More About ITIL 4® – The Conversation Continues

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ITIL® is a Registered Trade Mark of the AXELOS Limited.

About…

- **ITSM Campus**
  - ✓ ITIL® Foundation
  - ✓ ITIL Practitioner
  - ✓ Certified Process Design Engineer (CPDE)®
  - ✓ ITIL Intermediates and MALC
  - ✓ VeriSM® Plus and Foundation*
- **DevOps Campus**
  - ✓ DevOps Foundation®
  - ✓ ITSM for DevOps
  - ✓ DevOps Test Engineering (DTE)®
  - ✓ DevOps Leader (DOL)®
  - ✓ Continuous Delivery Architecture (CDA)®
  - ✓ DevSecOps Engineering (DSOE)®
  - ✓ Value Stream Mapping (VSM) Facilitator*
  - ✓ Agile Service Management Overview
  - ✓ Certified Agile Service Manager (CASM)®
  - ✓ Certified Agile Process Owner (CAPO)®
  - ✓ Site Reliability Engineering (SRE)®*

- **Since 2003 Tens-of-Thousands Trained and Certified**
- **Learner Portal – my.itsmacademy.com**
- **GAME ON! An Interactive Learning Experience®**
- **Public Classes / Virtual Classes**
- **Corporate On-Site Classes**
  - ✓ Including Sims and Workshops
- **Courseware Licensing**
- **Alumni Program**
- **DevOps Institute REP**
- **Strategic Partner of AXELOS**
- **PMI Global Education Provider**
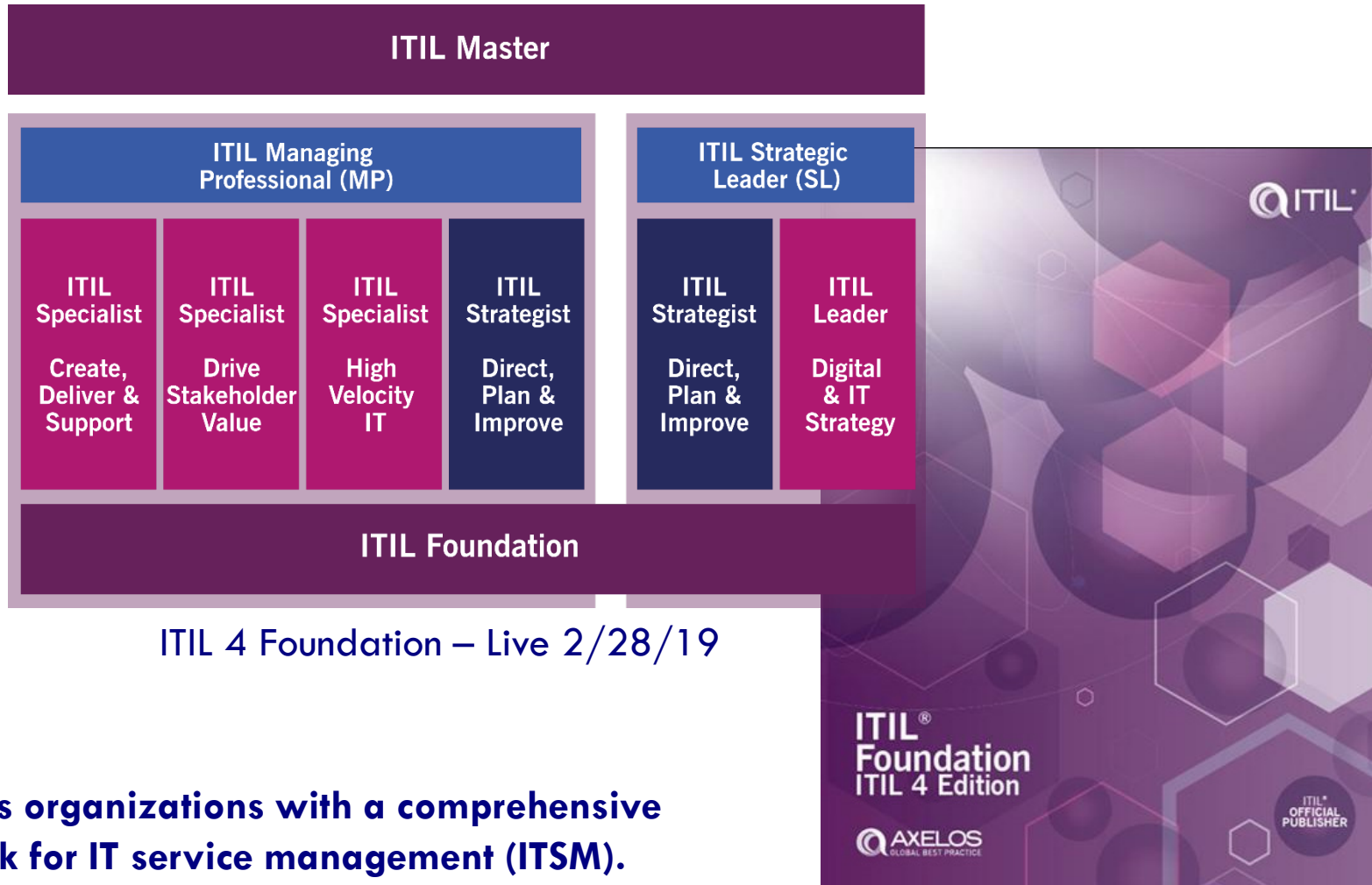- **Certified Woman-Owned**

