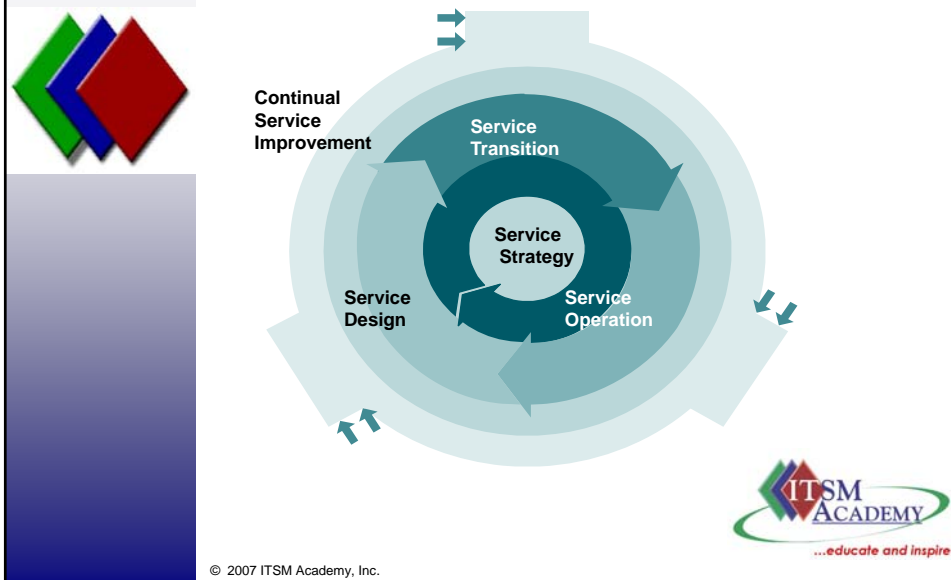


ITIL® Version 3

Exploring the Service Lifecycle



About ITSM Academy



- ◆ Accredited ITSM Education Provider
 - ✓ ITIL® Foundation, Practitioner, Service Manager
 - ✓ ISO/IEC 20000 certifications
 - ✓ Practical workshops
- ◆ PMI Global Registered Education Provider
- ◆ Public Training Center in Fort Lauderdale, FL
- ◆ Corporate on-site classes
- ◆ Over 4000 learners trained since 2003

2007 - Awarded Federal Government Schedule Contract (GSA) allowing ITSM Academy to become a premier provider of ITSM education to the US Government

Why Was ITIL® Changed?

- ◆ Response to public scoping project (2004)
- ◆ Best practices have evolved since last update
- ◆ Need for prescription and consistency
- ◆ Alignment with ISO/IEC 20000 and other frameworks
- ◆ Lifecycle approach improves implementation
- ◆ Stronger emphasis on business value

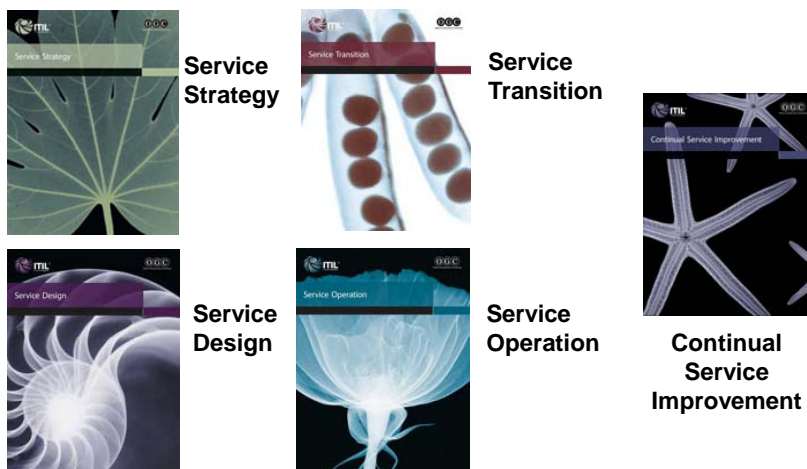


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The New ITIL® Version 3 Library



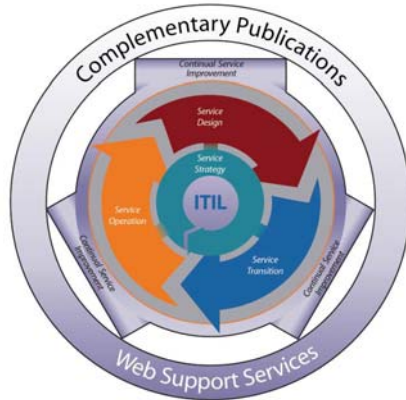
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ITIL® Version 3

ITIL® Core

Five books that provide best practice guidance for an integrated approach as required by ISO/IEC 20000. The Core is applicable to all service organizations.



