

**ITIL Version 3 – ANSWERS STRAIGHT FROM THE SOURCE
For ITIL Customer and User Audience**

Everything you wanted to know about V3 and how it affects you.

This series of communications is being prepared by the Chief Architect of ITIL, the Refresh Project team and the authors themselves. It will help inform you, coming first hand from the team inside V3, about the following:

- **What you can expect in V3**
- **How it will affect you**
- **How it will benefit you**
- **How you can make the transition to V3**

The ITIL refresh project will soon produce a new version of ITIL (V3) in the form of a core set of five publications and a suite of complementary products, together they will replace the current library of ITIL publications.

Regardless of where you are in your adoption and use of ITIL today, V3 will have some impact on your use of service management best practices. The good news is that the changes to ITIL will make it easier for you to adopt, adapt, improve and use ITIL practices than ever before.

We will bring you more guidance for the issues you face in the real world of service management best practice.

During the ITIL V3 development, we have travelled the globe conducting workshops, giving presentations at conferences and talking to thousands of you at these events in person and virtually. It is very likely you have seen a presentation or read about the progress of our work through the many channels of communications that we use. Authors also conduct outreach with subject matter experts and practitioners during content development.

Now that work on the core practice set is well established, we can offer you deeper insights into what V3 is all about and answer your questions. We have gathered some of the frequently asked questions and have included them here for you to read. Hopefully, you will see answers and information here to the questions in your mind about V3.

If you have questions that do not appear in this issue, please send them to the ITIL refresh team by email at itilrefresh@tso.co.uk. I look forward to hearing from you and to continuing to offer information as we prepare to deliver ITIL V3.

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Sharon Taylor
Chief Architect
ITIL Refresh Project

Frequently Asked Questions

What you can expect in V3

Will Version 3 replace Version 2?

Yes.

ITIL V3 is part of a process to enhance and improve the ITIL best practices. This is the essence of “current best practice” – defining the frontiers of industry practices, which continuously shift as organizations compete to meet the evolving demands of customers. ITIL V3 will help service providers remain competitive and effective in providing value to their customers. A significant portion of ITIL V2 content will be refined and included in ITIL V3.

The structure and content of ITIL V3 are based on extensive public consultations, contributions from industry leaders and the parts of V2 that are still widely practised and usable in the ITSM community.

Are there different target audiences for the different ITIL books?

Yes .

Think about the progression of any IT service from its inception to retirement that you have seen. This is the life-cycle of service management. There are many different individuals and parts of an organization involved in the life of a service. From planning, design, build, test, release, operate, improve, etc. Different levels of the organization and different roles carry out the decision making, the development and delivery of services.

Example:

If you were building a house you would work with a variety of individuals at different stages:

- Strategy - building approval, site plans, sales and marketing
- Design - architects, designers, planners
- Transition: inspectors check all the plans fit together, that things conform to building regulations and will function as they are intended to.

Each of these teams performs a role in the building of the house at various points in the process.

Once you move in, the house will need to be kept operational – through maintenance (plumbers, electricians) and via operational services such as garbage collection.

If you decided to renovate, or extend, then you would deal with many of the same individuals but with a view to improving upon the original design and operation of the house (improvement).

The V3 Library reflects the life of services and so appeals to a broad spectrum of people who carry out roles at various service life stages. It is important to know that even though the prime target audience may not be where you are currently in your organization, you will be likely to influence the target audience and so we strongly suggest that everyone read the entire core library

Core Practice Books

Title	Description	Main Target audience	Main Influencers
Service Strategies	will appeal to those who have the need to understand strategic analysis, planning, positioning, and implementation with respect to service models, strategies, and strategic objectives. It provides guidance on how to leverage service management capabilities that can effectively deliver value to customers and capture value for service providers. Decisions about service portfolios, capability development, operational effectiveness, organization models and the importance of knowledge assets are some of what Service Strategies will provide guidance on	Senior leadership of customers and service providers	Service managers and operations managers
Service Design	translates strategic plans and objectives and creates the designs and specifications for execution through service transition and operations. It will appeal to those whose role is to bring together the infrastructure, applications, systems, and processes, along with partners and	Service managers and providers	IT operational staff, service owners, service providers, vendors