* Coming in 2019

Agenda

- **Questions asked**
  - ✓ 3/2011 to 4 differences
  - ✓ Integrations (e.g., Agile, Lean, DevOps, COBIT, SRE)
  - ✓ Certifications, transitioning from 3 to 4
  - ✓ This and that
- **Questions answered**
- **Coming soon**
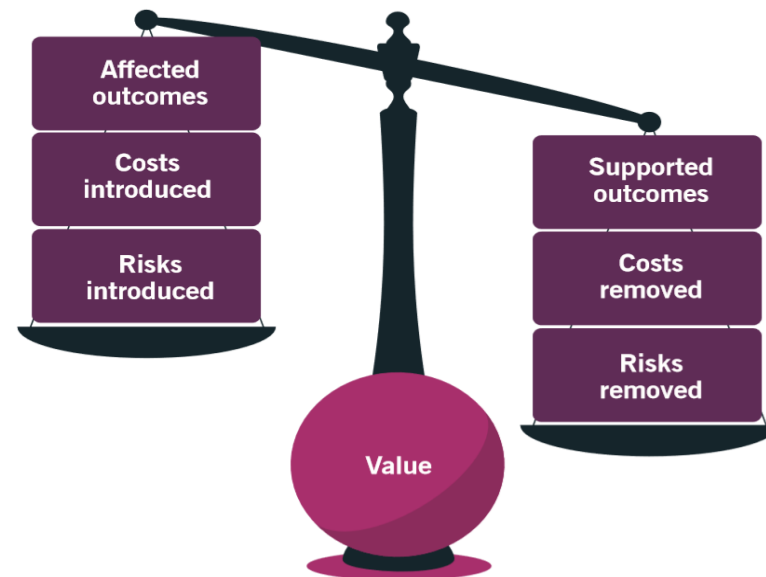
The ITIL 4 'Library'

ITIL 4 Foundation – Live 2/28/19

Available now

ITIL provides organizations with a comprehensive framework for IT service management (ITSM).

What is the Focus of ITIL 4?

Enabling value co-creation with stakeholders.

There are costs and risks imposed on the consumer by the service.

There are costs and risks removed or reduced from the consumer by the service.

