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

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anaheim: february 2011

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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?

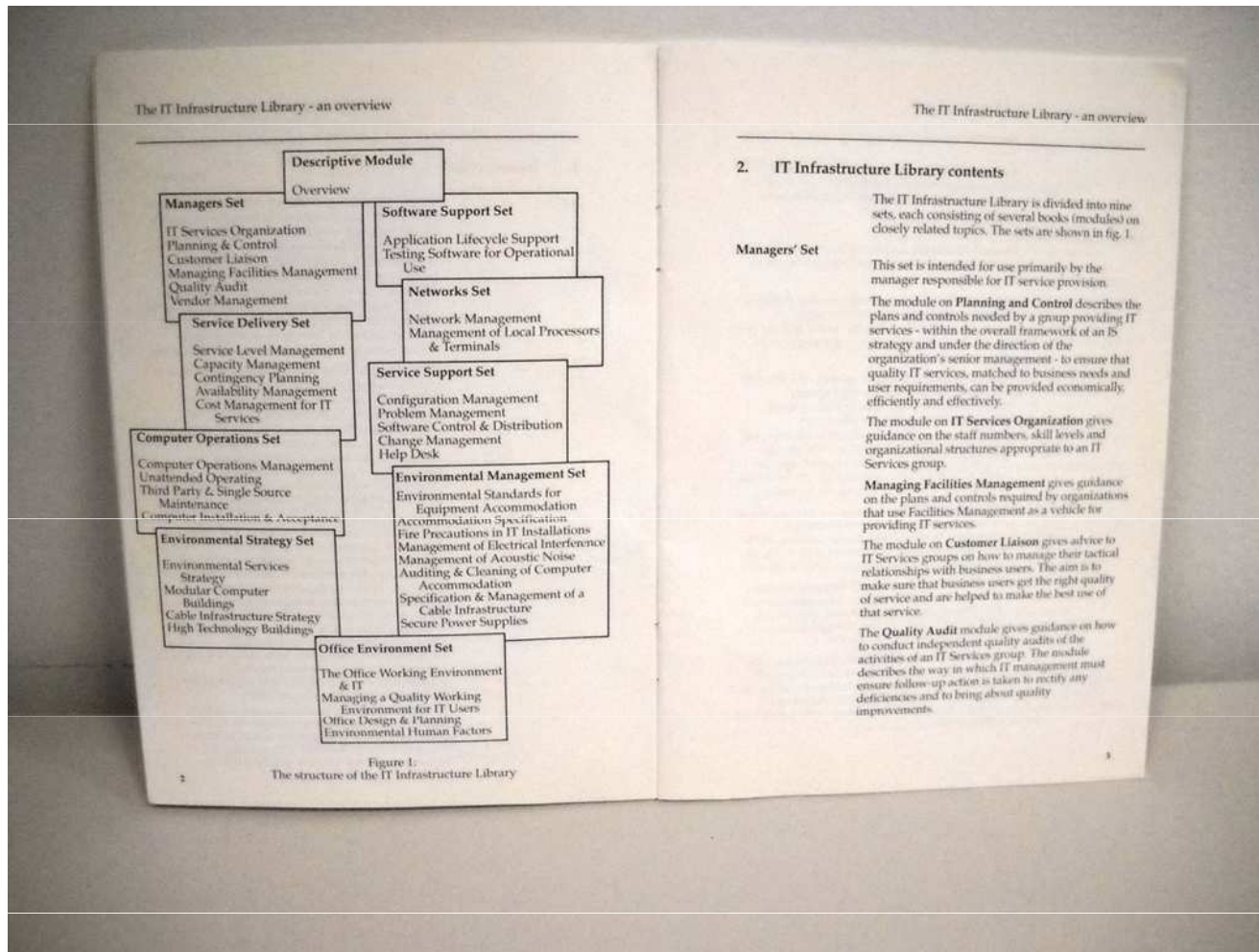# Systems *versus* Service Management

Systems Management

- Isolated systems

- Technology and asset focused

- Systems monitoring

- IT perspective

Service Management

- Service as experienced and/or consumed