Title	Description	Main Target audience	Main Influencers
	suppliers, to make feasible a superior service offering		
Service Transition	will ensure that the design will deliver the intended strategy and that it can be operated and maintained effectively.	IT service managers, service owners, operational staff	customers, service owners, support staff
Service Operation	will manage a service through its production life of day-to-day management.	service owners, operational staff, vendors and service providers	customers, end users, business and IT management
Continual Service Improvement	will ensure that a service delivers the maximum benefit and measure its performance through its life, suggesting improvements along the way.	service planners, service designers, business and IT leaders, IT service managers, service owners, operational staff	business leaders, IT leaders, customers and users, service owners, quality and conformance managers
Complementary titles	V3 will offer a range of complementary guidance that supports the practices in the core books. These will have specific target audiences to offer greater detailed guidance to particular market sectors, IT providers and customers.	Each target audience and main influencer will vary according to the main topic of each book or product.	Each target audience and main influencer will vary according to the main topic of each book or product.

Will V3 be published all at once or will the books come out separately?

V3 will be released in stages. The core books (*Strategies, Design, Transition, Operation and Improvement*) will be published together by TSO in the late Spring of 2007. We are releasing them together as a set of practice since they form a life-cycle management approach and each book complements the rest and is meant to form a single service management practice suite. Also, as IT services are more closely aligned and integrated with the business, V3 helps bring a business management approach and discipline to IT service management. From that perspective, the five volumes of the ITIL V3 core emphasize the complementary aspects of running IT like a business.

You will not be required to purchase them as a set, although it will be more cost effective to do so, and we recommend that owning the set will be the greatest benefit to your ITSM practice.

Think of it as buying a set of encyclopaedias. You would probably not intend to own only A to L, but you might choose to purchase the rest over a time period or buy A to Z all at once depending on your need.

How do we know if V3 will really address our needs?

The development of V3 has taken place over two years. Since we began, we have involved many members of the ITSM community.

Scoping

During the scoping phase we conducted major stakeholder consultations with customers, users, vendors, service providers, other best practice organizations, business and industry leaders to determine what improvements would make ITIL V3 a solid, valuable framework for IT service management from today and into the future.

These requirements were consolidated into a public consultation findings report that forms a key element of our success measures for V3. This report can be downloaded from www.itil.co.uk

Development

We continue to engage our stakeholder community in every aspect of V3 development. We have assembled an ITIL advisory group (IAG) from among the stakeholders who act as mentors to the author teams, integrators of content between books, ensuring clarity on terms and definitions coming from V3 content and reviewers of content against our scope.

In June 2006, we published a public scope document that outlines the key features of the V3 core publications. This report can also be downloaded from www.itil.co.uk.

Later this summer we will publish the scope of complementary publications again, using our team of community stakeholders to provide feedback and advice.

We ran an open competitive procurement process for authors of V3 and selected from among the best service management experts in the world. Each author had to meet stringent requirements in experience and knowledge in order to be considered.

We then put them to the test, by commissioning a partial draft to see if they met our requirements for thought leadership, innovation, and ability to communicate new concepts and ideas and leverage the current ITIL practice into a greatly improved set of ITSM best practices.

Our V3 team is hand picked from the best experts in the world, who collectively have over a century of experience and practical use of ITIL.

There will be an international QA panel selected from the ITSM community as a final check on our content and alignment to community needs.

Role of itSMF International

The OGC and V3 team know that ITIL is a global product today. We have asked our industry partners to give their endorsement to V3 products. The itSMF International Publications Executive Committee (**IPESC**) comprising itSMF leaders of 34 countries will put V3 through its paces for an official endorsement.

This is our team's commitment to delivering a world-class product that the IPESC will endorse as having great value to the ITSM community and itSMF members worldwide.

