

1<sup>st</sup> Edition Autumn 2008

## Welcome to the 1st Edition of ITIL Version 3 News

### One year on...

ITIL Refresh News first published two years ago and provided the community with the official news on every aspect of the refresh, straight from the source. Sadly ITIL Refresh News was put to rest this time last year and I must admit I shed a tear, but am delighted to be able to bring you ITIL Version 3 News!

Contributors to this newsletter include OGC, The APM Group (APMG: ITIL's official accreditor) and TSO (ITIL's official publisher). We also have contributions from the co-author of Service Transition and all of the Examination Institutes.

This edition looks at the implementation of ITIL one year on from every angle. We are keen to find out from you, the

users what your experiences have been and gladly welcome any feedback you may have, simply drop me a line.

This free newsletter is for you, the ITSM community, so if you have any subject you would like covered or any questions you would like answered please do get in contact.

I continue to look for white papers, guest writers and case studies, these items will carry the originator's organization logo plus a link to their website. If you are interested in this opportunity, please email me at the address below.

*Happy reading!*

**Sue Downey**  
Editor  
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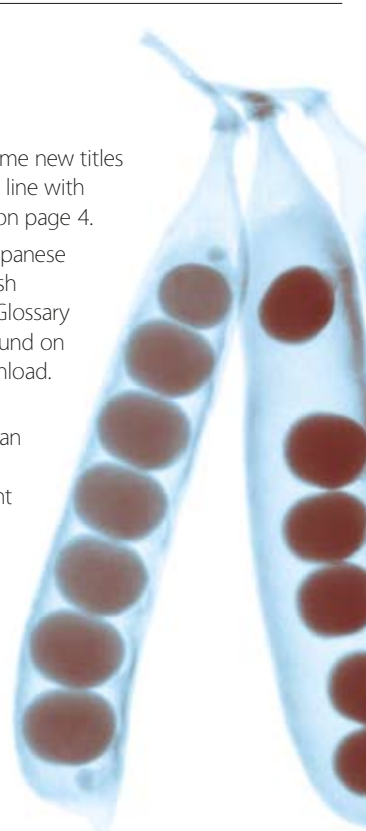
### It's not over yet!

We are presently working on:

- **Complementary Portfolio** – A series of Study Aids, some new titles and updating some of the ITIL V2 titles to bring these in line with ITIL V3 lifecycle approach. Further details can be found on page 4.
- **Translations** - The core titles are available in English, Japanese and German. We are presently working on French, Spanish (European and Latin American), Arabic and Chinese. The Glossary is also available in a number of languages and can be found on [www.best-management-practice.com](http://www.best-management-practice.com) for free download.
- **ITIL Alignment White Papers** – To date we have published ITIL and ISO 20,000 plus ITIL and ASL. These can be found on [www.best-management-practice.com](http://www.best-management-practice.com) for free download. We have a number of other alignment papers in the pipeline including CobIT, TOGAF and Six Sigma.

Be sure to keep up-to-date on all developments by registering for the alert service at [www.best-management-practice.com/ITILRefreshRegister](http://www.best-management-practice.com/ITILRefreshRegister)

To view the full range of ITIL official publications from TSO visit [www.Best-Management-Practice.com/Publications-Library](http://www.Best-Management-Practice.com/Publications-Library)



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### It's Official!

OGC has introduced the swirl symbol as a mark of quality and it can be seen in the header at the top of this page. It can only be used in its pure form, as it is seen at the top of this page, by OGC's official partners (TSO and APMG) and it is used to identify official ITIL V3 publications, accredited training providers and examination institutes, which have all been through a rigorous review process. The swirl symbol is also used by the partners when working in association with recognised user groups and forums.

You should also look for the endorsement mark, which denotes a quality non-official product or service. OGC and its partners have introduced this scheme to encourage the development of innovative, high quality products by third parties. This provides customers and users of Best Practice with a wide choice of easily identified, quality products. For the complete list of ITIL Version 3 official and endorsed products visit [www.ITIL-officialsite.com](http://www.ITIL-officialsite.com)

For suppliers of products and services that support OGC's Best Practice, a simple route to achieving this quality mark has been created. For details of how to apply for the mark so that you can soon enjoy the benefits of providing an officially endorsed product, please visit [www.apmgroup.co.uk](http://www.apmgroup.co.uk)

# ITIL V3 Adoption: One year on...

Since the launch, the ITIL publications, training and qualifications have really helped people to understand and use ITIL. We hear of 'well thumbed' copies of the core volumes and people sleeping with the Introduction to the Service Lifecycle under their pillow! The Pocket Key Element Guides, one for each core volume, are easy to read and carry around!

