



جامعة زايد
ZAYED UNIVERSITY



i n v e n t

An Executive Overview of ITIL v3

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ITIL V3 Launch
Meet the Authors
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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)*

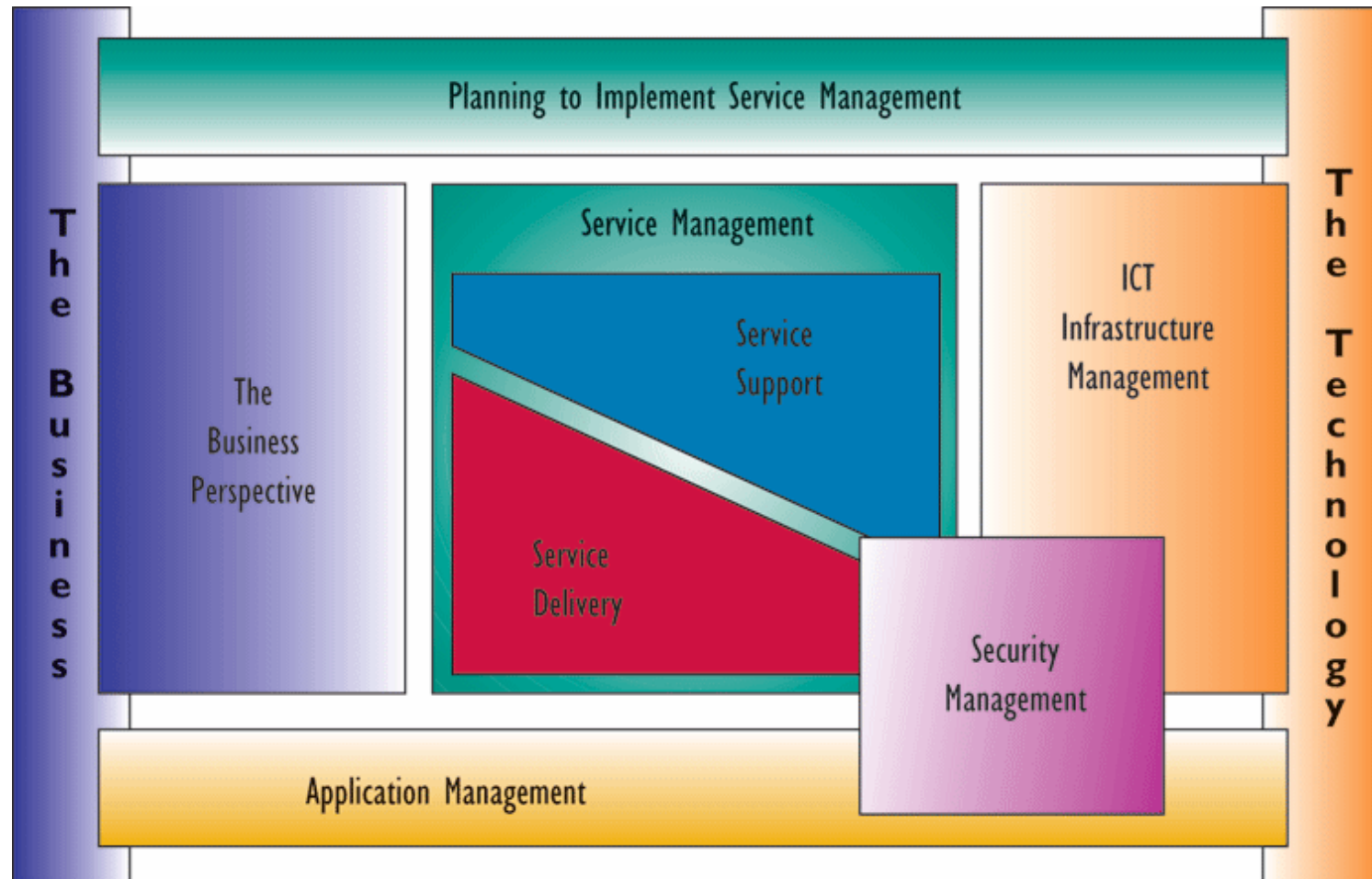
What it is not

- *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