ITIL V3 Programme Board

We have a team of representatives from itSMF International, ISEB, EXIN, and ISO, all working to ensure alignment of V3 to qualifications and ISO/IEC 20000.

Will the new ITIL address knowledge management?

Yes.

One of the key improvements to V3 is the introduction of the Service Management Knowledge System. The SMKS incorporates the former knowledge bases we are familiar with from V2 such as known error, and CMDB, but expands on this to be much broader in scope.

All books in the core will have guidance on knowledge management and introduce the principles of moving from simple data collection to extracting information from data, deriving knowledge from information and wisdom from knowledge, as in the concepts of knowledge management. This is far more synergistic to the concepts in practice today for knowledge management and those predicted by knowledge management thought leaders for the future of knowledge management. It is also the direction that enables growth from reactive to proactive service management.

How it will affect you?

Will I need to read all the ITIL V3 books to get guidance to help me do my job?

You should.

The books in the V3 core library complement each other to maximize the benefits for readers. Depending on what your job is in ITSM, you may need to pay attention to one volume more immediately than to others. That volume may provide a deeper level of guidance with respect to your specific role. But it is very important to understand the deeper guidance in the wider context of the service lifecycle.

Example: You are the change manager in your organization. The Service Transition book will contain the detailed guidance of the change management process and your source of expert best practice.

The Service Design book establishes the design and service package elements that must be in place to deliver the desired business benefit of that change, and the Service Operation book establishes how to operate and maintain it, so you should have a good comprehension of the Service Design and Service Operation concepts in order to help you apply Service Transition concepts with ease and agility and gain the maximum advantage of best practice in action.

Just as with ITIL V2, it is imperative not only to know what you are doing, but why you are doing it. In this way, it is critical to understand the service life-cycle, the role you play in it and how you influence the outcome of value to the business.

The new V3 Library is designed to give you the answers. We will provide you guidance on what to do, how to do it and the templates and checklists to help you get there.

How it will benefit you?

Will our software support tool support an ITIL V3 organization?

The main functional elements of most ITSM type tools will still be required for V3 since the main process elements from V2 remain a part of V3. We do expect, however, that tool vendors will want to make enhancements to ITSM tools to capture the additional power of new processes and functions that V3 will introduce.

Many may introduce new functionality that aligns with V3 as part of their product improvement strategy and delivery cycles. Others may choose to bring new choices to market soon after V3 is launched.

The main thing is that the choice is yours. You can continue to use V2-based tools and practices until YOU are ready to make improvements. We encourage you to take this approach in your ITSM practice.

We are confident that V3 will entice you with compelling opportunities to improve your ITSM practices, but we have been very diligent in making sure that this transition can occur for you with ease and when you are ready for it.

Will I have to recertify either at the Foundation, Practitioner or Service Manager level?

No.

All current achieved ITIL certifications will continue to be valid under V3. There will, however, be changes to the certifications to align with V3 and leverage the opportunity to make improvements to qualifications, so you will be able to take advantage of this if you wish.

Specific details of changes to certifications are not yet available as they are still in development at this time.

How you can make the transition to V3.

Our organization is currently part way through implementing ITIL processes. Should we complete our ITIL journey against the V2 processes before considering the life-cycle approach that we hear V3 will adopt?

Whether you choose to continue along your current implementation path or transition to the V3 life-cycle approach, rest assured that the processes you are working with today from V2 will continue to be a part of V3. What is different about V3 is that the former Service Support (SS) and Service Delivery (SD) processes will be integrated into a service life-cycle. The content of V3 in this regard will better reflect how service management is applied in every day practice and so your implementation of them is likely to become easier.

There are some key areas within the former SS and SD processes that are different in V3 and that you should be aware of as you move along your implementation path.

Example:

Incident Management - Service Requests:

In V2, service requests were included as part of the incident management life cycle. In V3 they are not. Service request will now be a function included as part of 'request management' on its own that ties to the change management process. The need to log service requests through a single point of contact as you would today in V2 is still there, however, you may choose to manage them in a different way, perhaps as a part of an enhanced change model that deals with service requests as standard changes.