A <u>service</u> is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks.
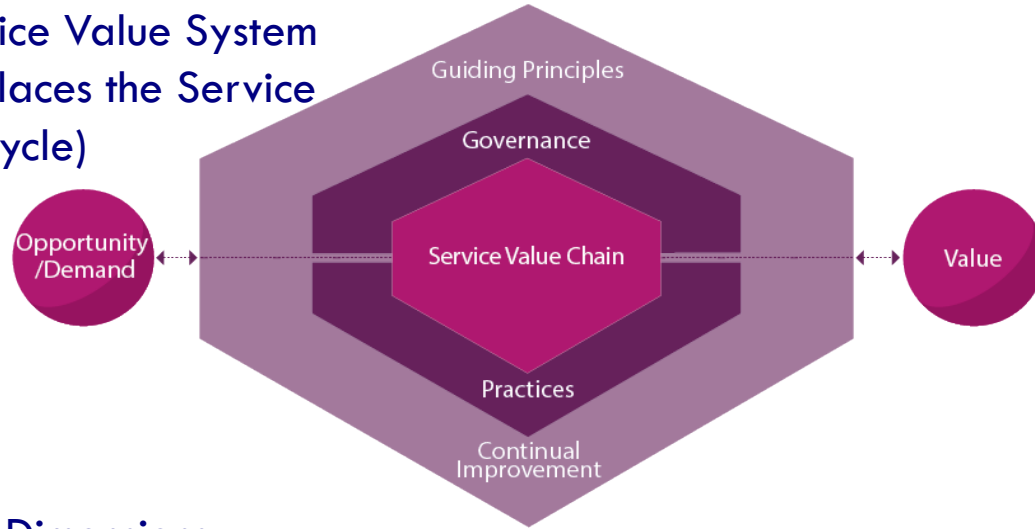
Why ITIL 4?

- ITIL 4 reshapes established ITSM practices in the wider context of customer experience, value streams, digital transformation and systems thinking, as well as embracing new ways of working, such as Agile, Lean and DevOps
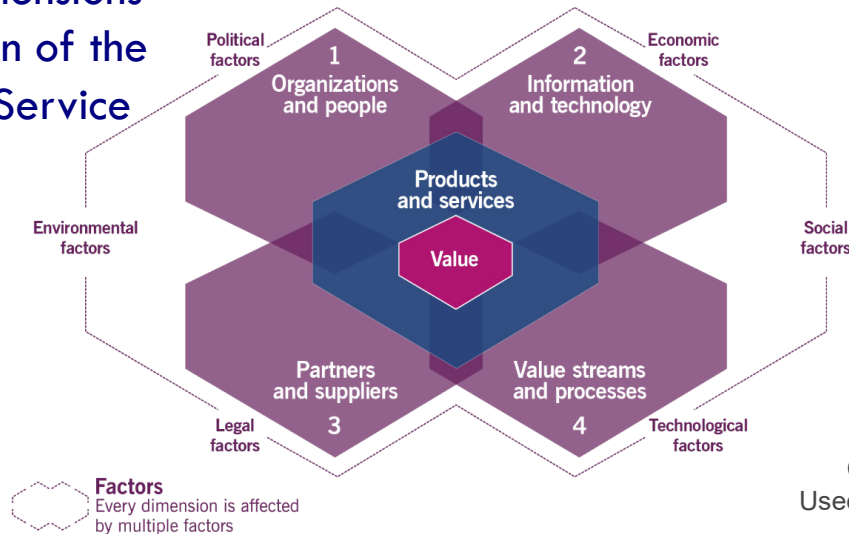
ITIL 4 provides the guidance organizations need to address new service management challenges and utilize the potential of modern technology.
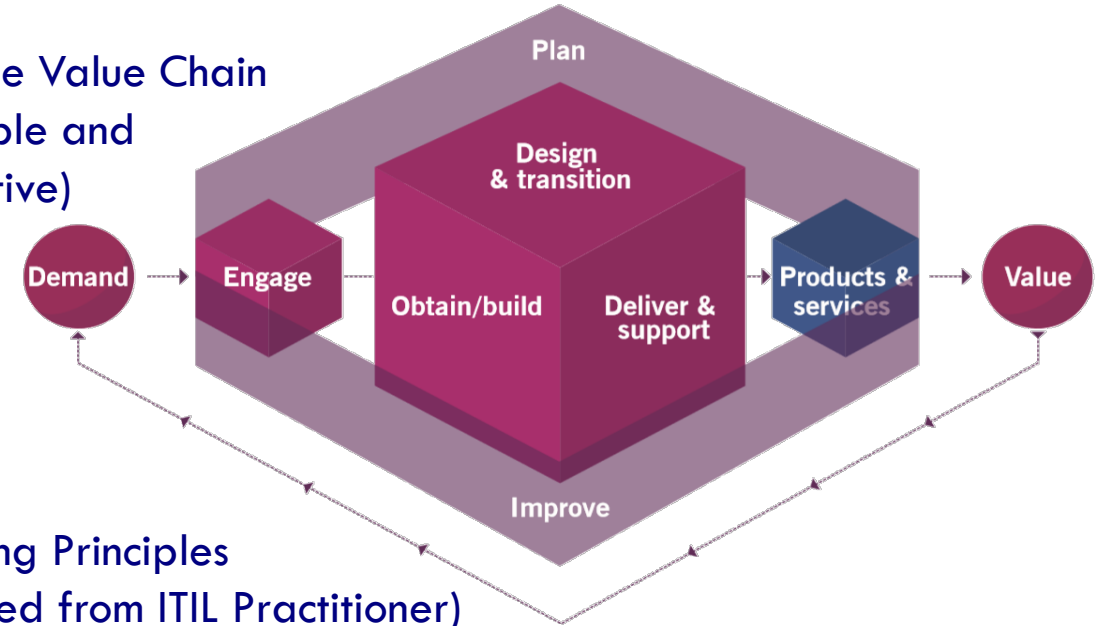
ITIL 4 Text – 1.2