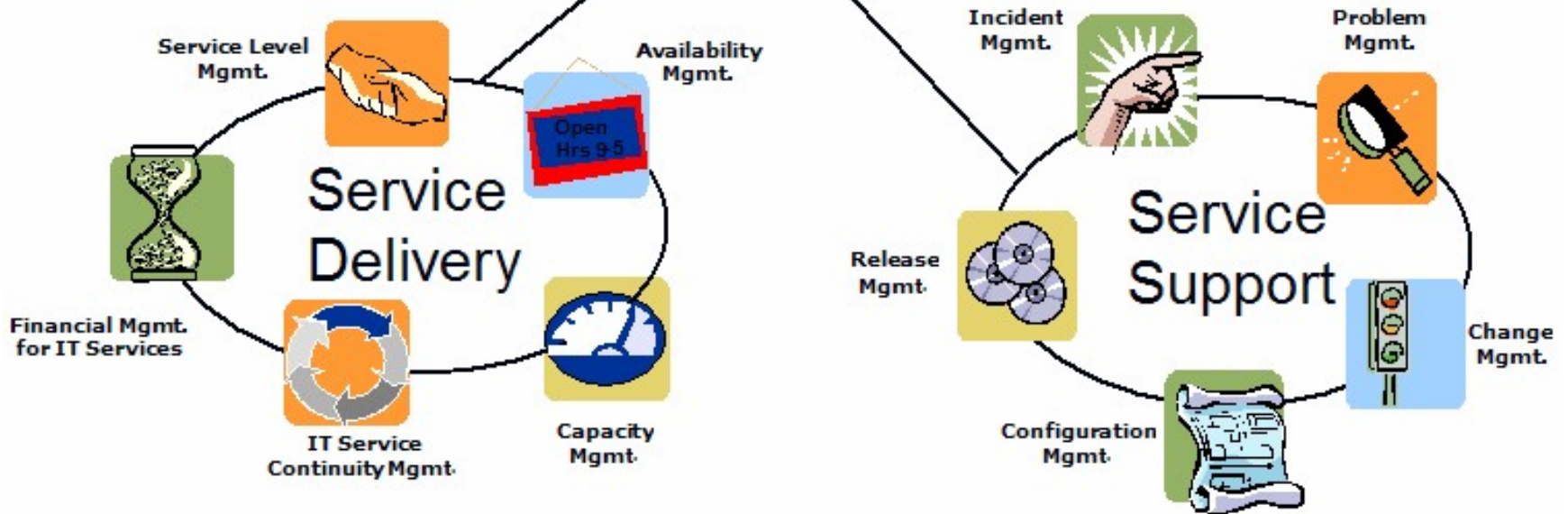
ITIL V2 Jigsaw Diagram



ITIL Process Model



Service Desk



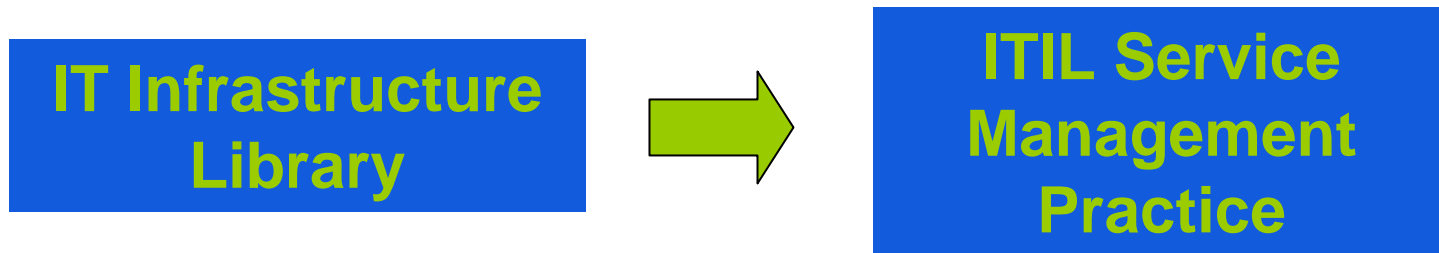
Why update ITIL?

- 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.itil.co.uk/refresh.htm>, May 2007

ITIL V3 Overview

Name Change

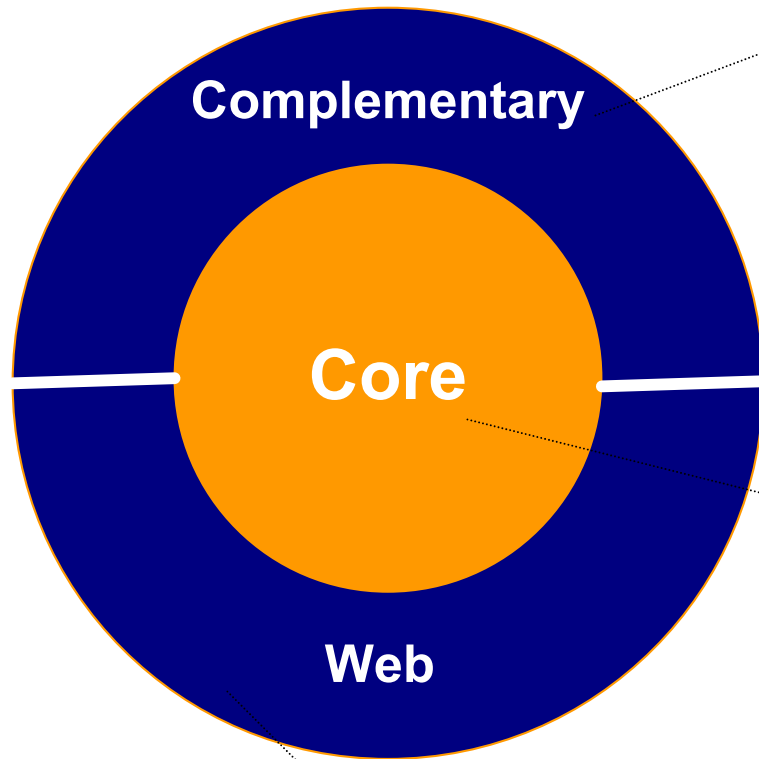


So, what is in a name?

