2. IT Infrastructure Library contents

The IT Infrastructure Library is divided into nine sets, each consisting of several books, modules of closely related topics. The sets are shown in fig. 1.

Managers' Set

This set is intended for use primarily by the manager responsible for IT service provision.

The module on Planning and Control describes the plans and controls needed by a group providing IT services - within the overall framework of an IT strategy and under the direction of the organization's senior management - to ensure that quality IT services, matched to business needs and user requirements, can be provided economically, efficiently and effectively.

The module on IT Service Organization gives guidance on the staff numbers, skill levels and organizational structures appropriate to an IT Services group.

Managing Facilities Management gives guidance on the plans and controls needed by organizations that use Facilities Management as a vehicle for providing IT services.

The module on Customer Liaison gives advice to IT Services groups on how to manage their technical relationships with business users. The aim is to make sure that business users get the right quality of service and are helped to make the best use of that service.

The Quality Audit module gives guidance on how to conduct independent quality audits of the activities of an IT Services group. The module describes the way in which IT management must ensure follow-up action is taken to rectify any deficiencies and to bring about quality improvements.
A variety of covers!
Version 2 ITIL Books (nine......)
V3 (5 books)

- Service Strategies
- Service Design
- Service Transition
- Service Operation
- Continuous Service Improvement

Core Products:
- Service Strategies
- Service Design
- Service Operation
- Continuous Service Improvement

Value Added Products:
- Executive Introduction
- Study Aids
- Qualifications
- Templates
- Scalability
- Quick Wins

Complementary Products:
- Knowledge & Skills
- Standards Alignment
- Continual Service Improvement
- ITIL
- Continual Service Improvement
- ITIL

Governance Methods
ITIL Version 3 Overview/Changes

- ITIL version 3 is a rewrite of ITIL based on 20 years industry experience and incorporates approximately 70-80% of V2
- ITIL Version 3 life cycle based - “Plan-Do-Check-Act” process (all versions)
- Version 3 will contain more “how to” and better interaction between processes and the different volumes including:
  - Templates
  - Organization Charts (to be removed as ‘guidance’)
  - RACI
  - Customized implementation guidance (to be revised eg PPM/SPM)
  - Standard formats for each process (process model absent)
  - Metrics
- ITIL 3 will consist of core and complementary publications.
- All existing processes will be supported
- Mandate for change (OGC); ‘make guidance more relevant to majority...’
and the latest news...

- The v3 rewrite is on target for 2011
- OGC no longer exists (part of Cabinet Office)
- OGC admitted it had no remit to sponsor ITILv3 (OPSI report 2010 following complaint by VHP)
- ITIL remains important, though issues exist about what the government remit should be
- The blogosphere is in meltdown....
— V2 still the most common focus in Europe
— Cultural change and lack of organizational guidance biggest hurdles (73%)
— Improve quality of service main driver (70%)
— Some people are ‘implementing’ v3—based on what?
— Gartner; Three levels of hurdle (Foundation/Incident mgt focus, Configuration/SLA and Process-Centric/institutional)
— Recommend; 1. assess current process maturity, 2. look at v3 to see if/where it can help 3. long term maturity vision
Charles Darwin and ITIL

- Evolution not revolution
- No sign of intelligent design
- ITIL is a body of knowledge
- Each version builds/expands
- Versioning is an abstraction that ensures confusion
- Lord of the Frameworks.....
- The missing link
Global reach of SWIRL products
(blue means they take the exams!)
Some statistics from OGC, APMG, EXIN

— How many PRINCE2 exams were taken globally 2008/9?
  — 131k in total (foundation plus practitioner)

— How many ITIL exams were taken globally 2008
  — 280k (both v2 and v3 over 100,000 each)
  — 70% drop recorded (in NL 2009)
  — Further 60% drop recorded by one trainer

— Are the products useful to UK Public Sector?
  — Recent endorsement by PPM Council, 40% of candidates from WPS

— Is there a language barrier?
  — NO! ITIL v2 exams in 16 languages, PRINCE2 in 5 languages

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ITIL in the development lifecycle

Figure 3: Project management within the IT strategy
thank you