From ITSM Academy's Webinar on January 10, 2008

HISTORY & ALIGNMENT

The following questions are all re: ISO/IEC 20000

Where can we find the "shall statements" about logging all changes?
The standard can be purchased at the following sites:
www.bsiamericas.com/ITServiceManagement/Standards/index.xalter
www.ansi.org

There is also a useful ISO/IEC pocket guide available at our bookstore that summarizes the "shall" statements: www.itsmbookstore.com.

The ISO/IEC 20000 consists of two parts. The first part - **ISO/IEC 20000-1:2005** – Contains the "shall" statements that an organization must comply with to achieve certification. The second part - ISO/IEC 20000-2:2005 – contains "should" statements that represent best practice guidance and suggestions that enable attainment of the "shalls."

The "shall" regarding changes specifically states: *All requests for change shall be recorded and classified, e.g. urgent, emergency, major, minor. Requests for changes shall be assessed for their risk, impact and business benefit*. Note that this is preceded by a requirement that "*Service and infrastructure changes shall have a clearly defined and documented scope.*"

Is there a list of companies that are ISO 20k compliant?
A list is available at www.isoiec20000certification.com – Click on Certified Organizations and select a country.

Do you know of US org. who are certified??
A list is available at www.isoiec20000certification.com – Click on Certified Organizations and select a country.

Are we expecting a new version of ISO 20000, as now we are having ITIL V3?
Per www.iso.org a new version is currently under development. No target date was provided.

Are there any Universities that are ITIL certified?
ITIL® is a framework of guidance and so an organization cannot be "ITIL® certified." An organization can, however, be ISO/IEC 20000 certified. I am not aware of any universities seeking certification at this time. However, universities are quite interested in IT Service Management and itSMF USA has a committee devoted to guiding Academia in this area.
http://www.itsmfusa.org/mc/page.do?sitePageId=29059&orgId=itsmf

CONCEPTS & TERMS

Will metrics change as an organization reaches higher maturity levels within ISO 20k?
As an organization strives to achieve and retain ISO/IEC 20000 certification, or simply mature their ITIL® processes, their metrics should and must change, or organizations run the risk of stagnating, driving bad behavior and possibly demoralizing staff. Remember that ISO/IEC 20000 is not prescriptive and so it does not tell you what metrics you must have in place. It does, however, have as a basic principle the fact that organizations must continually improve. There are a number of "shall" statements related to performing periodic reviews and taking action to continually improve.

Where can we get guidance on categorizing changes appropriately?
The ITIL® V3 Service Transition book provides guidance on this topic. If you are a member of an itSMF Local Interest Group (LIG) you may also want to suggest this as a topic. We held a meeting in Tampa where ITSM Academy presented the pure ITIL® guidance and then several of our members presented how they set up their categories and lessons learned. It was great!

Are there any ITIL v2 or v3 industry metrics by Industry? We have built numerous internal dashboards and a huge DWH for reporting time to restore cycle time, SLA yield, etc., but it would be nice to put our processes and services into perspective with best in class.
I think I misunderstood this question during the webinar. It sounds like you want to benchmark your performance against others. That I know of there are not currently any publically available metrics, however, organizations such as Gartner and Forrester offer benchmarking services. The IT Process Institute (ITPI) is also doing a lot of interesting research in this area and so they may be able to provide some of the information you are seeking. Last but not least, you may want to explore OGC's official site www.best-management-practice.com and **click on Knowledge Centre** where you may find case studies or White Papers that will help you. You also can look for announcements on that site regarding ITIL® complementary publications as, when they come out, they are expected to be more industry specific.

Can you offer any advice with unstructured data such as data that is stored in various people's spreadsheets?
I encourage you to check out the 7-Step Improvement process described in the ITIL® V3 Continual Service Improvement book. It provides a logical process that enables you to first understand what you *should* be measuring, what *can* measure given available data, and then how to close the gap. With unstructured data you must first identify the source of the data and then see if you can capture that data in a more structured form whether by automatically capturing the data in a database such as a CMDB, or by establish data standards and enforcing those standard by restricting the data that can be entered in a field or by simply having clearly defined procedures and then using reports to check data quality. Continued below.

Developing data cubes may be too costly, but we do want to get a handle on unstructured data.
My concern is the effort required to get very granular and to be able to measure what you need to in order to effectively benchmark.
See answer above. The key is to get really clear on exactly what you should be measuring – or on what you want to benchmark - and put the effort into ensuring the data needed to produce those measures is structured. Lastly, you must just recognize the fact that while some unstructured data may still be useful, it should not be used to make decisions or as a basis for calculations e.g. the cost of a service for chargeback purposes.

PUBLICATIONS

There were no Questions re: the publication on this webinar.

COURSES AND CERTIFICATION

What's a capability module?

The Capability modules in ITIL® V3 are comparable to the Practitioner courses in ITIL® V2. It is expected the Capability courses will be available later this year.

The ITIL® V3 Capability stream is role-focused and is designed to provide learners a deep level understanding of ITIL® V3 processes and roles. Each module in the Capability stream contains a cluster of processes and is intended to enable learners to apply the practices associated with the relative processes. The service lifecycle is illustrated as part of the curriculum; however, the primary focus is the process activities and their execution and use throughout the service lifecycle.

Capability Modules	Comparable to V2 ITIL® Practitioner
OSA - Operational Support & Analysis	Support and Restore (IPSR)
RCV - Release, Control & Validation	Release and Control (IPRC)
PPO - Planning, Protection and Optimization	Plan and Improve (IPPI)
SOA - Service Offerings & Agreements	Agree and Define (IPAD)

I have recently completed the ITIL Foundation Certifications. I am a Service Desk Manager. Again please explain the track I should take now.

If you hold a V2 Foundation certificate, a good next step for you is to take V2 ITIL® Practitioner Support and Restore (IPSR) course, which looks in depth at the Service Desk function and Incident and Problem Management processes. If you hold an ITIL® V3 Foundation certificate, the Capability module Operational Support & Analysis (OSA) – to be introduced later this year - is a good next step. It not only looks in depth at the Service Desk function, it looks at the other functions new to ITIL® V3 (Technical, Application and IT Operations Management), and It also covers the Event, Incident, Request Fulfillment, Problem and Access Management processes.

For someone with a v2 ITIL Practitioner Release and Control certificate - what would be a logical next step for v3 certification?

Get ready for the ultimate ITIL® answer… it depends.

If your goal is to quickly learn about V3, a great step would be the ITIL® V3 Foundation Bridge course, which is available now. It will provide you with a succinct overview of what is new in ITIL® V3. Obtaining the ITIL® V3 Foundation Bridge certificate will also make you eligible to take courses in the ITIL® V3 intermediate streams (Lifecycle or Capability) when they become available later this year. Keep in mind that your V2 IPRC certification is worth 3.5 credits according to the ITIL® V3 Qualification Scheme.

If your goal is to become, in time, a certified ITIL® Expert, another option would be to take the V2 Service Manager course. While intense, this course covers all aspects of Service Management and is widely recognized as an invaluable course in terms of understanding ITIL® best practices and how they benefit the business. You would still have to – when it is available later this year - take the ITIL® V3 Service Manager Bridge course to achieve the ITIL® Expert certification, but you would be able to bypass the ITIL® V3 Foundation and Managing through the Lifecycle courses.

Thank you all for attending!