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

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

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

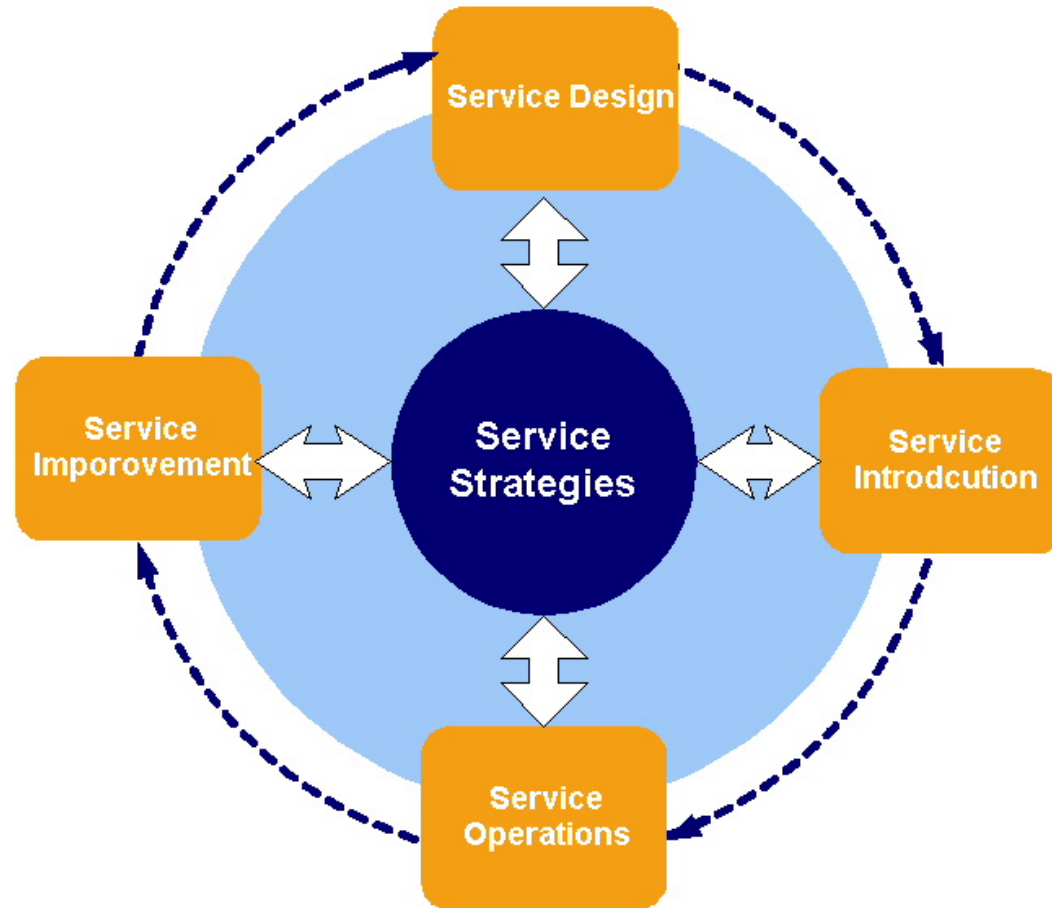
Value Network Integration

Dynamic Service Portfolios

Holistic Service Management Lifecycle

Thank you

Service Lifecycle



- Pragmatic, **Lifecycle approach**, non-linear
- Proven, measurable and repeatable over a long term horizon
- Solid, reliable, long term core best practices with little change
- Strategy-centric and process-oriented

The core practice guides, listed in their logical flow are:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

- A sixth book in the core practice is the “Introduction to ITIL Service Management Practices”, which covers the key concepts and articulates the business case for adopting ITIL
- The core practice is designed for longevity and continued relevance over the long-term.

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Complementary Guidance

- The complementary portfolio is a “living library” of knowledge and guidance which will evolve over time and provide continual improvements with new topics added regularly.

- It will help the ITSM community gain “Traction in Service Excellence” by providing additional/complementary material in areas such as:
 - Governance Methods (e.g., CoBit)
 - Compliance (e.g., Sarb-Ox)
 - Standards alignment (e.g. ISO/IEC 20000)
 - Case Studies
 - Scalability
 - ROI
 - Executive Overviews
 - Knowledge and skills

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