



From ITSM Academy's Webinar on June 1, 2007

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**ITIL® V3 CONCEPTS**

**Are the V2 processes identical in V3?**

The main activities and spirit of the V2 processes have been preserved in V3. However, as expected, most of the processes have updated or clarified some of the best practice guidance. For example, Service Asset and Configuration Management now support federating several databases or CMDBs into a Configuration Management System (CMS).

**How will V3 affect my current V2 implementation?**

V3 does not invalidate any of the efforts your organization has invested in V2. It is certainly worthwhile exploring the updated guidance in V3 to determine if it complements your implementation or provides advice to overcome some challenges you may have faced. "Adapt and adopt" what makes sense to your organization.

**How does ITIL® V3 relate to ISO/IEC 20000? Are there plans to update ISO/IEC 20000?**

Some of the V3 processes and concepts are a closer match those of ISO/IEC 20000, but there are still some differences. ITIL® V3 has defined a finer level of processes than ISO/IEC 20000. ISO/IEC 20000 will be updated in the next few years – so we will have to wait and see if they come closer.

**Will V3 raise or lower complexity for organizations beginning to implement ITIL® ?**

In ITIL® V2, the focus was process-based as defined in Service Support and Service Delivery. The ITIL® V3 lifecycle approach is an end to end, integrated approach to service management. While it may appear more complex, the holistic focus may support higher rates of implementation success.

**How quickly will the US adopt V3? What results have been demonstrated so far?**

ITIL® V3 was first published on May 30<sup>th</sup>. It will take some time before we begin to see trends and results. We do not yet know the effect on SOX, CMMI or other frameworks.

**Why were many of the new processes broken out from V2 processes?**

Some of the V2 concepts and activities were seen to affect only one process. These include Demand Management and the Service Catalog. In fact, these processes have separate inputs/outputs and span the lifecycle – bringing value to making them separate processes.

**What's the difference between a Service Portfolio and a Service Catalog?**

A Service Portfolio spans all services, from those in concept to those about to retire. The Service Catalog is a subset of the Service Portfolio and contains only operational or transitioning services. The Service Catalog is what the customer will see; the Service Portfolio details everything that IT does. Managing the Service Portfolio and Service Catalog are now separate processes.

**What does V3 say about Knowledge Management? What is an SKMS?**

One of the strongest recommendations in the V3 Scoping Exercise was the need for a separate Knowledge Management process. While V3's interpretation of Knowledge Management may not go to the depth that some would like, it does recognize the need for managing knowledge above just Known Errors. The SKMS (Service Knowledge Management System) sits above the Configuration Management System as the federated collection of knowledge from different sources.

**Does V3 increase focus on Security and Compliance?**

Yes. In V2, Security Management was a separate book. In V3, Information Security is tightly integrated into all phases of the lifecycle and is a critical element of Warranty. The process is documented in Service Design to build security into services at the design stage (instead of retrofitting it later). Governance is also a big topic throughout the lifecycle.

**Does V3 map out the CMDB?**

V3 defines many more databases than V2 with an eye towards federating the databases into a Configuration Management System. In essence, it encourages multiple CMDBs for data management purposes together with the appearance of a single system. Many of the individual processes will include separate databases as part of the CMS.

**What is the relationship with V3 and Project Management?**

While Project Management is not an ITIL® process, it plays an important role in service management. Since V3 takes a lifecycle approach, Project Management plays an active role, particularly in the Service Design and Transition phases.

**ITIL® V3 PUBLICATIONS**

**Will pocket or transition guides be published?**

Yes, pocket guides and complementary textbooks will begin publishing this summer.

**Will publications like Small Scale Implementation be updated?**

A set of complementary publications, focused on specific market segments or industries, will be published on an on-going basis based on V3.

**Which book should I read first?**

Because V3 is lifecycle-based, it is best to read the books in order, beginning with Service Strategy. This will provide an end to end view of services. While we do not get to the more familiar processes until Service Design, Service Strategy offers insight into concepts such as Utility, Warranty, Value Networks, Service Portfolios and Service Economics.

**Where can I purchase the V3 publications?**

You may purchase the books at [www.itsmbookstore.com](http://www.itsmbookstore.com). We are offering them at a special Early Bird discount until June 8<sup>th</sup>. We offer options for hard cover, single user pdf or annual online subscription. The subscription includes access to web tools, study guides and templates.

## COURSES AND CERTIFICATION

### What is the new certification scheme?

The new certification scheme has three levels:

- ◆ Basic – Achieved by taking and Passing ITIL® Foundation.
- ◆ ITIL® Diploma – Achieved through one of two streams – a Business Stream of six courses focused on the service lifecycle or a Capabilities Stream of five courses focused on practitioner processes.
- ◆ Advanced Diploma - The requirements for the Advanced Diploma have not yet been defined.