The ITIL Refresh team's aim was to embody the latest industry best practice and move service management as an industry practice forward. Has the balance been about right?

In this article, we take a look at some ITIL V3 experiences, what people find useful and what organizations are doing with V3.

Although the industry is taking up ITIL V3, some organizations and people are reluctant to move forward from ITIL V2 to embrace ITIL V3. Some people are afraid of taking on too much change. Whilst this is an understandable concern, there is a risk of missing out on some of the new concepts and practices that can 'fix' many of today's service management and delivery issues. Hopefully this article will encourage you to explore ITIL V3 further.

## Practices that people like

ITIL's evolution and its emphasis on business outcome, value, continual measurement and improvement of service delivery is helping organizations to realize how they can improve their services whilst building up their service management capability. Many organizations have already adopted some of the practices so they feel comfortable with ITIL V3. They can also see gaps that ITIL practices help to fill.

Here are some of the community's "favourite" areas:

### Service Lifecycle and Management across the Lifecycle

The lack of a service lifecycle and management of services across the lifecycle, manifests itself within organizations in many ways including failed change or failed releases. The service lifecycle is seen as delivering improvement in many ways, including:

- Higher change success rate with less change related service incidents and unplanned outages
- Focus on delivering value to the business and what the customers need throughout the lifecycle
- Clear roles and responsibilities and visibility of what everyone is doing across the service lifecycle
- Designing and testing services and service integration across the supply chain
- Improved capability of managing and controlling services across the supply chain
- Prioritizing and optimizing valuable resources and assets across the lifecycle.

### Service Portfolio Management and Financial Management

Service portfolio management helps service providers to understand the business value of an entire portfolio of services from many perspectives: business, customer, supplier, contract. Understanding the overall portfolio from a business, customer, service quality, cost, risk, change and resource management perspective helps organizations to optimize their portfolio and prioritize their investments. Armed with this insight, they are in a better position to perform financial management across the service lifecycle and supply chain.

### Service Catalogue and Service Level Management

A lack of business service catalogue, visible to customers, users and IT, has been the root cause of many service management issues. Service catalogue management is often the first step in moving from V2 to V3. After understanding the ITIL service catalogue (business and technical), organizations consider re-structuring their own catalogue to focus on the business value that each service delivers. This also helps to focus on customer and service focused metrics rather than technology focused metrics.

### Service Asset and Configuration Management

Organizations are looking to leverage their existing services and assets to maximize return during the difficult economic climate. The focus on re-using and retiring assets is also appealing.

### Incident, Event and Request Management

In ITIL V2 some people had a basic issue in having one process to handle incidents, events and requests. Managing and reporting the service levels separately but allowing integration of the activities through a combined service model makes more sense. It also enables better measurement and automation. Service levels tend to be more business focused and meaningful to customers and users.

## Common framework of service management practices

OGC through the ITIL V3 refresh process, has evolved and changed ITIL to meet today's needs. In our experience, organizations that are evolving their own approach are reviewing their business and quality management systems. ITIL V3 is selected because it provides:

- A ready-made business model that enables standardization and simplified ways of working across the global supply chain (cheaper)
- One framework across the lifecycle for IT project and IT services
- Focus on measureable business value and delivery of quality services, efficiently with appropriate compliance
- Industry support – publications, qualifications, tools, experienced people
- A service oriented culture with continual service improvement
- 'How to' practices that support industry standards e.g. ISO/IEC 20000, the IT Service Management Standard.

With rapid changes in the workplace and people changing jobs, a common challenge is training people in the organization's service management practices. Adopting a framework based on ITIL means that organizations can take advantage of the ITIL qualification scheme and adopt a consistent approach to training their personnel round the world.

## Education and training

One of ITIL's great strengths is the qualification scheme for education, training and certification in service management. So is the ITIL V3 qualification scheme working? In our experience, the answer is a resounding yes! Foundation training and the Managers

Bridge course have produced many 'magic moments'. People suddenly "get" the basic concepts and then think about how to adopt these in practice. Afterwards they go on to recommend ITIL V3 to colleagues. People gain confidence that they are 'doing the right thing' in some areas whilst also helping them to identify gaps where they could add value.