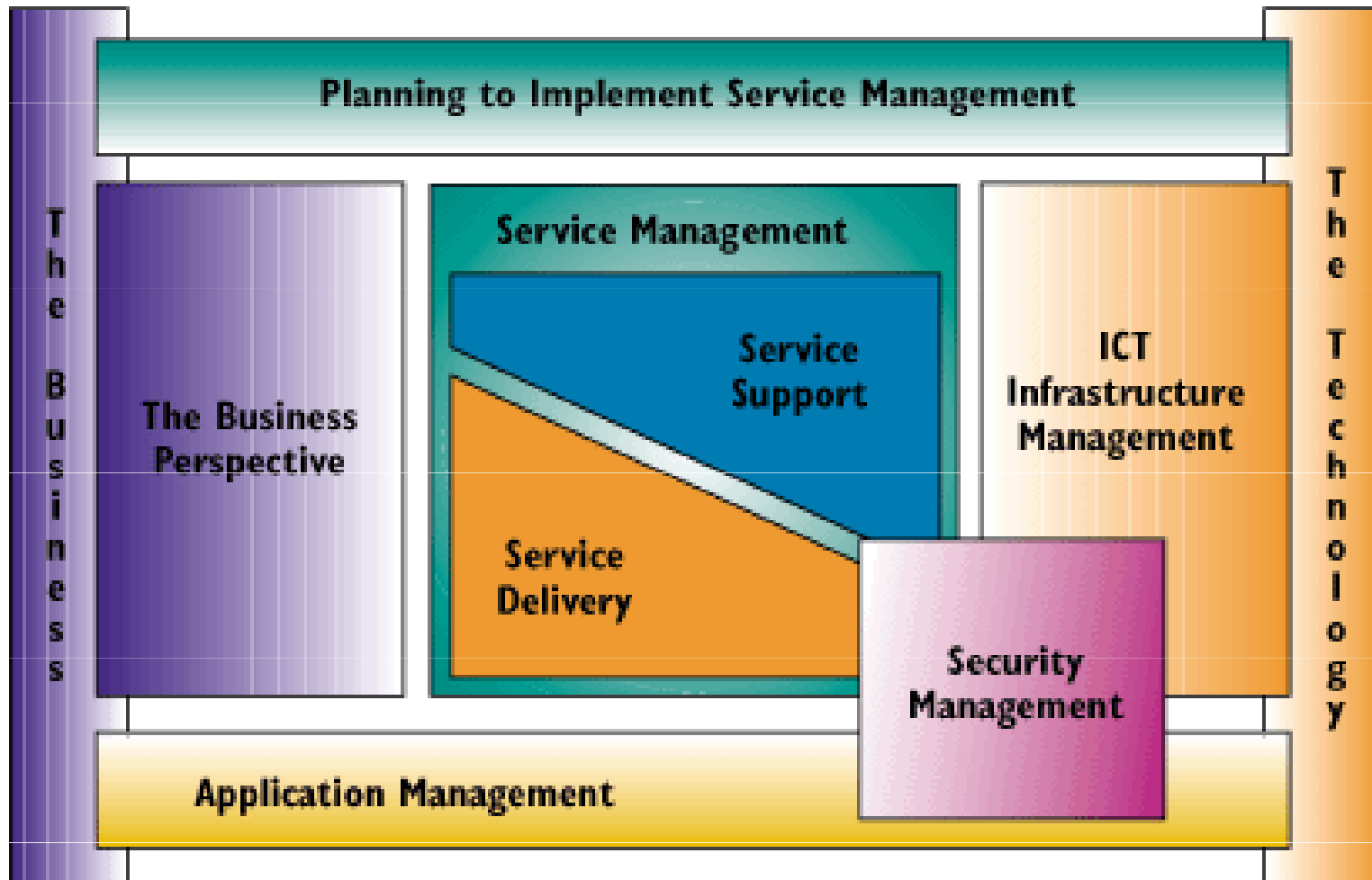- Technology transparent to customer

- From customer perspective

Version 1 (the incomplete overview!; 40)
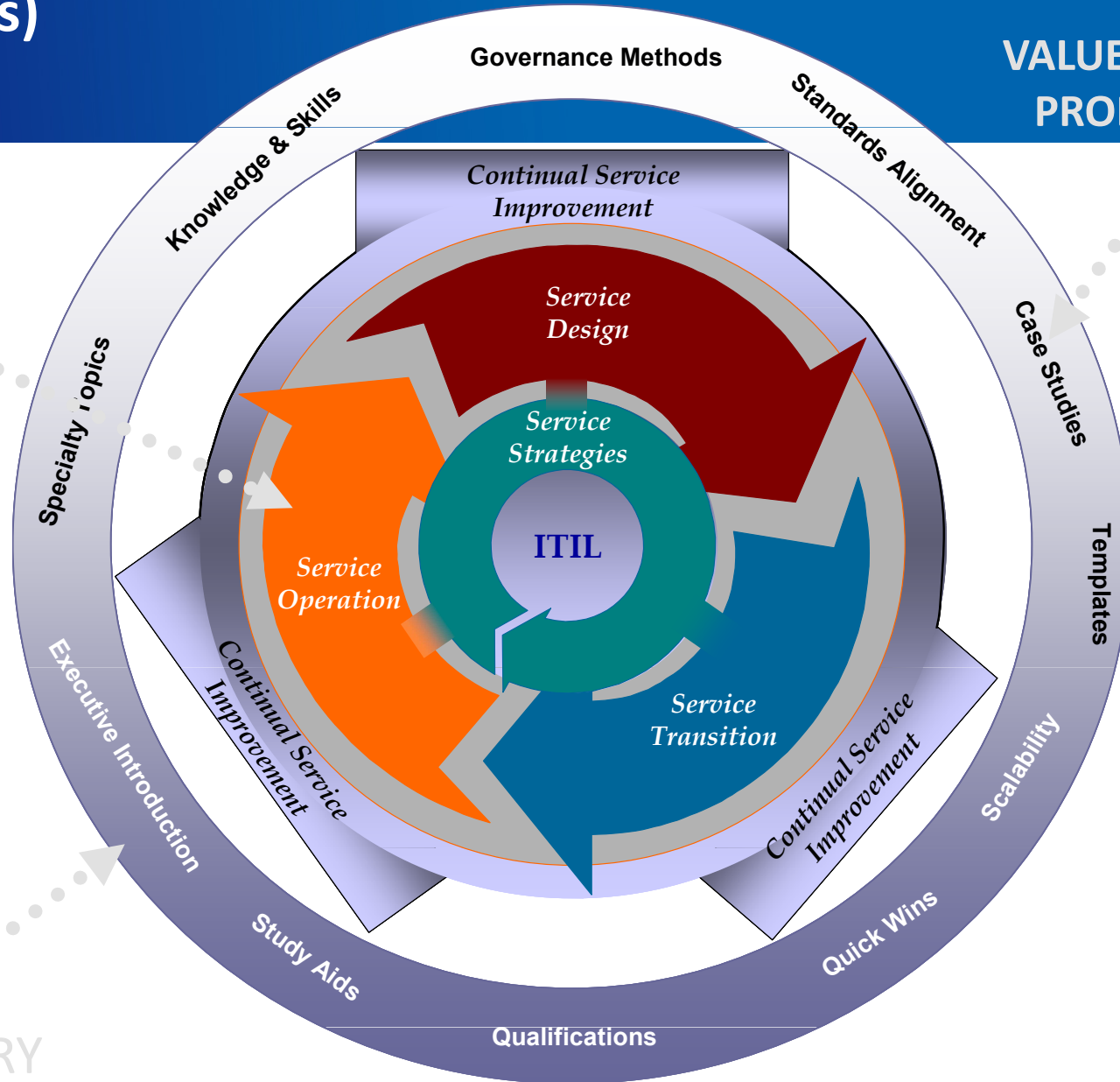
A variety of covers!

Version 2 ITIL Books (nine......)

