



From ITSM Academy's Webinar on June 29, 2007

ITIL® V3 CONCEPTS & TERMS..... 1  
ITIL® V3 PUBLICATIONS..... 2  
COURSES AND CERTIFICATION ..... 2

**ITIL® V3 CONCEPTS & TERMS**

**Does ITIL® v3 consider the term "service management" one in the same as "business service management" which is used by the industry and tool providers such as BMC and Managed Objects?**

No. While v3 uses the term "service management" for ITSM, Business Service Management is referenced separately. It sits above and is supported by IT Service Management.

**Does Service Strategy go into detail of the decommissioning of assets?**

Service Transition manages service retirement as part of deploying new or changed services.

**Does v3 formally specify a service maturity spectrum?**

The Continual Service Improvement book speaks to maturity assessments and frameworks such as CMMI and CobiT.

**Is there a standard implementation of ITIL® or is it customized based on an organization's needs?**

All ITIL® implementations should be adopted according to the needs of the organization. However, ISO/IEC 20000 is the international standard that defines and certifies best practice adoption within an organization.

**Does v3 speak to how to "best practices" of getting to TCO for services**

Not precisely. TCO is referenced in the Service Strategy book and glossary without detailed specifics.

**Does v3 provide more under girding for ISO 20K than v2 did?**

Yes. V3 is more closely aligned with ISO/IEC 20000, but is still not an exact match.

**Much of the business alignment that v2 suggested was rather vague. Do you see v3 providing more clarity or understanding in HOW to accomplish the IT / Business alignment and practices / procedures / protocols?**

The Service Strategy book, as well as the updated definitions, provides more clarity on supporting the business in focusing on business outcomes. V3 emphasize "business-IT integration" instead of "business-IT alignment. However, it is still not a prescriptive methodology.

## ITIL® V3 PUBLICATIONS

### Is there an Introduction book expected for v3? If yes, when will be available?

The intro book is currently scheduled to publish in July, which would mean mid-late August delivery. The books and subscriptions are for sale on our website [www.itsmbookstore.com](http://www.itsmbookstore.com).

### Will pocket or transition guides be published?

Yes, pocket guides and complementary textbooks will begin publishing this summer.

### Which book should I read first?

Because v3 is lifecycle-based, it is best to read the books in order, beginning with Service Strategy. This will provide an end to end view of services. While we do not get to the more familiar processes until Service Design, Service Strategy offers insight into concepts such as Utility, Warranty, Value Networks, Service Portfolios and Service Economics.

## 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.

### There is a transition course from v2 foundations to v3. What about the practitioner courses? Is there a plan to "bridge" v2 practitioners to v3?

At this point, Practitioner upgrades have not been announced. However, credits towards the ITIL® Diploma will be offered for v2 Practitioner certifications.

### Are my v2 certifications still valid?

Yes, all current v2 certifications will continue to be valid and relevant. There is no requirement to update your certification to v3, unless you are planning to take advanced v3 courses or wish to learn more about v3. In that case, brief update courses will be available for existing Foundation and Service Manager certifications. ITSM Academy will be offering update courses, more information will be released in the coming weeks.

### How long will v2 certification courses continue to be offered?

ITSM Academy will continue to offer v2 certification (Foundation, Practitioner and Service Manager) as long as there is market demand, and certainly into 2008.

### Is there a document that outlines the certification structure and credits?

Yes. See below.

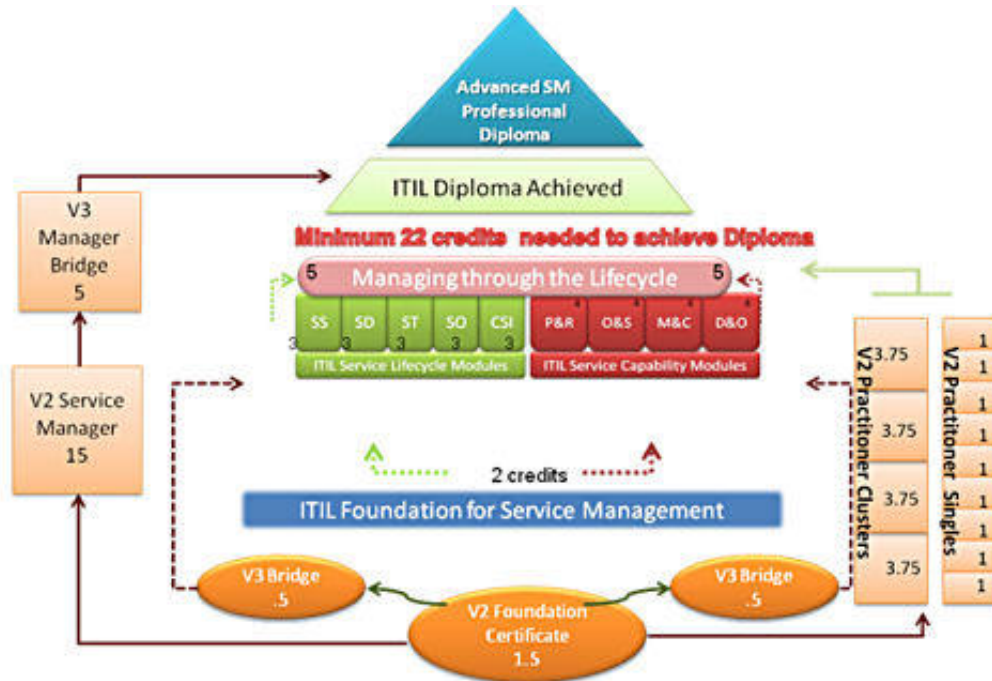
# ITIL® V3 Certification Scheme



ITIL® is a Registered Trade Mark, and a Registered Community Trade Mark of the Office of Government Commerce, (OGC) and is Registered in the U.S. Patent and Trademark Office

**Copyrighted material. Do not reproduce.**

# New ITIL® V3 Bridging Scheme



ITIL® is a Registered Trade Mark, and a Registered Community Trade Mark of the Office of Government Commerce, (OGC) and is Registered in the U.S. Patent and Trademark Office

**Copyrighted material. Do not reproduce.**