ITIL 3 to 4 Differences
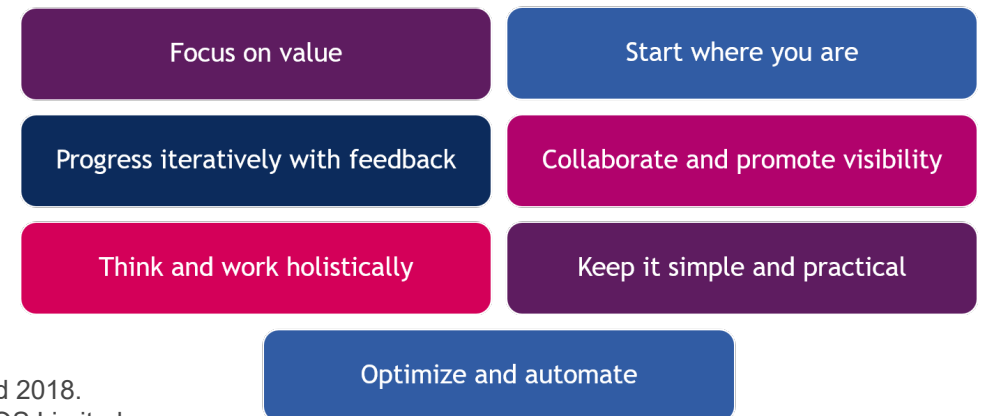
Service Value System (Replaces the Service Lifecycle)

Service Value Chain (Flexible and adaptive)

Four Dimensions (Evolution of the 4 Ps of Service Design)

Guiding Principles (Evolved from ITIL Practitioner)

Focus on value	Start where you are
Progress iteratively with feedback	Collaborate and promote visibility
Think and work holistically	Keep it simple and practical
	Optimize and automate

ITIL 4 Text – 4.1

Value Chain Activities Use Different Combinations of Practices

- **Each ITIL practice**
  - ✓ Supports multiple service value chain activities
  - ✓ Includes resources based on the four dimensions of service management