ITIL® Complementary Guidance

Publications that complement the ITIL® Core with guidance specific to industry sectors, organization types, operating models and technology architectures.

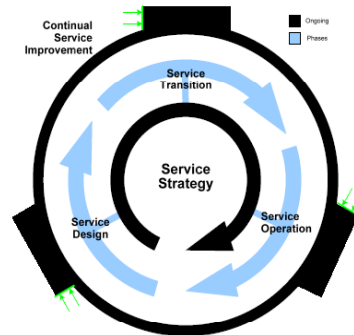
ITIL® Core Books



- ◆ **Service Strategy**
 - ◆ Design, develop and implement service management
- ◆ **Service Design**
 - ◆ Design and develop services and SM processes
- ◆ **Service Transition**
 - ◆ Transition new and changed services into operations
- ◆ **Service Operation**
 - ◆ Manage IT Service delivery and support
- ◆ **Continual Service Improvement**
 - ◆ Create and maintain business value through better service design, transition and operation

ITIL® and the Service Lifecycle

- ◆ ITIL® Core is built around a Service **Lifecycle**
- ◆ *Service Strategy* represents policies and objectives
- ◆ *Service Design, Service Transition* and *Service Operation* implement strategies
- ◆ *Continual Service Improvement* prioritizes improvements based on strategic objectives



***Service Strategy
is the axis
around which the
lifecycle rotates***

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Service Strategy



- ◆ Developing Service Strategies
- ◆ Service Portfolio Management
- ◆ Financial Management
- ◆ Demand Management

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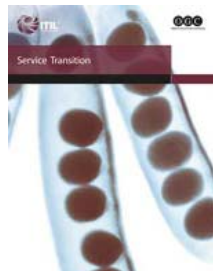
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Service Design



- ◆ Service Catalog Management
- ◆ Service Level Management
- ◆ Availability Management
- ◆ Capacity Management
- ◆ Continuity Management
- ◆ Information Security
- ◆ Supplier Management

Service Transition



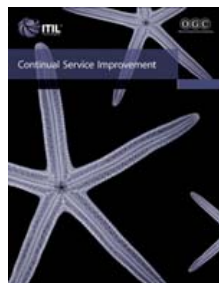
- ◆ Transition Planning and Support
- ◆ Change Management
- ◆ Service Asset and Configuration
- ◆ Release and Deployment
- ◆ Service Validation and Testing
- ◆ Evaluation
- ◆ Knowledge Management

Service Operation



- ◆ Event Management
- ◆ Incident Management
- ◆ Request Fulfillment
- ◆ Problem Management
- ◆ Access Management

Continual Service Improvement



- ◆ 7 Step Improvement Process
- ◆ Deming Cycle
- ◆ Continual Service improvement Model
- ◆ Service Reporting
- ◆ Service Measurement
- ◆ ROI for CSI
- ◆ Service Level Management

What's the Same?

- ◆ Most V2 processes are intact
 - ◆ Service Level
 - ◆ Availability
 - ◆ Capacity
 - ◆ ITSCM
 - ◆ Change
 - ◆ Incident
 - ◆ Problem



What's Different?

- ◆ Updated Processes
 - ◆ Configuration
 - ✓ Service Asset and Configuration (SACM)
 - ◆ Release
 - ✓ Release and Deployment
 - ◆ Financial
 - ✓ Part of Service Economics
 - ◆ Security
 - ✓ Information Security
- ◆ Updated Concepts
 - ◆ DML
 - ◆ CMS
 - ◆ New process goals and definitions
- ◆ More models



What's New?

◆ New Processes

- ◆ Service Portfolio
- ◆ Service Catalog
- ◆ Demand
- ◆ Supplier
- ◆ Knowledge
- ◆ Event
- ◆ Access
- ◆ Request Fulfillment
- ◆ 7 Step Improvement

◆ New Functions

- ◆ Technical Management
- ◆ Application Management
- ◆ IT Operations Management



New Concepts

- ◆ Lifecycle approach
- ◆ Value creation
- ◆ Utility/Warranty
- ◆ Value network
- ◆ SKMS
- ◆ Business outcomes
- ◆ Service Portfolio
- ◆ Service pipeline

***Service Delivery
processes precede
Service Support
processes in the
Service Lifecycle***



Want to Learn More?

- ◆ ITIL® V3 published May 30th
(www.itsmbookstore.com)
- ◆ ITIL® V3 Foundation available
beginning June 13th



- ◆ Bridge Course to upgrade V2 to V3
Foundation knowledge
- ◆ New ITIL® Diploma and scheme
- ◆ Service Manager upgrade
- ◆ V3 Service Manager and Practitioner
courses

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Questions and Answers



Thank you for attending



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