THE ART & SCIENCE OF UPDATING ITIL

1

The ITIL Research Programme
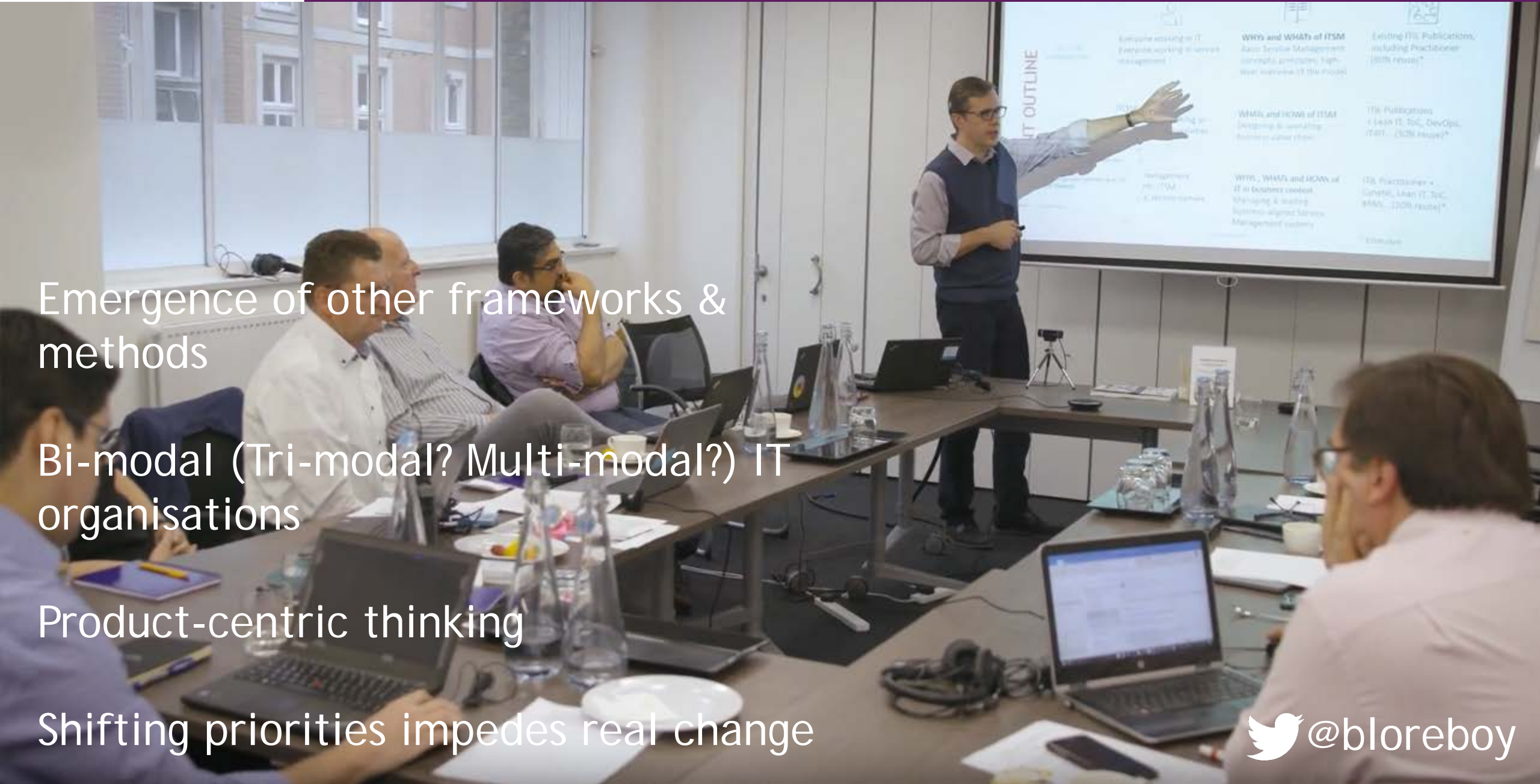
2

How We're Updating ITIL

Akshay Anand
ITSM Product Ambassador

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Emergence of other frameworks & methods

Bi-modal (Tri-modal? Multi-modal?) IT organisations

Product-centric thinking

Shifting priorities impedes real change

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ITIL is (still) widely adopted & used

The guidance is moving out of Infrastructure/ Service Desk

Certifications are valued by companies and professionals

The community wants to contribute

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The guidance is too vast

"Adopt & Adapt" and "Continual Improvement" needed reinforcement

Learning needs to be quickly understood, easily accessible, and immediately applicable

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Will ITIL continue to help my **career?**

Will I be able to stay on top of all the changes in my **industry?**

Will my current certifications still be **valid?**

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- What we heard time & again is that...
  - " *The fundamentals of good ITSM remain as important today as ever before to address the constant pressure on IT departments to do more*"

- Guidance must cover fundamentals concepts and accepted terminology

- Staff must understand how they fit within the wider system, and how they deliver value

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- Adopting and adapting is a critical component of ITIL, but context is key

- The ITIL update will be provide a flexible architecture and explicit guidance on how to adapt ITIL to different contexts

Team

Company

Industry

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- Culture, behaviours and mindset of individuals and teams is often the barrier to success

