

From ITSM Academy's Webinar on October 25, 2007

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

ITIL® V3 CONCEPTS & TERMS

Can you please elaborate more on Value on Investment? What are the key drivers for measuring Value on Investment?

Value on Investment measures the extra value created by establishing benefits that include non-monetary or long term outcomes. ROI is a sub-component of VOI since Value is measured by the tangible and intangible benefits.

Does ITIL v3 provide any suggested measures of custom application development and/or maintenance service, technology or process?

While ITIL v3 does not specifically address customer application development, there are metrics that can - and should - be applied during the Service Design and Service Transition stages that ensure the design meets business requirements. Continual Service Improvement (CSI) does provide measurement guidance for all stages.

Does v3 address how project management integrates with ITSM?

There are strong connections to project management, particularly in the Service Design and Service Transition books.

How does one go about improving upon the CSI program itself?

By ensuring the metrics, measurements, frameworks and 7 step improvement processes are producing meaningful, manageable and decisionable information.

What metrics can be established, if the program is not auditable?

A non-auditable program is not considered a Continual Service Improvement program. Every process should be able to establish metrics to identify achievements, gaps and opportunities.

Is a QMS program somewhat synonymous to a CSI?

A Quality Management System - QMS - is similar in that it supports a CSI. However, ITIL's CSI best practices are specific to service management and are similar to the QMS defined in ISO/IEC 20000.

What point in time during the CSI lifecycle should the cultural restraints be considered?

Cultural restraints should be considered in the Service Strategy stage.

Doesn't vision and strategy already define measurable targets?

Yes, with the support of Continual Service Improvement. If you look at the ITIL v3 service lifecycle, you will see that CSI surrounds each of the lifecycle stages.

Does CSI define an ARCI matrix for itself?

CSI does define and recommend an ARCI (now known as RACI) matrix for mapping stakeholder roles to process activities (tasks). The RACI matrix defines who is responsible, accountable, consulted and informed of each task.

Does CSI talk about statistical improvement using Six Sigma?

Not specifically, although v3 is intended to align well with other frameworks such as Six Sigma. Some consider the 7 Step Improvement Process a derivative of Six Sigma – although may will argue that it is not.

At what level should a CSI be sponsored?

While metrics can be established at any level to monitor achievements and improvements, CSI has to be sponsored at the senior management level to set the vision of being a "Continual Service Improvement" organization.

Does ITIL have a methodology for developing metrics and reports (for IT Services Performance)? And if it does, which book from the books you have on .itsmacademy.com provides that information?

Continual Service Improvement is the book that contains the most information for V3 metrics. However, the V2 ITIL Publication – Planning to Implement Service Management- is also an excellent source for process-specific KPIs and CSFs.

Should a Service Level Manager focus more on strategy and design or CSI or equal amounts of all stages of the lifecycle?

Both. Since Service Level Management spans the entire lifecycle, it is important that it be considered during all stages, particularly Strategy, Design and CSI.

ITIL® V3 PUBLICATIONS

How big of an "overhaul" is v3 from v2?

Most of the v2 best practices have carried over to v3. Some processes, like Incident, Capacity and Service Level Management have been broken into multiple processes. Some processes like Configuration Management (now Service Asset and Configuration Management – SACM) have been enhanced.

Is there a document that I can go through and understand point by point the difference between v2 and v3?

We haven't seen one yet that's completely comprehensive, we do have a white paper on our site... www.itsmacademy.com – Resources – Whitepapers, which covers some of the differences. The Foundation Bridge class, which we will be holding again on 12/13, does exactly that... www.itsmacademy.com – Class Schedule.

How long until version 4? Is there a scheduled timeline for a v3 revision?

There are no current plans for a Version 4. The current v3 books are considered the "core library". Complementary publications will be authored to that are topic or industry specific.

COURSES AND CERTIFICATION

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

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

Do you have to be certified in 2 before coming certified in ITIL v3?

No. You can start your education with ITIL v3 Foundation.

Is the Practitioners course offered in December v3?

APM Group has plans to release the v3 Capabilities and Lifecycle exams in Q1 2008

Is it required to take V3 foundation bridge course, if you have V2 foundation?

You are only required to take the v3 Bridge course if you intended to pursue advanced ITIL v3 Education (Lifecycle, Capabilities or ITIL Diploma).

How about those who have the ITIL "Master" certification--I have heard of many who have the Master certification?

"Master" certification is the same as ITIL Service Manager certification. The term "master" is not recognized by APM Group or any of the other Examination Institutes