



ITIL® Update: Frequently Asked Questions

October 2009



ITIL Version 3 is to be updated to provide improvements in presentation

Why are we doing this?

As part of best management practice, a change control log was made available publicly to provide a feedback mechanism from the ITIL community. Users of ITIL have made numerous suggestions for improvement. These include minor corrections to text and diagrams, clarifications and clearer explanations of difficult concepts. Users also pointed out the need for consistency in use of terms and diagrams. These were all seen as valuable improvements by the CAB, and OGC wishes to include them in an updated release of the books – still Version 3, but with cosmetic, editorial and consistency improvements.

None of this will affect the way you use ITIL, but just improve the communication of ITIL concepts, which themselves remain unchanged.

Below we have tried to anticipate and answer the questions you may have. If you have any questions we have not addressed, please email emily.allison@tso.co.uk

Q1 Why do we need a new version of ITIL? Version 3 was such a change and we don't want another upheaval so soon.

A1 This is not a new version but an update to Version 3 to make it more usable. There will be no new concepts. All we are doing is taking out errors and inconsistencies and in some places, making the text easier to understand. The ITIL Change Advisory Board recommended an update after considering all the issues submitted to the Change Control Log www.best-management-practice.com/ChangeLog, as well as wider feedback from the wider ITIL community of practitioners, trainers and users.

Q2 So this is Version 4?

A2 No. It is an update. Think of it as Version 3.1 if you like. It is the first official release to Version 3.

Q3 Can I have more detail on the scope of the update?

A3 It is all about improving consistency, accessibility and usability of the core publications, including the Introduction to the Service Lifecycle. We are seeking to improve the coverage and descriptions of roles and responsibilities, improve process descriptions and ensure alignment with MSP®, M_o_R®, PRINCE2™ and P3O®. We will also standardize definitions between books and align them with the glossary, updating where necessary, and finally, remove inconsistencies in content and structure. In Service Strategy particularly, explanations will be made more straightforward and accessible where

appropriate. We do not intend to add any new concepts or do anything to invalidate the current Version 3 guidance or implementations or qualifications based on it.

Q4 When will the updated publications be available?

A4 On current plans, we expect to publish in early 2011.

Q5 What effect will the update have on qualifications? With Version 3, we saw a complete restructuring.

A5 Inevitably, the changes to the ITIL text and diagrams will cascade to training materials, but only to simplify and improve them. There is no intention at this time to change either the qualification structure or the scope of each qualification because of the update. Existing certificates that individuals hold will not become out of date because the concepts, roles and processes are not changing; only the descriptions of them will be improved.

Q6 If the changes you make are based on what anyone might have put on the Change Control Log, and whatever comments might have come in from the public, how do I know that the new ITIL will still be global-class best practice?

A6 You can be reassured on that point because none of the changes suggested from any source will be actioned without full review from internationally recognized experts in ITSM. Also, of course, the concepts and scope of ITIL are not changing so no new or dubious practices will be allowed to creep in.

Q7 Who is doing this work and how is it being managed?

A7 In order to assure the highest quality guidance, OGC and TSO will be using key individuals with a range of experience and expertise in ITIL and IT Service Management. For each of the books there will be an author to write the updates against the Mandate for Change and the Product Description developed from the issues identified by the Change Control Log and the Change Advisory Board (CAB). Each author will be supported by a team of three mentors and a Technical Continuity Editor, from the original V3 authoring team. The role of the mentors is to support and coach the authors, but also to assure continuity and consistency with the existing Version 3, and across all the updated publications. The Technical Continuity Editor will ensure diagrams are consistent with text and with each other across the library, and also that definitions are consistent in the text and glossary. The final drafts will be considered by a Review Group comprising Users, Trainers and CAB members, who will ensure the new books comply with the initial detailed Product Descriptions agreed by the authors, mentors and project board. The day-to-day management of the project will be by TSO, on behalf of OGC, and control of the project will reside with a Project Board constituted by OGC. The Project Board is made up of a project executive from OGC, a project manager and a team manager from TSO,

and two project assurance roles are filled by a member of OGC and a member of APMG Qualifications Team. The senior user role is filled by an itSMFI Board member and the two senior suppliers roles are represented by members of TSO and APMG. Further information on the project board will be available on www.best-management-practice.com

Q8 I have Version 3 projects underway. How should I respond to the new update?

A8 For ITIL Version 3 users, the impact on current projects should be negligible, as the content of the guidance will not change.

Q9 Will the update to ITIL affect the alignment with International Standards, in particular ISO/IEC 20000?