- The ITIL Update will incorporate a focus on good behaviours

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MARGO LEACH

JOSE CARMONA

ROMAN JOURAVLEV

AKSHAY ANAND

PHILIP HEARSUM   ERIN CASTEEL   MAURICIO CORONA   TAKASHI YAGI   MARCEL FOEDERER   BARCLAY RAE   TROY DU MOULIN   LOU HUNNEBECK   STUART RANCE   ROSH HOSANY

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1
Modular
Allows different frequency of updates

2
Lean
Eliminate unnecessary content in the **core** guidance

3
Practical
Provide useful advice, examples, and templates in the **core** guidance

4
Evolutionary
Don't change what can be preserved from the current content; ensure backward compatibility
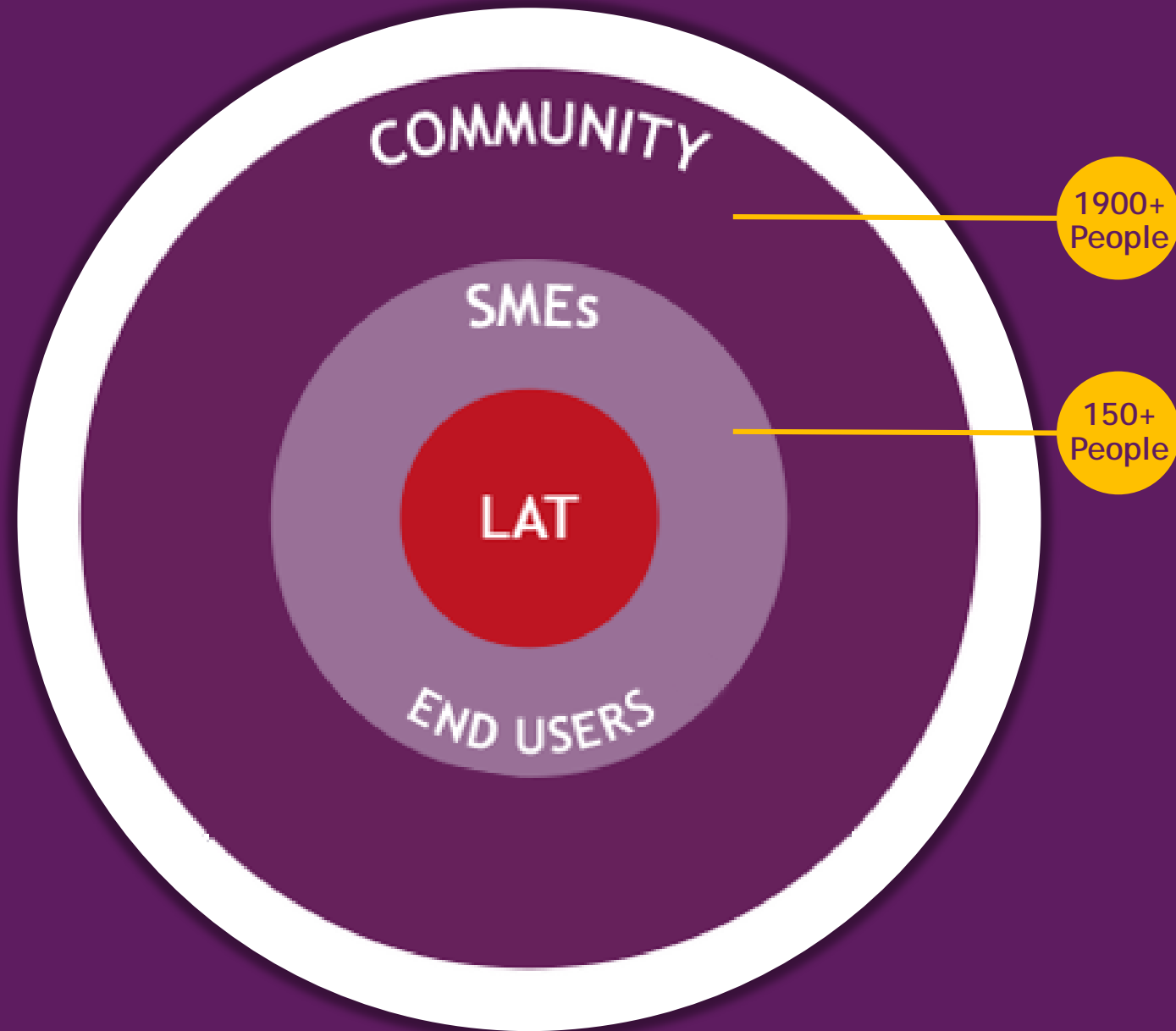
5
Collaborative
The guidance should be co-developed by ITSM professionals, not just by a select group working in isolation

6
Flexible
Allows for "emerging practices" to be explored alongside established "best practices"

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COMMUNITY

SMEs

LAT

END USERS

1900+ People

150+ People

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FOCUS ON
VALUE

DESIGN FOR
EXPERIENCE

START WHERE
YOU ARE

WORK
HOLISTICALLY

PROGRESS
ITERATIVELY

OBSERVE
DIRECTLY

KEEP IT
SIMPLE

COLLABORATE

BE
TRANSPARENT

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Will ITIL allow me to be more <insert business concern>?

YES

Will my IT investment provide more business value for less cost & risk?

YES

Will my prior investment in staff training, tooling, etc. be relevant?

YES

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SPREAD THE WORD!

WWW.AXELOS.COM/ITIL-RESEARCH

Email akshay.anand@axelos.com with introductions to interesting people!

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