The four dimensions, united by a common purpose, is a practice…a set of organizational capabilities for performing work or accomplishing an objective.
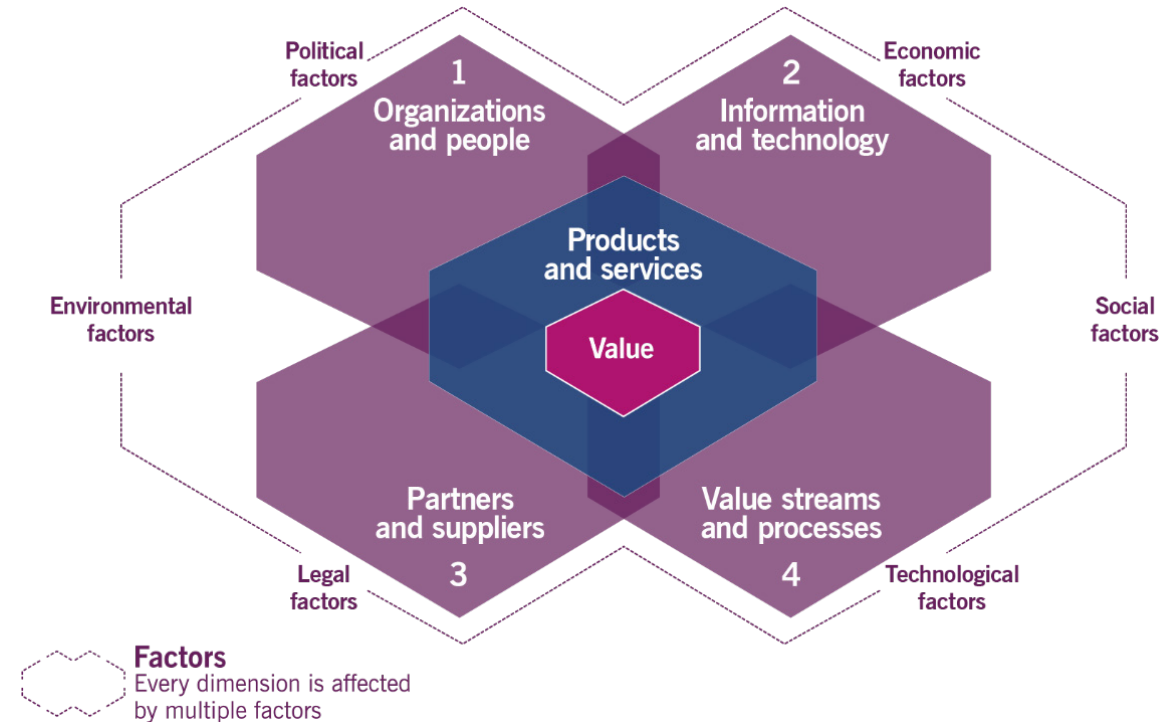
ITIL 4 Text – 5

ITIL 4 Foundation Refers to 34 Practices

General management practices	Service management practices	Technical management practices
• Architecture management • Continual improvement* • Information security management* • Knowledge management • Measurement and reporting • Portfolio management • Organizational change management • Project management • Relationship management* • Risk management • Service financial management • Strategy management • Supplier management* • Workforce and talent management	• Availability management • Business analysis • Capacity and performance management • Change control* • Incident management* • IT asset management* • Monitoring and event management* • Problem management* • Release management* • Service catalogue management • Service configuration management* • Service continuity management • Service design • Service desk* • Service level management* • Service request management* • Service validation and testing	• Deployment management* • Infrastructure and platform management • Software development and management **High-level overviews of each practice are provided in the ITIL 4 Foundation publication.** **The details of the practices will be provided in My ITIL.** ***Introduced in the ITIL 4 Foundation Course**

"Processes are activities or operations supported by structured information. Processes are activities that are generally repetitive, well-defined, routine, controllable and standardized.

Practices are non-routine, highly variable, loosely defined, and require a great deal of judgement and experience to carry out."

Mike Orzen

Lean IT

New and Changed Practices

New Practices	Updated Processes and Functions	Processes Not Transitioned to Practices
General management practices: • Continual improvement • Organizational change management • Workforce and talent management • Architecture management • Measurement and reporting • Project management • Business analysis • Risk management **Technical management practices:** • Deployment management (separated from release management) • Infrastructure and platform management • Software development and management	ITIL no longer distinguishes between functions and processes within the practices, with service desk now a unique practice and the other three functions absorbed by other practices. Other processes are represented with new names that reflect the updated practice they are now a part of, including: • Relationship management • Capacity and performance management • Monitoring and event management • Change control • Service configuration management	Some processes were merged into other practices and do not exist as a separate entity, including: • Demand management • Design coordination • Transition planning and support *High-level overviews of each practice are provided in the ITIL 4 Foundation publication.* *The details of the practices will be provided in My ITIL.*

