



From ITSM Academy's Webinar on November 15, 2007

HISTORY & ALIGNMENT 1
CONCEPTS & TERMS 1
PUBLICATIONS 2
COURSES AND CERTIFICATION 2
ISO/IEC 20000 Diagram 3

HISTORY & ALIGNMENT

Are there any collaborative efforts between OGC/ITSMF and ISACA for CobiT alignment with ITIL?

Nothing official but ITIL V3 does speak to the relationship between the two.

Was ever there a ITIL V1?

Yes, it was the original project within the British Government.

It appears that ISO20000:2005 is aligned with V2 rather than V3. Will there be a ISO20000 be aligned to V3?

V3 is actually more closely aligned to ISO/IEC 20000 than V2. ISO/IEC 20000 is expected to be reviewed in 2008 and may align even further.

Are implementations new to v2 meeting additional resistance to now moving to v3?

Organizations that have invested heavily in V2 implementation and education are continuing with V2 but exploring V3 for additional guidance. Organizations new to ITIL are generally starting with V3.

CONCEPTS & TERMS

Is the audit ability of 20000 the best support for moving into v3?

Whether V2 or V3, the auditability of ISO 20000 neutralizes some of the objections and potential politics of implementing best practice process improvement. Because V3 is more closely aligned with ISO/IEC 20000, it would be a motivator for moving into v3.

Please define the acronym OGC (as in OGC's Official Accreditor); are a registrar?

The OGC is the Office of Government Commerce, a British government agency, that owns the intellectual property rights to ITIL. OGC's predecessor originally commissioned the ITIL project.

Please describe the structure of ISO 20,000? That is, what are the major ISO 20K section titles?

ISO/IEC 20000 has two parts – Part 1 is the Specification or requirements to achieve the certification (also known as the "shall's"). Part 2 is the Code of Practice or best practices that will help an organization fulfill the Part 1 requirements. See the graphic at the end of this document for information on the sections.

How about helping people not with resistance to change, but with the "perceived" added workload? Any suggestions?

Organizational change takes time, management support and internal advocates. To avoid the perception of added workload, audit your processes to ensure that they are not unduly bureaucratic. As ITSM processes mature, staff should realize less reactive work and more time for proactive activities.

How well are "old school" silo oriented IT staff adapting to the concept of ITIL and ISO20000 adoption? Suggestions for introducing concepts?

Education and awareness, which are requirements of ISO/IEC 20000. Both ITIL and ISO/IEC 20000 support integrated process approaches that require that the silos work together when executing processes. For both ITIL and ISO/IEC 20000, there are non-certification Awareness workshops and certification Foundation courses.

What type of evidence do the ISO auditors look for?

Documents and plans that provide evidence of intentions and records that provide evidence of actual activities.

PUBLICATIONS

Where is ISO 20000 available?

You can purchase the standard at www.ansi.org through their electronic bookshop. There is a pocket guide that summarizes ISO/IEC 20000 and it can be purchased at www.itsmbookstore.com.

There was suppose to be a portal stood up for ITIL version 3 with templates and information for use. Do you know if this portal is active yet or when it will be?

The portal will be available to those who purchase an online subscription to the ITIL V3 library. It will consist of templates contributed by practitioner organizations and industry experts. It is available through the online subscription, but not yet filled with any substantive material.

COURSES AND CERTIFICATION

Could you explain at what level is the red badge certification in v3?

It is now called the "ITIL Expert".

Is each v2 Practitioner Cert 12 credits?

No. Each v2 Practitioner is equal to 3.5 credits

Will IS20000 Auditor from EXIN will be the top tier?

Is there a release date yet for the manager's bridge?

The current release for the manager's bridge exam is in Q1 2008

Are there any changes to the recertification requirements?

Yes. Those possessing at least 12 v2 Practitioner credits will be able to achieve ITIL Expert by attending the V3 Manager's Bridge and the Managing through the Lifecycle course. To qualify, you would need to be certified in at least 3 v2 Practitioner levels (3.5 each) plus v2 Foundation (1.5).

How does being a provisional ISO20000 auditor qualify for credits towards ITIL certification path?

There is no way to qualify for ITIL certification path other than through attendance in ITIL certification courses. The only grandfathered credits offered are for V2 certifications.

ISO/IEC 20000 DIAGRAM

