

# An Executive Overview of ITIL v3

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# What is ITIL?

- ITIL = IT Infrastructure Library
- A comprehensive and consistent set of best practices for IT service management, promoting a quality approach to achieving business effectiveness and efficiency in the use of information systems
- Commissioned by the British Government's Central Computing and Telecommunications Agency (CCTA) to drive down IT costs and improve performance and efficiency in the 80's
- It is based on the collective experience of commercial and governmental practitioners worldwide
- A framework of practices (guidelines), independent of organisation size or sector
- A process-driven approach
- It is *Current (ITIL V3)*

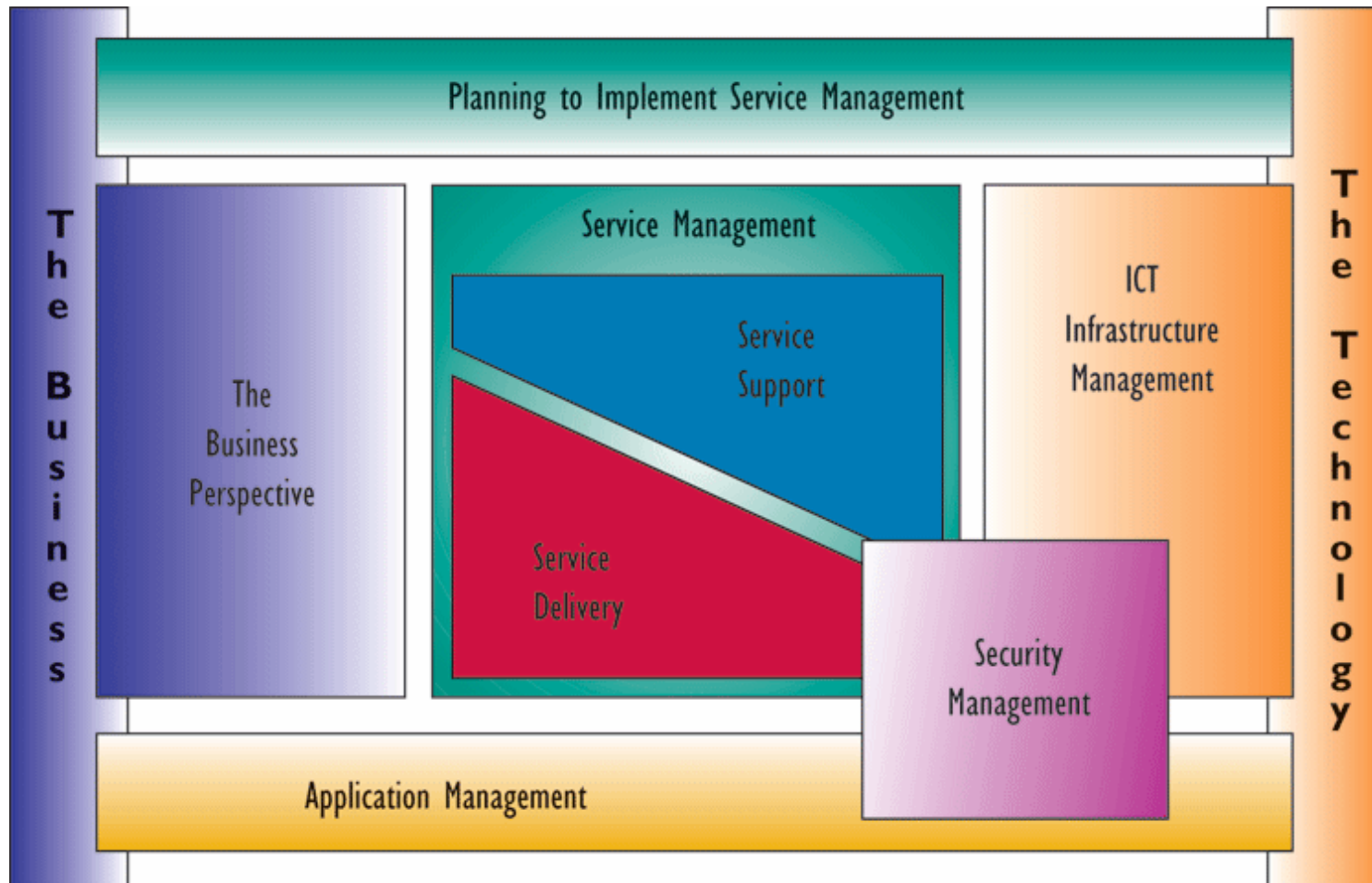
# What it is not

- *Not* a set of rigid rules, policies or a methodology
- *Not* a maturity model
- *Not* a standard
- *Not* the answer to all business problems or process issues
- *Not* just a set of diagrams / processes handed out by Management that people need to follow