V3 (5 books)

CORE

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

COMPLEMENTARY

VALUE ADDED PRODUCTS

Governance Methods

Standards Alignment

Knowledge & Skills

Case Studies

Specialty Topics

Templates

Continual Service Improvement

Service Design

Service Strategies

ITIL

Service Operation

Service Transition

Executive Introduction

Continual Service Improvement

Continual Service Improvement

Scalability

Study Aids

Quick Wins

Qualifications

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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…'

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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….

Gartner (Ed Holub April 2010)

— 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
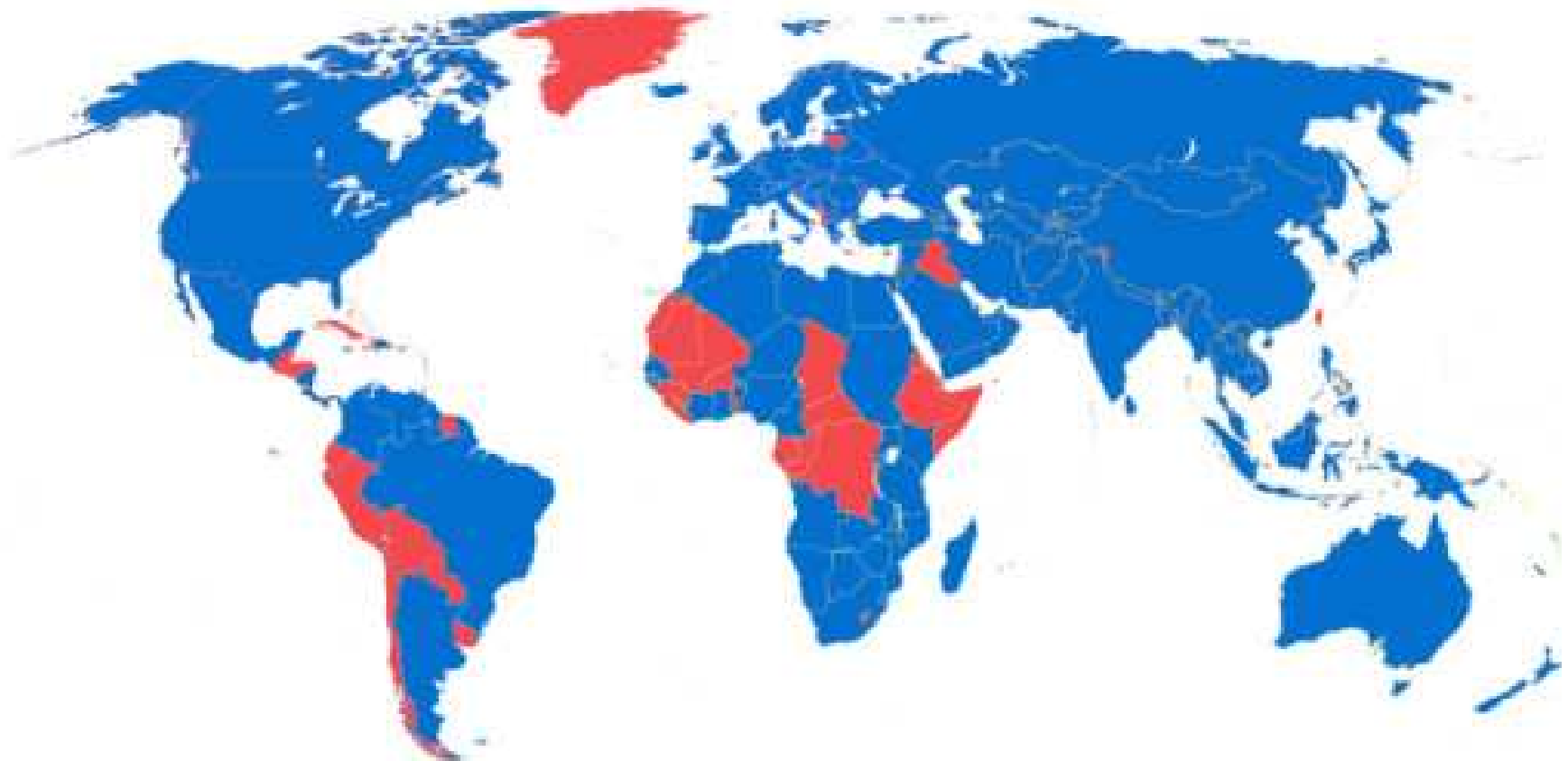
Charles Darwin and ITIL