The Foundation Bridge course is an issue as one day is often a struggle. Training providers have found ways around this as one would expect. Some have stopped offering the Foundation Bridge course, others have supplemented the training with other offerings such as adoption workshops. Some students prepare themselves in advance and used the book 'Passing your ITIL Foundation Study Aid' from TSO the official ITIL publisher. This has been especially helpful if they took the foundation training more than three years ago.

Here are a few quotes from the classroom:

- "It really changed my thinking around delivering value"
- "We are already doing lots of this but we do have some missing bits"
- "We can use ITIL across IT as the basis for our quality management system"
- "ITIL 3 now covers my job – ITIL V2 only covered part of my job"
- "I did not expect V3 to be so different but the concepts make sense considering full service lifecycle"

- "Awesome stuff."

The ITIL V3 qualification scheme targets a wider audience including CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers and ITSM trainers. This is leading to a greater level of understanding at all levels within an organization.

## Conference feedback

At the BCS and itSMF joint conference in July on the CMDB/CMS – the Powerhouse of Service Management, the "interactive stream" used collaborative technology to capture attendee experiences. The session on feedback on the ITIL Service Asset and Configuration Management included comments such as:

- "Reassured that industry is behind initiatives"
- "I like the models, they seem much more integrated than V2 – looking at the bigger picture and the interfaces between the different areas of service management"
- "Makes people think about the end result – the views, reports... outputs!"
- "You can see the benefits of implementing CMS in our organization"
- "Acknowledgement that disposal of resources/assets/etc needs to be better defined and controlled".

One person expressed concern that the scope of ITIL V3 is too big and technology is not ready to support the practices in ITIL V3. The intention with ITIL V3 was to move the industry forward rather than limit the scope to what current technologies can support. There was a general consensus from the conference that technology will move forward to support the CMS (Configuration Management System).

The itSMF US conference in San Francisco in September was an opportunity for delegates, speakers and vendors to share experiences. Many presentations covered the adoption of ITIL V3 and the successes. The itSMF US 2008 Project of the Year Award was given to the Product Lifecycle Management Operations Management Team (25 people supporting 80,000 users worldwide). The project leveraged the ITIL framework, standardization and ITSM best practices to transform three disparate operations management groups into a cohesive support organization. The project delivered its vision of delivering better service with fewer resources, lower costs and increased value to the business with a \$5 million cost saving in just over one year and a thirty percent reduction in group staffing, as well as delivering better services and value for the business by:

- Decreasing down-time, improving forecasting and performance through Capacity and Availability Management
- Leveraging ITIL processes to manage lower cost partner providers
- Consistently delivering successful changes and releases.

## Conclusion

The take up of ITIL V3 is great and success will breed success. People that are adopting ITIL V3 now want to know more about how ITIL and the ITIL models can be shaped for different sectors and scenarios. The complementary guidance and ITIL Live will help these people and also help ITIL to evolve.

### Shirley Lacy

Shirley Lacy, Managing Director, ConnectSphere and co-author of the ITIL Service Transition core volume. BSI UK representative on ISO and IT service management standards committees.

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## Your ITIL Library

Currently the range of titles from the official ITIL publisher, TSO encompasses:

- The Introduction to the ITIL Service Lifecycle; written by ITIL V3 Chief Architect, Sharon Taylor
- The ITIL Core Lifecycle titles available individually or as a set
- The Key Element Guides; written by members of the core lifecycle titles authoring team
- Passing Your Foundation Exam; endorsed by APMG the official ITIL Accreditor
- Building an ITIL-based Service Management Department; written by advisory group member and mentor of ITIL V3.
- Alignment White Papers; published to date CobiT, ASL, ISO 20k.

All official core ITIL publications are available in a number of formats to ensure that all user needs and demands are met: hard copy, downloadable PDF, eBook and Online Subscription which can be accessed across your organization. To find out more visit [www.best-management-practice.com](http://www.best-management-practice.com)

## ITIL V3 Small Scale Implementation

Due to publish in Spring 2009, ITIL V3 Small Scale Implementation is being updated in line with ITIL Version 3.

It will provide guidance for smaller organizations who wish to implement ITIL V3 or who are already using it and wish to improve their IT Service Management. The publication considers the significance of size, the characteristics of small organizations, and how to scale ITIL down for small organizations.

## ITIL V3 Software Asset Management

This title is being updated in line with the changes in ITIL V2 to V3. Software is one of the most critical elements of information and communications technologies, and most organizations have huge investments in software, whether internally developed or externally produced. However, organizations often do not invest commensurate effort into managing these software assets.