# What the Framework provides

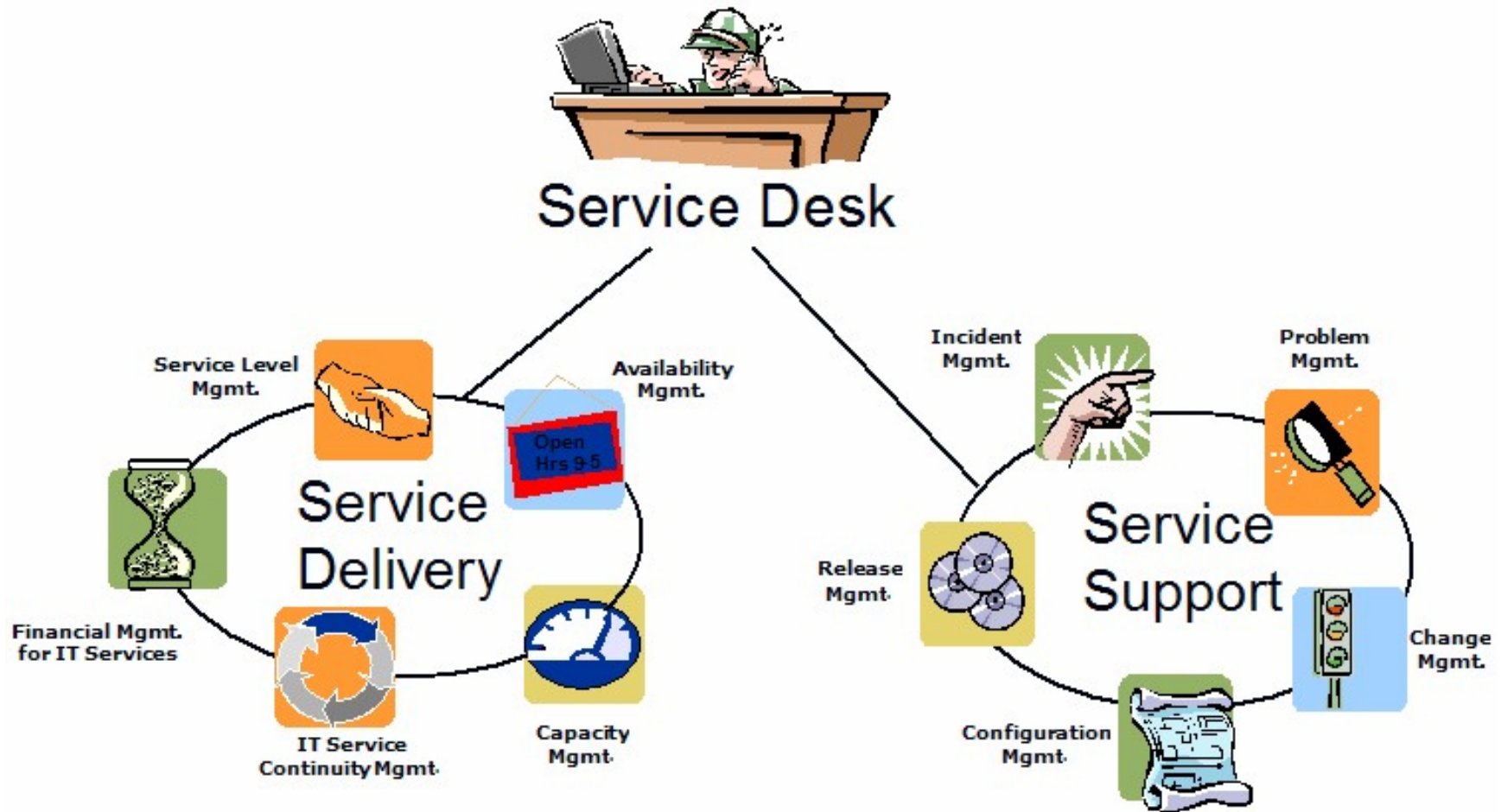
- Achieve IT-Business Alignment
- A more reliable, efficient, and consistent approach to service delivery and service support
- Achieve a high degree of IT governance
- Clearer expectations and responsibilities
- Increased productivity and accountability, close the gap between the promise of IT and the actual delivery
- Improved service quality and availability
- Increased customer satisfaction and internal confidence

# ITIL V2 Jigsaw Diagram



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# ITIL Process Model



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# Why update ITIL?

