The Next Generation

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The future of ITIL

- Refresh project launched last year

- Much progress has been made

- Much more to come

- A look into the future...

Project approach

- Six month for scope and development plans
- Open public consultations on content
- Advisory panel of stakeholder experts
- 14 month development cycle
- Contracted author and mentor teams
- Publish first of four phases December 2005

- Seven Workshops in two weeks
- Over 100 companies and public sector organisations represented
- 530 survey respondents and 6000 comments
- itSMF Chapter led workshops
  - Norway
  - Sweden
  - Denmark
  - Italy
  - Germany
  - Japan
- Key industry players gave us their views
  - HP, Microsoft, Fujitsu, CA, EDS, IBM and many more

Consultation – top 10 views

"if it isn't broken, don't fix it."

- Improve consistency in all of ITIL – structure, process, etc.
- Add Process Models for every process
- Include examples, case studies, templates
- Implementation guidance – esp. outsourced services
- Scalability – address small, medium and large orgs
- Hooks into other best practices – CobiT, CMM, etc.
- Much more on business benefits and marketing of ITIL
- Better exams, more qualifications, more consistency
- Guidance on selecting good tools
- Consistent terms and definitions

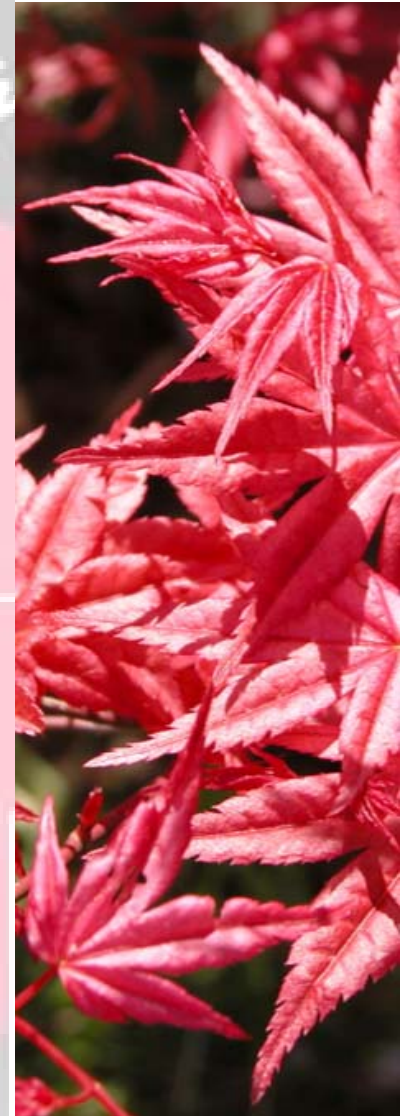**Consistent support for these themes.**

Download the full findings report (PDF) from
http://www.itil.co.uk   or
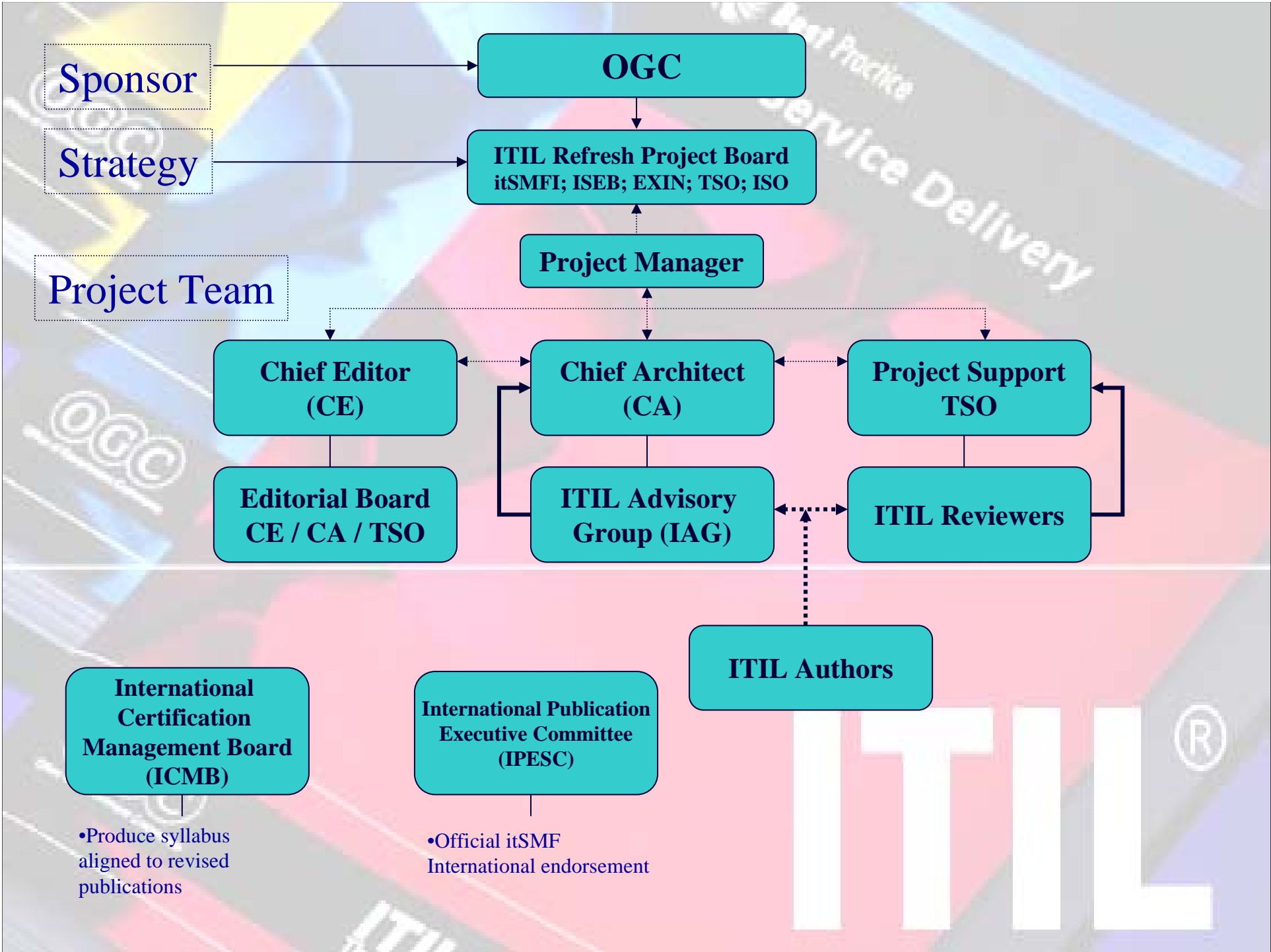**http://www.itsmf.com/itil3refresh.asp**