This guide, due to publish in Spring 2009, has been developed to assist with understanding what Software Asset Management (SAM) is

and to explain what is required to perform it effectively and efficiently as identified in industry 'best practice'.

## ITIL V3 Foundation Handbook

Produced in partnership with itSMF and endorsed by APMG the official accreditor, this quick reference handbook has been designed to help students sitting the Foundation Exam. Publishing 10 November 2008 it also acts as a key reference aid for managers, practitioners, vendors and consultants in the workplace and while travelling.

## Delivering IT Services using ITIL, PRINCE2 and DSDM Atern

Due to publish in Summer 2009, this title offers practical guidance on how to deliver an IT Service by employing ITIL, PRINCE2 and DSDM Atern. It discusses the three approaches and gives an overview of each. It also describes the issues that arise from implementing ITIL, the structure and content of PRINCE2 and the breadth of DSDM.

## Planning to Implement Service Management

This publication will be updated in line with ITIL V3. This publication explains the steps required either to implement or improve IT service provision. Expected to publish in Summer 2009, this title provides practical guidance on how to evaluate your current service management maturity and on implementing improvements to the process.

## Study Aids from the Official Publisher of ITIL

The ITIL V3 Study Aid series from TSO, the official publisher of ITIL are endorsed by APM Group, the official ITIL Accreditor:

- Passing your ITIL Foundation Exam
- Passing Your ITIL Intermediate Lifecycle Exams
- Passing your ITIL Intermediate Capability Exams.

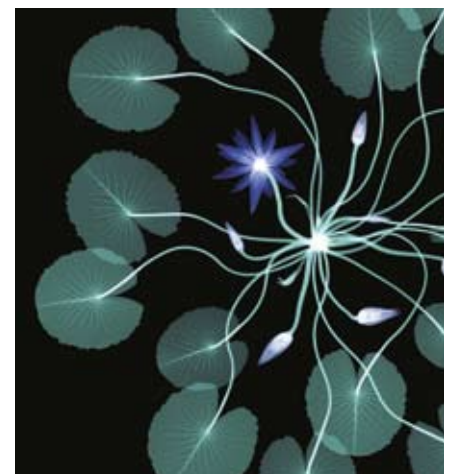
Each book provides details on the ITIL V3 qualification scheme from foundation through to the advanced diploma. Each title provides an overview of the purpose, objectives and format, and target competencies of the exams.

Each written by members of the official qualification team, the original ITIL V3 authoring team the study aids focuses members of the official qualification team introduction to that level or stream with their subsequent principles, processes, and the common activities in the context of the Service Lifecycle of ITIL to help candidates pass their exam. Sample questions are also included to prepare candidates for their exam.

### Key Features:

- The ITIL V3 Study Aids from TSO, the Official Publisher of ITIL
- The Study Aids use terminology consistent with the ITIL Service Management Practices and the ITIL Glossary, acronyms and definitions
- The structure of all three publications complements the structure of the exam syllabus
- Each contain practice exam questions.

**To purchase any of the ITIL titles from TSO, the Official Publisher of ITIL, please visit [www.Best-Management-Practice.com/Publications-Library](http://www.Best-Management-Practice.com/Publications-Library)**





## Accreditation: One year on...

Looking back over the last ten months we have seen V3 become accepted in the market-place following a period of concern regarding the breadth and depth of the syllabus for V3.

We are now at the stage of formal reviews for the ITIL V3 syllabus. While the majority of people consider the syllabus to be appropriate as it is, a number have raised concerns. The international advisory panel drawn from an elected group of ATOs and EIs are currently considering detailed feedback from 400 questionnaires. They met at the end of October to consider the comments raised and have made their suggestions for revisions.

The launch of the Intermediate Qualifications at the beginning of October was a major milestone in a complex and busy period in managing ten panels of examiners drawn from around the world to create two sample papers and two live papers for each intermediate level new qualification. Work is well underway to complete the launch of the remaining five Intermediate qualifications for the first week of January 2009.

As part of our continual improvement process, we invited BCS to appoint a project manager to manage the foundation syllabus review. The intermediate qualifications will be subject to the same process, which will commence in mid to late 2009. We look forward to the involvement of all the Examination Institutes who will manage the reviews of these schemes.

Although APMG was a new comer to the ITIL market two years ago, we believe we have met our early commitments to keep the community together and launch a qualification scheme appropriate to V3 while respecting the achievements of people qualified to V2.