— 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

Context for Guidance suite

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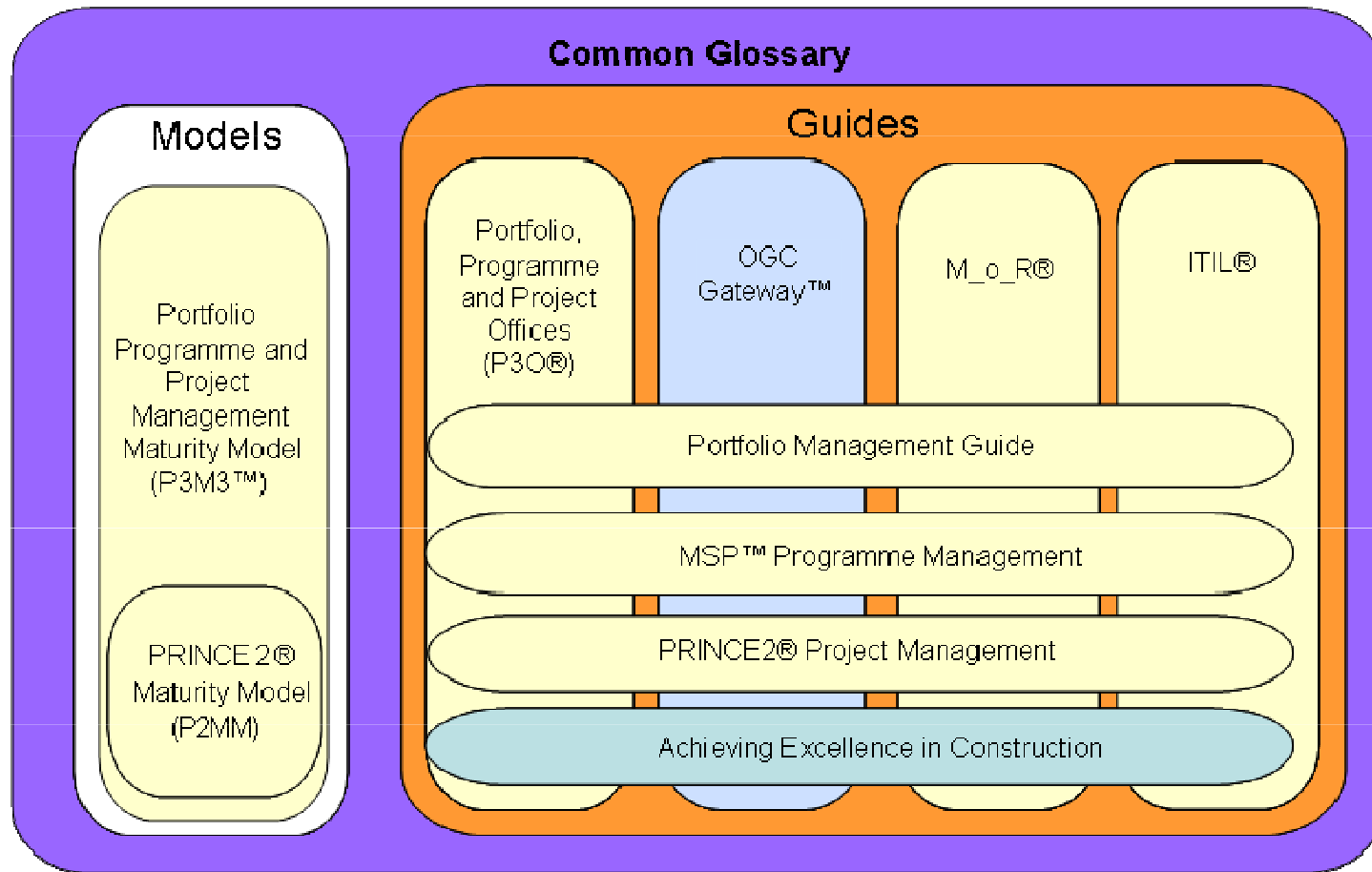
Global reach of SWIRL products (blue means they take the exams!)