A9 As the scope and content of ITIL are not changing, only the way it is presented, the update will not affect the present alignment of ITIL with ISO ITSM standards, but of course, the standards too are continually evolving. ISO standards are developed by effort and consensus of member countries and are quite correctly kept independent of best practice frameworks such as ITIL. Neither OGC nor TSO can directly influence the content or direction of ISO/IEC 20000 development. However, both organizations are represented on and thus able to offer their views to the BSI committee that creates the British contribution to ISO/IEC 20000 direction and development. Further, there is a desire on the part of ISO to explain how ISO/IEC 20000 works harmoniously with leading best practice frameworks. In response to an internal study, ISO has recently established an ad-hoc mapping group at SC7 level, initially for one year, to create mappings of ISO/IEC 20000 to ITIL and COBIT and possibly to other standards, methods and frameworks. The group is chaired by Dr Jenny Dugmore, Convener of ISO JTC1/SC7 Working Group 25 (ITSM) and Chair of the BSI ITSM Committee. OGC regards this as a positive development and will cooperate with the group as appropriate.

Q10 What will be the impact on the approved tools scheme?

A10 This update should not affect the tool vendors as the scheme is process based and major changes to the processes are out of the scope of this update. Any impact will be minor. The scheme is administered by APMG, part of Best Management Practice which comprises OGC, TSO and the APM Group.

Q11 Do other key players like itSMF think the update is a good idea or would they have preferred a period of stability?

A11 *itSMFI* have stated..."The update of the existing ITIL Version 3 is ITIL in practice. An existing service – the core publications – is getting updated because of service requests that have been expressed by users and

customers of this service. This shows as well that best practices are evolving and that the feedback of the user community is adapted."

Q12 How soon after UK publication will we see translated versions, and what will be the priority languages?

A12 The priority languages are Brazilian Portuguese, French, German, Japanese and Spanish. These will be available as soon as possible after the updated UK edition is published.

Q13 How soon after UK publication will we see the changes reflected in qualifications in other languages and what will be the priority languages?

A13 See also questions 5 and 12. There is no intent to change the syllabuses or the qualifications structure and there is likely to be little or no change to exam questions. The most likely impact of the update on the qualification scheme will be to the training materials.

Q14 Will the changes to ITIL affect the way I use it with other best practice frameworks, such as COBIT™?

A14 As the scope, roles and processes in ITIL will not change, relationships with procedures based on other best practice guidance should not be affected. Hopefully, the improved explanations in the new ITIL will clarify and enhance the interworking of ITIL and other best practices.

Q16 You talk about "improved accessibility", "more straightforward explanations" etc. Is this code for the fact you are "dumbing down" ITIL in order to reach more people?

A16 A lot of people would argue that ITIL could be simpler and easier to understand. Yes, we are trying to make it as simple as it can be, but no simpler. We will not abandon or change any of the concepts. The aim of this update is to explain things better and remove inconsistencies where they have been found. ITIL content is not changing; the presentation of that content will improve.

Q17 How can you be sure that the new authors will not change the concepts in Version 3? They will have their own ideas.

A17 The point of using new authors is not to give them *carte blanche* to change ITIL as they wish. It is to gain their new perspective as well as their ideas for the way the text can be improved to meet the new product descriptions. Maintaining the purity of Version 3 concepts, i.e. continuity from Version 3, is a prime responsibility of the mentors, who will all have either been Version 3 authors or worked on Version 3 development in a key capacity. Finally, the project board will also consider the views of the Review Group before authorizing publication, so any concerns will have been raised and considered.

Q18 I do not currently use ITIL as the framework for my ITSM service offerings. Does this update make ITIL more attractive to me?

A18 ITIL Version 3 describes the best approaches to ITSM, endorsed by industry experts globally. Following ITIL guidance will allow you to offer well planned, effective, responsive, predictable and manageable services, allowing the IT provider to be more efficient and effective, and the business to be more productive. The new update will add to the value proposition by improving both the communication of ITIL ideas and concepts, and the integration and cohesiveness of the whole.

Q19 Why should I invest in ITIL in the middle of a recession?

A19 ITIL gives you the ability to plan and proactively manage your IT Services effectively and most importantly, to predict what you need to do to support the changing business. The degree of control over effective IT service provision possible through ITIL will support better business investment analysis and decision making. See Shirley Lacy's paper "ITIL in a recession" at

www.best-management-practice.com/gempdf/ITIL_in_Recession_White_Paper_May09.pdf

and the panel discussion at

www.best-management-practice.com/Knowledge-Centre/News/ITIL-News/?DI=615335

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