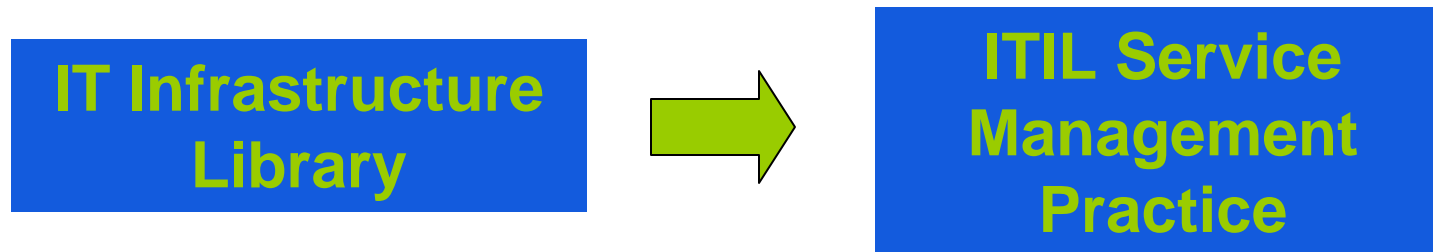
- ITIL was last updated in 2000.
- The overwhelming driver for this refresh is to keep the guidance up-to-date such that ITIL continues to be 'fit for purpose' as the most widely accepted approach to IT service management in the world.
- The desire to improve the usefulness and applicability of ITIL by addressing the changing needs of users as the technology base and business requirements continue to evolve.
- The desire to make ITIL easier to apply and improve its applicability to small organizations.

Source: <http://www.itsmf.co.uk/refresh.htm>, May 2007

# ITIL V3 Overview

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# Name Change



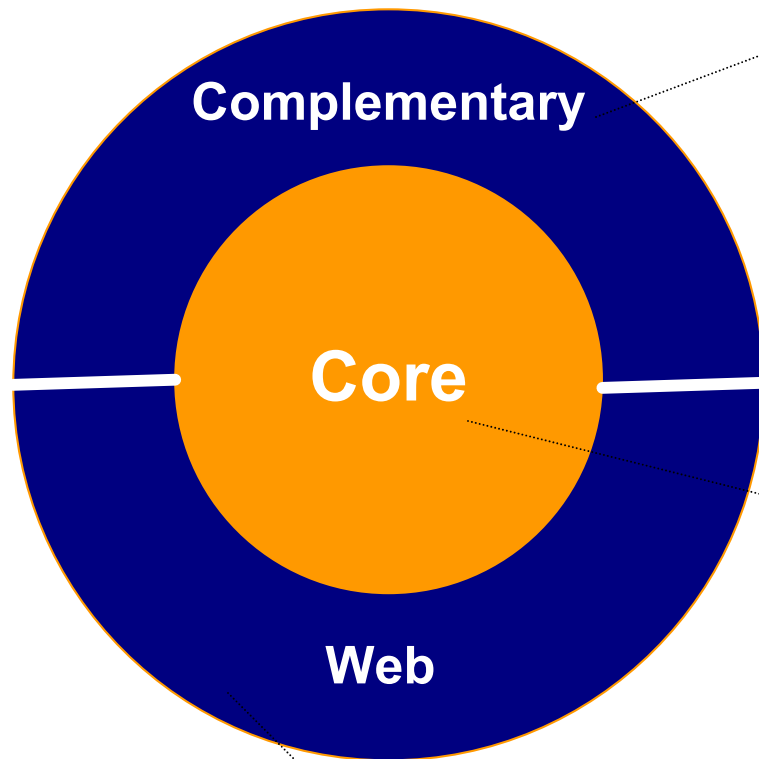
*So, what is in a name?*

From an “operationally focused set of processes” to a “mature service management set of practice guidance”.

V3 is holistic, value-based, business focused service practice to support the competitive and high performance organizations

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# ITIL Version Three has three predominant components...



**Complementary**: Topic specific books. Targeted towards public sector, financial sector, manufacturing sector, science, retail, etc.

**Core**: 5 Books + 1, generic best practice guidance, principles that revolve around [ITIL Service Lifecycle](#)

**Web (ITIL Live™)**: Delivered through web support products. Case studies, templates, glossary of terms, standard terms, value-added products. It will go interactive by adding “e-lets” for breaking news and additions to ITIL portfolio, on-line subscription for e-books, and ITIL Live Service Management Knowledge Center

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# ITIL V3 is “consistent and practical”

- IT business integration
- Explores Service Models and Business Catalysts
- Defines Service Management Value Propositions
- Defines Service Management Strategies
- More of a focus on Service Process Design, Introduction and Operation
- Return on Investment Measurement

# So, what is different about ITIL V3?

1. Overall architectural and philosophical approach to service management.
2. Many topics covered in V3 that haven't been part of V2, among them are:
  - Strategy Generation
  - Service Design
  - Supplier Management
  - Outsourcing Models
  - Service Knowledge Management System
  - Application Design and Management
  - Technology Architecture Design and Management
  - Service Measurement
  - Event Management
  - Request Fulfilment

# Some things have not changed

- The 10 processes of “Service Support” and “Service Delivery” and the function of the “Service Desk” have not changed.
- These processes have been brought forward to V3 and many have been overhauled and improved.
- New processes have been added as well.

# ITIL V3 VS. ITIL V2

## ITIL V2

Business & IT Alignment

Value Chain Management

Linear Service Catalogues

Collection of integrated processes

## ITIL V3

Business & IT Integration

Value Network Integration

Dynamic Service Portfolios

Holistic Service Management Lifecycle

# Thank you

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