Approach to the development

- **Global scale effort with new business model:**

  - Sponsored by OGC
  - Supported by itSMFI, TSO, ISEB and EXIN
  - International QA of governance, scope and content through Advisory Group
  - Advertised requirements
  - Author pairs
  - International QA of content

ITIL publications

Core

Generic
Best Practice

Complementary

support for particular market
sector or technology

Web

topical support materials
eg forms, case studies,
process maps, glossary

Customised implementation

Publications: the way forward

– Talking strategically to Business Management
  - ROI, business case, Benefits management, benchmarking and metrics

– New practitioner core structure based on lifecycle, design to retirement
  - Service design, Introduction, Support, Delivery and Improvement

– Supporting material online on public web site
  - ITIL definitions and process maps
  - Service Management forms, meeting agendas, examples, case studies

– Explicit support for qualifications
  - eg via involvement of EIs and provision of official study guides

– Four tranches of completion and delivery to publisher
  - A – Dec 2005, B – July 2006, C – October 2006, D – Dec 2006
  - Available for purchase about 2 months after completion

Publications: new ITIL scope

Service lifecycle focus

Business   Strategic   Tactical   Implementation

What's new

A

High level intro

A

Glossary

A

Process models

A

SI

Business introduction to ITSM

D

Strategic introduction to ITSM

D

Service Design

B

Certification Study Aids

C

SS

SD

CSI

B
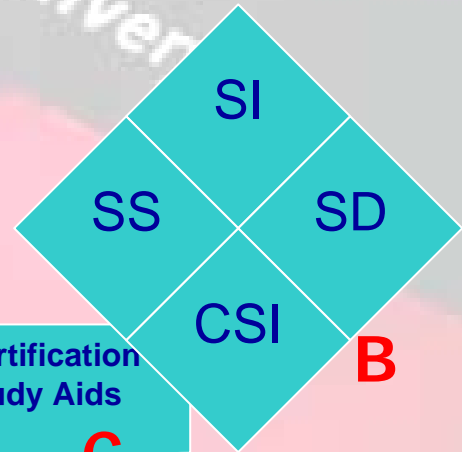
CEO/CFO   CIO/Director   Management   Operations

core

complementary

Complete Introduction

Value add products

ITIL for public sector

ITIL: small-scale implementa-tion

Pocket guides

Benefits
Business case
Exam scheme
Professionalism
Tools

Case studies
Templates
Scalability
Organisation

Authoring tasks – targets for completion:
A: Dec 2005, **B**: July 2006, **C**: Oct 20... **D**: ...06

Service Design

- Management focused
- Absorbed content from old books
- Organisational models
- Complementary best practices
- Governance considerations
- Knowledge management
- Scalability issues

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Service Introduction

- Support Models
- Workflow management
- Communications & marketing
- Release planning
- Change planning
- Operational checkpoints
- Smooth service transition

Service Support & Delivery

- Familiar operational core
- Service desk and service request changes
- Performance quality
- Outsourced environments
- Linkage to other core processes
- Technology opportunities
- Examples
- Skills and competencies
- Metrics

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Service Improvement

- Expands on CSIP within SS and SD
- Metrics for process maturity
- Value propositions, value chains etc
- Plan-Do-Check-Act
- Fundamental to service concept

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Qualifications: the way forward

– No expected changes to three level qualification structure
  - Foundation / Practitioner / Manager

– Qualification content evolves with the publications
  - little impact at Foundation level

– Agreed and published Qualification Scheme
  - open, fair and transparent

– Trademark and copyright licence schemes
  - to support official accredited courses and exams

– Consistency across Exam Institutes and all accredited course providers
  - common high level syllabuses

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The importance of alignment

- Publications and qualifications
  - Examination Institutes will work closely with OGC and publication developers

- ITIL and ISO 20000
  - OGC intends to work closely with British Standards to guard against divergence between standards and ITIL principles and definitions.

- Other best practices
  - alignment and/or interfaces to other best practices, eg OGC is working with BCS to maintain alignment to Service Management section of SFIA

For details of the qualification scheme, a statement about the refresh, and further news about ITIL developments, look at www.itil.co.uk

Summary

- Revised publication set in multiple languages
- Qualifications scheme aligned in sync
- Official endorsement by itSMFI IPESC
- More than just 'books'

- Can you get involved?   YES!   We need

  - Authors
    - Look for calls for authors – www.itil.co.uk & www.itsmf.com
  - Mentors and QA reviewers
    - Register with itSMFI – www.itsmf.com or chris.lang@itsmf.com
- OGC is committed to having the ITSM community involved!

Thank you for your time

...Questions?

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