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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
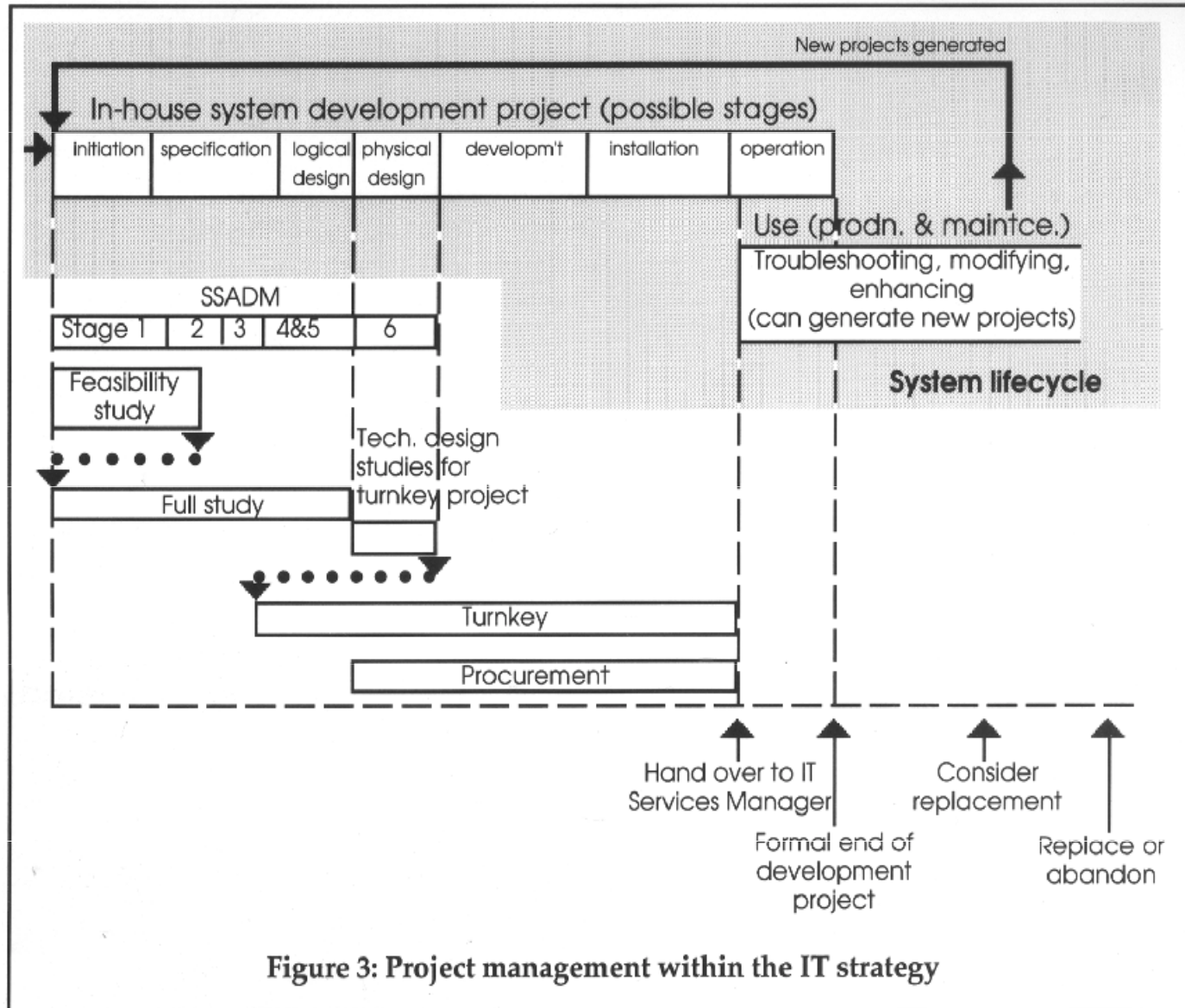
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ITIL in the development lifecycle

Figure 3: Project management within the IT strategy

thank you

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