**Richard Pharro**  
CEO, APMG

## ITIL Foundation Examination: One year on...

Reviews of the ITIL V3 Foundation Examinations are underway. Following the launch of the ITIL V3 Foundation Certificate in IT Service Management in June 2007 the syllabus is being reviewed as part of APMG's continual service improvement process. APMG's is the examination body responsible for the ITIL V3 scheme.

Richard Pharro, CEO, APMG, said, "Some of the initial concerns raised by students, Accredited Training Organizations (ATOs) and Examination Institutes (EIs) were addressed through an interim syllabus version, which was released on 1 February 2008; however, the full syllabus review process for the courses and certificates is now underway."

The formal review involves extensive consultation with a wide range of stakeholders which include users, ATOs, ITSMFI students and chapters and ITIL training communities. These stakeholders help ensure the syllabus meets the requirements of students, and the operational objectives of scope and depth of topics covered. Stakeholders' views are currently being gathered via a number of methods, including direct consultation, questionnaire and interviews.

Carol Hulm, Programme Manager, BCS, is the Project Manager for the Review Process. She said, "The Foundation Syllabus and Foundation Bridge Syllabus Review is mid-way through with ATO representatives having met via conference call twice and a physical two-day meeting which took place 22-23 October 2008 in London. All five continents had representatives at the meeting and the ATO representatives are seeking feedback from their respective communities to provide inputs to the review prior to the next meeting."

The meetings build on an extensive survey which was carried out among stakeholders. This survey was closed on 19 September 2008 and had input from 400 respondents.

"The findings of the survey are being gathered and will be presented once all the information has been collated. The proposal for any updates will be presented to the Qualification Board on 12 November 2008 so any changes will be communicated after this date," Carol said.

An impact analysis of benefits and risks will also be presented, so all stakeholder concerns will be considered and addressed prior to any

updates being issued. The planned date of release for any updated syllabus is 2nd Quarter of 2009.

Anyone wishing to add any comments and/or additional information for the review should email Carol Hulm who is the APMG appointed Project Manager: [carol.hulm@hq.bcs.org.uk](mailto:carol.hulm@hq.bcs.org.uk)

## ITIL V3 Exams: One year on...

On 1 October 2008 APMG announced the launch of the following Intermediate ITIL V3 examinations:

- Service Operation
- Service Transition
- Operational Support and Analysis
- Release, Control and Validation
- Service Offerings and Agreements.

Following the release of ITIL V3 in 2007, the ITIL Qualification Scheme enables candidates to gain credits for each exam they take. Once candidates have accumulated a sufficient number of credits they can be awarded the ITIL Expert in IT Service Management.

The exam scheme has four levels. Foundation Level focuses on knowledge and comprehension to provide a good grounding in the key concept, terminology and processes of ITIL.

The Intermediate Level has two streams: the Lifecycle stream and the Capability stream. They both assess an individual's ability to analyse and apply the concepts of ITIL. Candidates are able to take units from either of the Intermediate streams, to gain credits towards the Expert Level.

To achieve the ITIL Expert in IT Service Management, candidates must successfully complete a number of balanced Intermediate units in addition to the mandatory Foundation Level and Managing Level across the Lifecycle capstone course. This capstone course brings together the full essence of a Lifecycle approach to Service Management, and consolidates the knowledge gained across the qualification scheme.

Richard Pharro, CEO, APMG, said, "The release of the Intermediate exams marks the second stage in the launch of the ITIL Qualification Scheme. With multiple routes available for candidates to reach ITIL Expert level, the scheme covers all of ITIL V3 and allows service management professionals a choice of specialisms. There are clear learning outcomes

and expectations for each qualification, making the scheme challenging and interesting for everyone who participates.”

The intermediate exams are currently available in English only, but will be made available for international candidates in a wide range of languages. Exams for ITIL V3 are available through accredited Examination Institutes: DanskIT, DF Certifiering, EXIN, ISEB, LCS and APMG.

In addition to the launch of the Intermediate exams, the ITIL Foundation Certificate in IT Service Management is currently undergoing review as part of a continual improvement cycle. Further details can be found at [www.itil-officialsite.com](http://www.itil-officialsite.com)

## Examinations Institutes: One year on...

The Examination Institutes which administer ITIL V3 exams – ISEB, EXIN, Dansk IT, LCS, DFC and APMG, look back over the past year to reflect on their experience of working with ITIL V3.