### Will there be an executive certification without going for the ITIL® Diploma?

ITSM Academy will offer several workshops evolving from ITIL® V3 including ITIL® V3 Awareness. There will be a course specifically focused on Service Strategy targeted for business and IT leaders.

### Are my V2 certifications still valid?

Yes, all current V2 certifications will continue to be valid and relevant. There is no requirement to update your certification to V3, unless you are planning to take advanced V3 courses or wish to learn more about V3. In that case, brief update courses will be available for existing Foundation and Service Manager certifications. ITSM Academy will be offering update courses, more information will be released in the coming weeks.

### My organization has a significant investment in V2 training? Do we need to retrain our staff?

Not necessarily. You can choose to have your staff attend the above mentioned bridge course or strategically select individuals to attend. The only required attendance at the Foundation update course is for those who will pursue V3 Practitioner or ITIL® Diploma certifications.

### How long will V2 certification courses continue to be offered?

ITSM Academy will continue to offer V2 certification (Foundation, Practitioner and Service Manager) as long as there is market demand, and certainly into 2008.

### What is the role of EXIN/ISEB in the new certification scheme?

APM Group of the UK has been selected by the OGC as the official ITIL® accreditor and Examination Institute. The APM Group (APMG) has entered into agreements with both EXIN and ISEB, where they will continue as ITIL® Examination Institutes. EXIN and ISEB will be able to offer all V3 certification exams. Training Organizations will be accredited by APMG, EXIN and/or ISEB. ITSM Academy is accredited by both APMG and EXIN.

## FOUNDATION:

### When will the new Foundations course and exam be available?

The exams become available on June 13, 2007. On June 11<sup>th</sup>, ITSM Academy is starting a V3 course, successful learners from our class will be among the first in the world to hold their V3 certificate.

### When will the Foundation update course be available?

While we do not yet have a specific date, we expect that the Foundation update course will be available by end of Q3 2007. Attending this course will be a pre-requisite for attending advanced V3 certification classes.

**PRACTITIONER:**

**Will the new Practitioner scheme be clustered or based on the new books?**

The new V3 Practitioner courses will likely resemble the V2 Practitioner clusters – possibly with the inclusion of some of the newer processes where there is a logical fit. The good news is that achieving all four Practitioner clusters will lead to an alternate path to achieving the ITIL® Diploma (which replaces Service Manager). Those with existing V2 Practitioners may receive credit towards their ITIL® Diploma.

**Will my existing V2 Practitioner certifications be recognized?**

As with all certifications, your V2 Practitioner certifications will not expire. There are no current plans for Practitioner update courses and there is discussion at the examination board level that successful candidates will gain some credit towards the ITIL® Diploma with existing Practitioner certifications.

**Do you foresee a Practitioner course for Knowledge Management?**

There is some thought about single Practitioner courses, although nothing specific has been announced. It is more likely that Knowledge Management will be included in one of the Practitioner cluster courses.

**When will the new Practitioner courses be available?**

While specific dates have not yet been set by APMG, it is expected that new Practitioner courses will be available in late 2007 or early 2008.

**SERVICE MANAGER:**

**What will the new Service Manager scheme look like?**

ITIL® Service Manager will be replaced by an ITIL® Diploma under the V3 qualification scheme. There are two paths to achieving the ITIL® Diploma; a “Business Stream” which focuses on the lifecycle phases or a “Capabilities Stream” which focuses on Practitioner processes. Both streams lead to the same Lifecycle Management prerequisite course prior to achieving the ITIL® Diploma. Plans are evolving for an Advanced Diploma, but no details are available yet.

**What is the plan for upgrading existing Service Managers?**

Existing Service Managers will need to take a brief update course to be eligible to achieve the ITIL® Diploma. No specific date has been announced for the update course or examinations. However, we expect them to be available during Q4 2007.

**Should I wait to take my Service Manager until V3 courses are available?**

As mentioned above, existing V2 Service Managers will only have to take a brief update course to be eligible to achieve the ITIL® Diploma. Since the standard path to the ITIL® Diploma is more complex and time consuming, we recommend achieving your Service Manager now under V2 and taking the update course to the ITIL® Diploma when available. Also, you do not need to take the V3 Foundation update course if you successfully achieve V2 Service Manager certification.

**Are the tool providers planning to update their products to match V3?**

ITSM Academy does not sell tools so we are not aware of tool provider plans. We would expect future tool versions to be more compatible with V3. There is no standard yet for verifying tool compatibility.