



From ITSM Academy's Webinar on August 23, 2007

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**ITIL® V3 CONCEPTS & TERMS**

**Are incident database and problem database part of knowledge management?**

The incident and problem database form part of the new Configuration Management System (CMS), which rolls up into a more comprehensive Service Knowledge Management System (SKMS).

**How much time in years elapsed between the introduction of ITL version 2.0 and the newly released ITIL Version 3.0 ?**

Approximately 7 years.

**I am trying to understand the distinctions between V2 and V3. Does version 3 consist of the service support and delivery processes from version 2. Then, additional processes were added?**

Version 2 took more of a linear integrated process approach. All of the Version 2 processes are included in Version 3. Some processes were added (Knowledge, Access) while others were broken into multiple processes (Demand from Capacity, Event and Request from Incident). The most important innovation in Version 3 is wrapping the processes into logical stages of a service lifecycle.

**V2 only speaks to the live environment. Does V3 DELINEATE between Production and Non production environments?**

Yes, the Service Strategy, Service Design and Service Transition stages are primarily pre-production.

**How do you convince upper management to transition from V2 to V3? Is there an ROI? Since that is what they generally ask for.**

While there is not a specific ROI calculation in place for the transition from V2 to V3, V3 was built with the goal of enabling integration with business process. So while most of V2 processes and concepts were retained in V3, the focus is to develop services which begin with customer's desired outcomes, transforming IT into a business unit. There is also a real focus on ROV – Return on Value.

**What are the names of the 4 capability modules?**

Service Portfolio & Relationship Management; Service Design & Optimization; Service Monitoring & Control; and Service Operation & Support.

**How does an organization align its existing SOA initiatives with ITIL V3 to manage its core processes? What process would this fall under in V3?**

Aligning SOA initiatives would occur during the Service Strategy stage of the lifecycle.

**Is People, Process, and Technology still a V3 requirement?**

Yes, although in V3 it is now People, Process, Products and Partners.

**Are people, partners, products and process part of a whole department (IT) or can they be separated out? e.g., marketing handles products and OUTSOURCE partners for their needs only?**

Since the ITIL framework describes processes, not departments, the processes can be built for participation by non-IT departments such as Procurement, HR, Contract Management, etc.

**For organizations that are process immature from an ITIL perspective do you recommend starting with Version 2 and working up to Version 3 or jumping right into Version 3 ITIL?**

V3's lifecycle approach offers a better roadmap to implementing ITIL processes – so I would recommend starting with V3. Most of the V2 process concepts were retained in V3.

**Can you comment on evaluating tools to automate Service Transition processes?**

Automation is an important aspect of all stages of the lifecycle. For Service Transition, tools might include project management, change detective, integrated ITSM/configuration and deployment technologies. These are certainly not required, but could be useful.

**Does CMS integrate with Access Management (and to what extent) to manage a CMDB specific to Security configuration and control information?**

Yes, CMS should integrate with Access Management. Access Management can have its own database/CMDB that is joined to the CMS.

**What is the relationship between a Service Asset and the Service Catalogue?**

A service asset is comprised of a service provider's capabilities (functions/processes) and resources used to manage and deliver services. The Service Catalog defines and describes the services that a provider delivers to its customers.

**What is the difference between a service asset and a CI? Can a service Asset be considered a CI?**

A service asset is comprised of a service provider's capabilities (functions/processes) and resources used to manage and deliver services. A CI is an aspect of a service – such as HW, SW, people, documentation, etc. A service asset would not be a CI but the processes and people would contribute to the Configuration Management System (CMS).

**What would be an example of a "logical IT component"?**

A logical IT component is any item that has a significant relationship to a service but is not part of the actual infrastructure, (people, documents, services, etc.).

**Regarding Service Transition, what element(s) do you think should be implemented first?**

Implementing pieces of each of the processes together instead of one at a time allows the processes within this stage to support each other and mature according to the needs of the business.