For more than a decade DANSK IT has taken on the role of the certifying and accrediting body for IT qualifications – one out of many activities aimed at promoting the knowledge and use of Information and Communication Technology into the Danish market. Being an independent interest organization for nearly 6,000 IT professionals, it is also a way for us to gather the community around the development and documentation of qualifications for IT professionals.

Previously, DANSK IT acted as the certifying body in Denmark on IT Service Management through ISEB. Therefore it was only natural to continue this work as an Examination Institute (EI) under the APM Group. At the same time it made it possible to respond to the increasing candidate demand for the new ITIL Version.

DANSK IT was pleased to see how the experts of the ITIL community in Denmark succeeded in working together to contribute to a Danish V3 Foundation exam, the third language to be launched internationally.

The growing demand for the V3 Scheme in Denmark reaches beyond the hype following the 2007 launch. Whereas V2 focused on the different processes and solutions, candidates and companies now look to for knowledge on how its V3 departments are brought in a position of increased business influence. The change follows the fact that IT departments have moved from a traditional supporting function to a much broader role, encompassing the monitoring of how the delivered services interact with the business. In other words, V3 reflects its' departments move from solution to service provider. This might well explain the current eagerness to become V3 certified in Denmark, and it brings high expectations to new ITIL Qualification Scheme and its role for the community and businesses for years to come.

**Anders Linde**  
Department Head  
[www.dansk-it.dk](http://www.dansk-it.dk)



## DF CERTIFIERING AB

### TAKE A LEAP WITH ITIL

‘Take a leap with ITIL’ was the catch phrase for a seminar held in September 2008 by DFC, Swedish EI, owned by the independent and non-profit Association for IT professionals in Sweden, Dataföreningen i Sverige.

After being accredited as an ITIL EI in the spring of 2008 and setting up a forum of all the ATO's in Sweden, there was a need to present the contents of the new and future courses and certifications. Seventy representatives from companies and organizations, interested in Swedish or international language versions of ITIL V3, attended the seminar which was a great success.

Richard Pharro, CEO, APMG gave an introduction to the ITIL V3 Qualification Scheme, presenting the various people involved and their specific areas of responsibility. He also gave a status report of

planned releases and shared his views on the benefits an organization and its employees can gain from ITIL Certification.

The difference between courses and certifications offered by any ordinary training organization and that of an accredited Examination Institute and its accredited training organizations were underlined by DFC. The entire chain of guaranteed quality of organization, teachers, materials etc was noted as an important distinction to make.

Three of the six ATO's in Sweden informed delegates about the changes in ITIL V3 and gave examples to give advice to participants as to which courses could be the best choice for different sectors or needs. The new structure of V3 was explained and delegates agreed that its holistic approach is of a wider use to any kind of business or process.

Organizations that take a leap in improving their competence with ITIL stand a much better chance of ensuring their ITIL-projects will achieve good results. With training materials and tests in Swedish, more staff from across the organization can benefit from understanding the basic concepts of ITIL. For those who want to go further, there is a Foundation Bridge and Manager Bridge for those qualified in ITIL V2 and others can leap directly to ITIL V3.

**Rolf Berndtson**  
CEO, DF Certifiering  
[www.dfcertifiering.se](http://www.dfcertifiering.se)



### Continual Improvement

The most important contribution of ITIL V3 to the IT Service Management sector is the shift in emphasis in the ITIL approach from merely managing IT to contributing to the success of the business as a whole, and hence from processes (V2) to services (V3).

In the feedback EXIN received from the market (students, trainers, companies, experts) this shift in emphasis is welcomed as an improvement. In our experience, the perception of how applicable the guidance

offered in ITIL V3 is, depends on the maturity of the organization and its previous experience with ITIL. Organizations that recently started using ITIL V2 and invested in ITIL V2 training for their staff need a smooth transition path. There is a clear demand from our partners to continue the ITIL V2 qualification scheme at least until the ITIL V3 scheme is fully developed and integrated.

Our experience indicates that students, training providers and organizations sometimes struggle with the size and complexity of the ITIL V3 qualification scheme. Its architecture is based on the structure of the library. In a more intuitive approach, the content of the training and the exam would use a "need to know" manner, based on the roles students will fulfill after the course. For example, students often find it difficult to relate to the way strategy and continual improvement are treated in the Foundation training, despite the fact that the introduction of the service lifecycle is regarded as an important innovation in ITIL.

The initial feedback EXIN received from the pilots of the intermediate level modules seems to confirm that students and training providers are missing the link between the qualification and the knowledge and skills required in the workplace. The level of knowledge tested still fluctuates between the modules and it is felt that skills are not addressed sufficiently.

ITIL V3 offers a lot of insight and best practice that is indispensable for IT service providers, although it is rather brief on the importance of staff performance. The qualification scheme can and should rectify this to make continual improvement in IT Service Management become a reality.

EXIN expects ITIL and the ITIL qualification scheme to further evolve and improve over time, based on the feedback of the international IT Service Management community.

**Joep van Nieuwstadt**  
**CEO, EXIN International**  
[www.exin-exams.com](http://www.exin-exams.com)



It been a year since ITIL V3 was launched and for many people there are still unanswered questions as to what it means for them. Recent updates to the certification scheme have now been announced meaning individuals can see which routes they can take to get ITIL certified.

ISEB takes an inside look into what's been happening with V3 and the new certifications.

Many people have been waiting for news on launch dates of some of the new qualifications within the V3 scheme and now these have finally been confirmed. The qualifications were developed in line with the new publications launched in June 2007 and have been designed to tailor a candidates' V3 education and certification specific to their skills and needs.

Carol Hulm, BCS Programme Manager, has been closely involved in the process as a representative of ISEB on the main Examinations Board.

She explained "One of most common questions we are asked is whether people's V2 qualifications will still be valid. The easy answer is yes and there is now a number of ways that people can see how V2 qualifications are included in the new scheme".

1 October saw the launch of the Credit Profiling System, an online system that allows the candidate to calculate credits already achieved and those achieved within the V3 scheme and provides assistance with balanced modular selection. For more information please visit [www.best-management-practice.com](http://www.best-management-practice.com).

Carol adds "People are able to upgrade their V2 qualifications in a number of ways, for example through the V3 Foundation Bridge or the V3 Managers Bridge, depending on what level of V2 qualification they have previously achieved".

**Carol Hulm**  
**BCS Programme Manager**  
[www.bcs.org](http://www.bcs.org)



**Loyalist**  
CERTIFICATION SERVICES

"V3 provides a broader scope of guidance covering **real issues** today."  
*Sharon Taylor, itsMF USA 07*

Well before the five core V3 publications were released (May 2007) the team at Loyalist Certification Services (LCS) was discussing the requirement of getting real precipitated by the decision of OGC, the owner of the ITIL trademark to appoint APM Group as the Official Accreditor of ITIL. The ITIL world was changing and LCS needed to be prepared.

### **Why Loyalist Certification Services exists as an Examination Institute?**

The reality of LCS' situation was that when APMG became the official Accreditor LCS now had the opportunity to become an Accredited Examination Institute. The move from an agent of EXIN to a fully accredited

Examination Institute made great business sense. LCS would be able to better represent its' clients as we would be able to implement our own decisions about service. Another major factor was as an EI, LCS would have the ability to represent our ATOs concerns as a member of the Qualification Board.<sup>1</sup>

"The training organizations are the benchmark of the ITIL community."  
*Julia Chapelle, Director, LCS*

### **LCS' ATOs (Accredited Training Organizations) real and present challenges**

Julia Chapelle explains: Constant interaction with our ATOs provides LCS with ample insight into their pains and gains over the past year. As a member of the qualifications board I have supported our ATOs and indirectly the service management community by tabling agenda items such as these:

1. The requirement for Live V3 exams to reflect their accompanying syllabi
2. The relevance for the Official Accreditor to continue to incorporate feedback from ATOs about the V3 exam
3. Importance of all stakeholders to provide and promote V3 to the ITSM sector
4. Ensure all ATOs had the opportunity to pilot all V3 exam.

### **My Predictions for Our Sector**

The U.S. economy and its repercussions may be viewed as bleak (especially if you work for Washington Mutual<sup>2</sup>), or if your glass is half full perhaps the U.S. recession provides an opportunity for companies to get real. At a recent conference, two of our training partners (ATOs) were quite honest about how their conference budgets have changed. Relationship-spending has been affected by the economy and is making people re-assess how they are applying their resources. Getting 'real' is relative and affected by a wealth of variables. The U.S. recession will affect V3 statistics. The release of new V3 products will counter this influence. Our training providers are simultaneously experiencing relief that five of the intermediate level V3 exams are available and frustrated by how quickly they must address the requirements of accrediting training materials and training staff so they in turn can deliver these same courses.