**Does SACM now replace what we previously have known as CMDB or is this an additional component? Is Asset Mgmt still separate from SACM or are they basically just combined then?**

SACM replaces Configuration Management. The CMDB still exists and now forms part of a larger Configuration Management System. An organization can have more than one CMDB in their CMS. Asset Management, as a financial process, may or may not be included in SACM depending on how your organization operates.

## ITIL® V3 PUBLICATIONS

**There has been discussion of a portal available with access to a library of case studies, templates, dictionaries etc. When is this going to be available and is there a website to monitor for this information to be able?**

A web portal has been established to include dynamic content such as case studies, templates, study guides, etc. This will be available to those who have purchased an annual online subscription to the ITIL Library. There is also a portal available to all, <http://www.best-management-practice.com/Knowledge-Centre/>

**Is there any material, books which precisely notes the difference/upgrade/addition from V2 to V3?**

There are no publications yet that address the differences between V2 and V3. The Foundation V3 bridge course does include discussion of the specific changes.

## COURSES AND CERTIFICATION

**What is the new certification scheme?**

The new certification scheme has three levels:

- ◆ Basic - Achieved by taking and Passing ITIL® Foundation.
- ◆ ITIL® Diploma - Achieved through one of two streams – a Lifecycle Stream of six courses focused on the service lifecycle or a Capabilities Stream of five courses focused on practitioner processes.
- ◆ Advanced Diploma - The requirements for the Advanced Diploma have not yet been defined.

**What is the version refresh schedule for ITIL? 3 years? 5 years? In other words, when will v4 be available?**

There is no timeline for another refresh. There is still quite a bit to do to get this knowledge into the hands of the practitioners for this version.

**Is there any "work experience" requirement for completion of the ITIL Diploma or is it dependent only upon completion of the courses?**

There will be work experience requirements to take the course. They are TBA.

**Are V2 Practitioner courses (Support & Restore, Define and Agree, etc.) going to count as Capability modules credits?**

Yes, 3.75 each.

**Do we have webinar covering Problem Management available as an archive or is yet to come?**

The next webinar will focus on Service Operation, including Problem Management.

**Do you have a time line for the V3 education program?**

We are awaiting word on a definitive timeline for the full ITIL Diploma courses. We will keep you updated on its progress.

**Does the ITIL Diploma replace the Service Manager certification?**

Yes. Those holding Service Manager certificates will be able to upgrade to the ITIL Diploma through a fast tracked bridge course. We expect the bridge course to be available by year end.

**There appears to be individual classes for Service Lifecycle and Service Capability. Can we take a class per module one at a time?**

Yes. You can take classes and accumulate credits as your schedule allows.

**For someone pursuing a practitioner certification, is this a right time or would it be worth waiting until practitioners adapted to V3 be released?**

There is no disadvantage in taking practitioner courses now. We do not know when each of the V3 practitioner courses will be available – and you can gain credits towards the ITIL Diploma with V2 Practitioner certification.

**Based on my understanding of the points assigned per module passed, one could take and pass 7 exams to accumulate 22 points. The new requirements show 22 pts. needed to achieve the Diploma. Do I understand this properly?**

Yes, it is 22 credits to achieve the diploma, and the existing Service Manager is 15 points, that's why passing now is such a good idea ;-)