Other predictions include there will be emerging competition from everywhere in the ITSM arena. The service management sector will continue to grow and the smart money is investing in every aspect including frameworks (i.e. MOF), periphery (bookstores) and of course, more examination institutes.

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### **ITIL Version 3 News 1st Edition**

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Many thanks to all who contributed to this newsletter. Special thanks go to Kate Winter, Shirley Lacy and the Examination Institutes.

Designed, printed and published by TSO (The Stationery Office Ltd) St. Crispins, Duke Street, Norwich, NR3 1PD. Prices, jackets and publication dates are correct at time of going to press but may be subject to changes without notice.

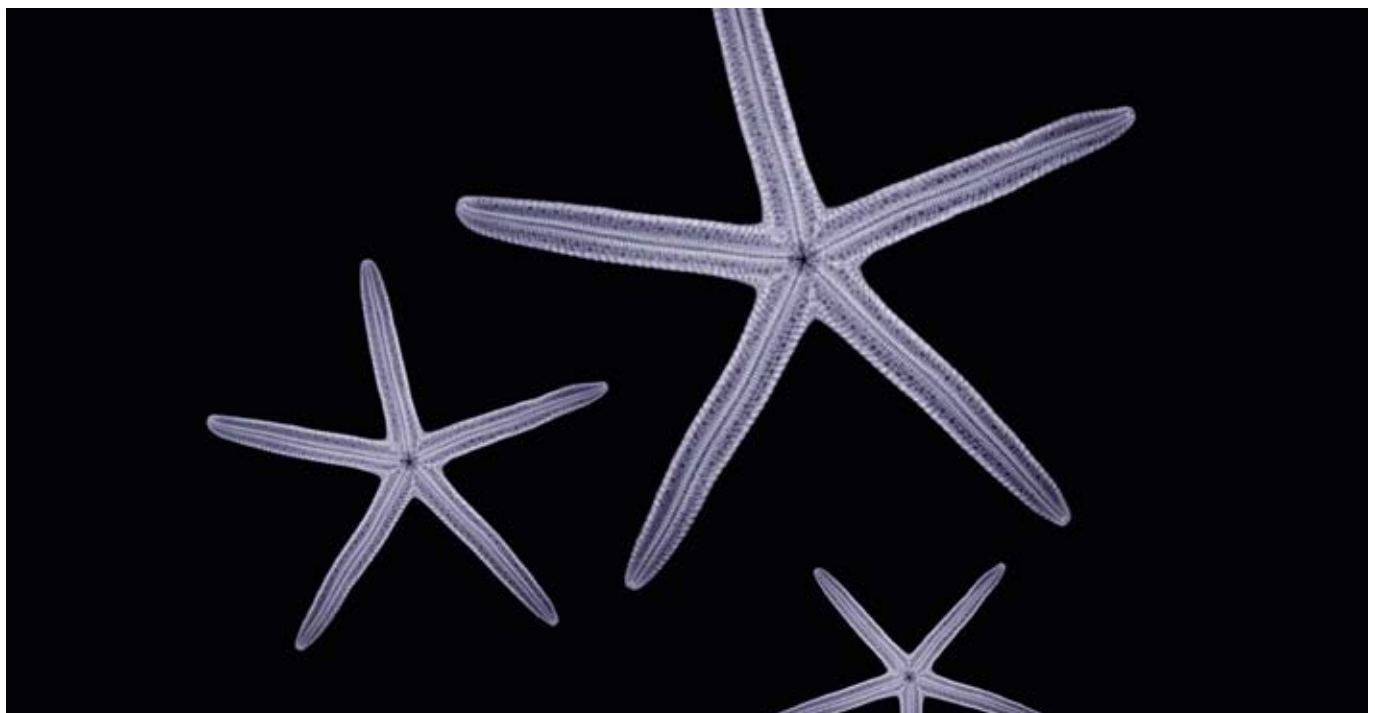
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1 The Qualification Board consists of the following members: Chief Examiners, (v3 Sharon Taylor and v2 Barry Coreless), APMG, representatives from each E.I. (Examination Institute), OGC, TSO, Assessors and itSMF International. For additional information about the Qualification Board please click on [www.lcsexams.com](http://www.lcsexams.com) and select The ITIL Qualification Board link located at the bottom right hand side of the main page.

2 Washington Mutual as of September 2008 is being called the largest bank failure in U.S. history.