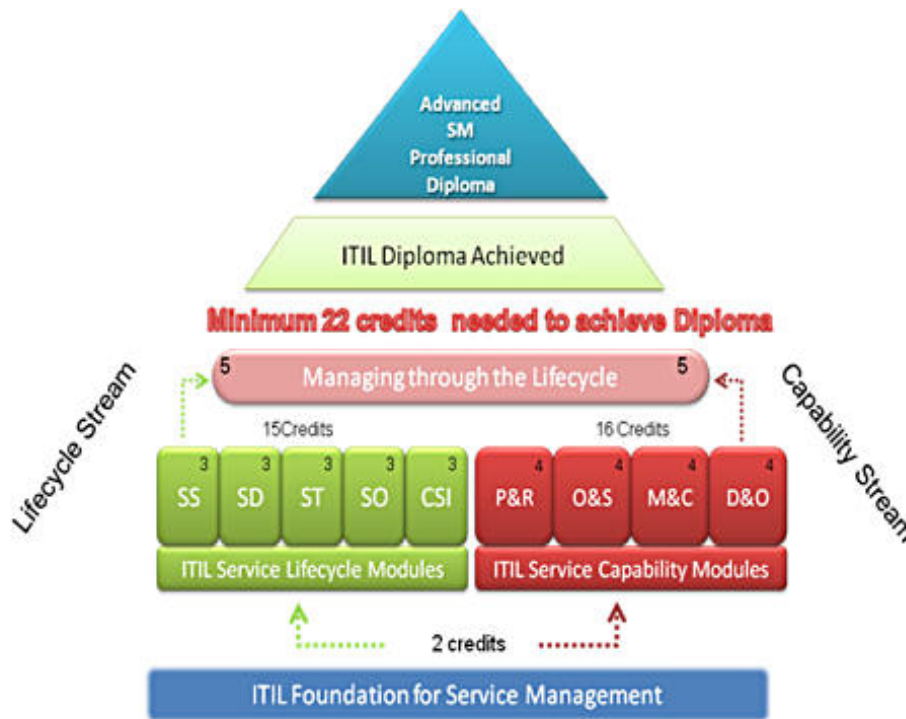
**Is there a Practitioner course for knowledge management?**

There is not a specific practitioner course for knowledge management. It will be included in one of the clustered courses.

**Is it possible to combine V2 credit and V3 credit to achieve diploma?**

Yes, it is possible. You can see the scheme from our website, <http://www.itsmacademy.com/Page.bok?file=downloads.html> or on the pages below.

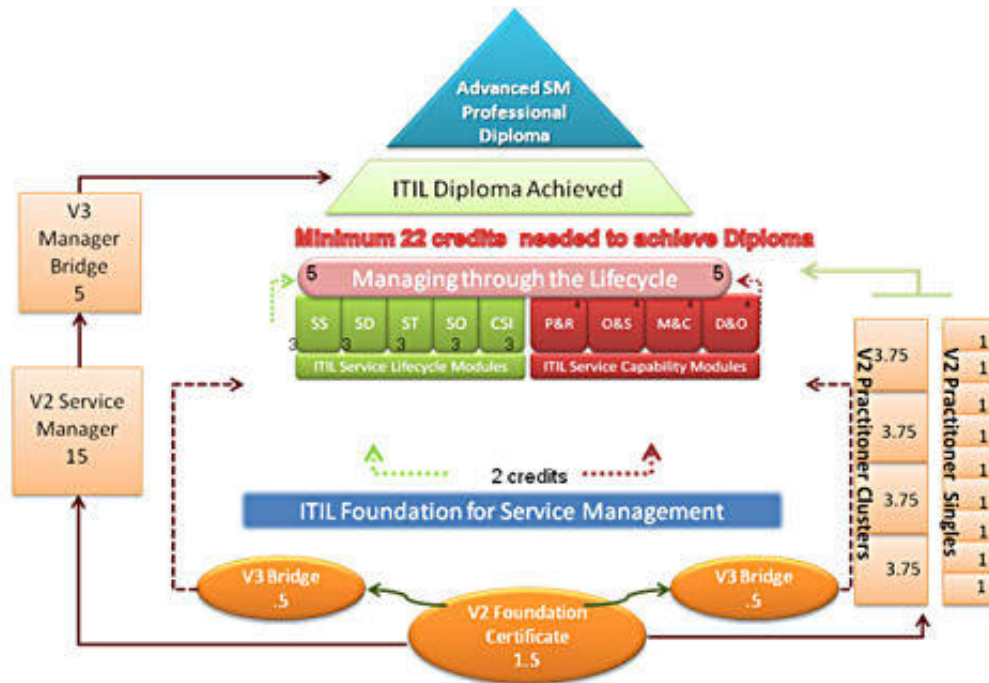
# ITIL® V3 Certification Scheme



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# New ITIL® V3 Bridging Scheme



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