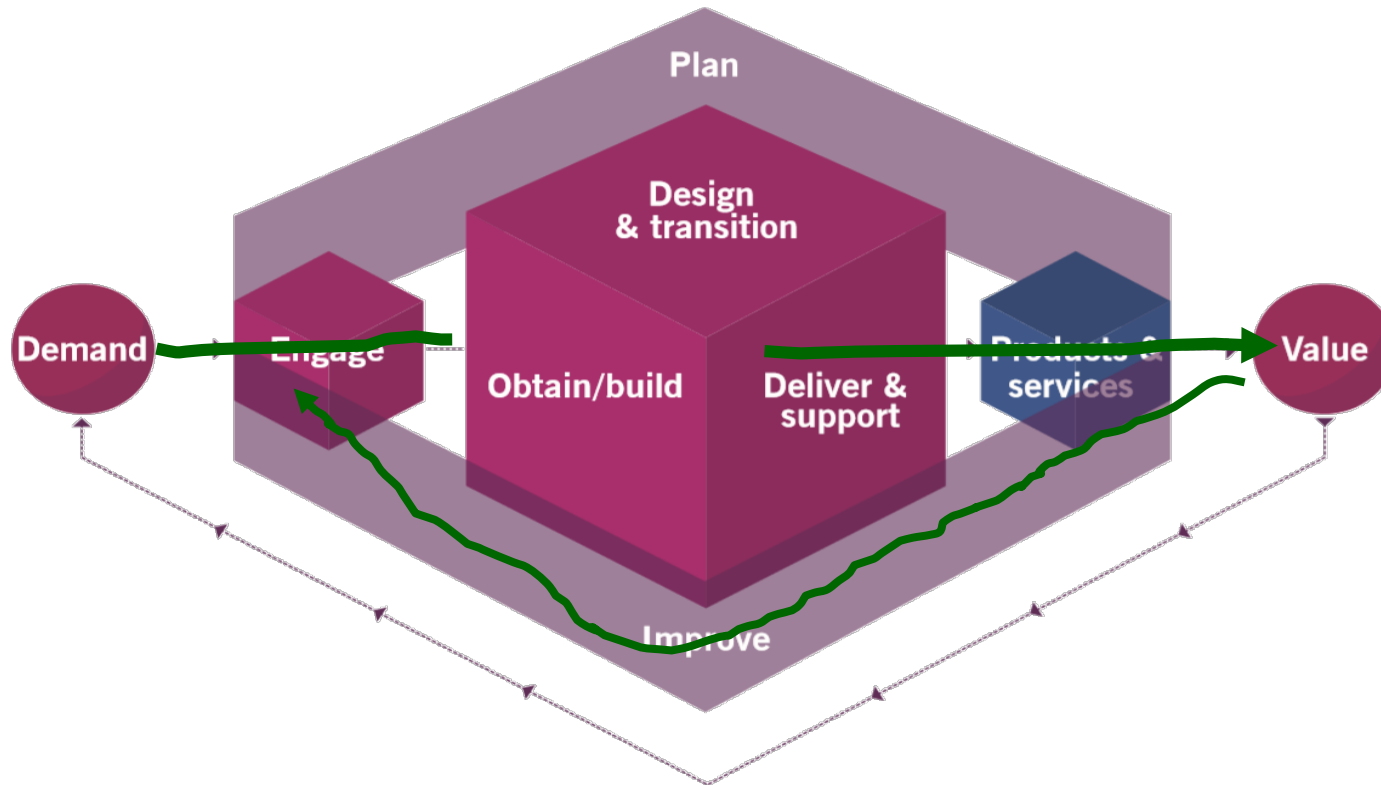# Value Chain Activities and Value Streams (1)

The service value chain is flexible and adaptive, rather than tightly coupled and stage-gated.
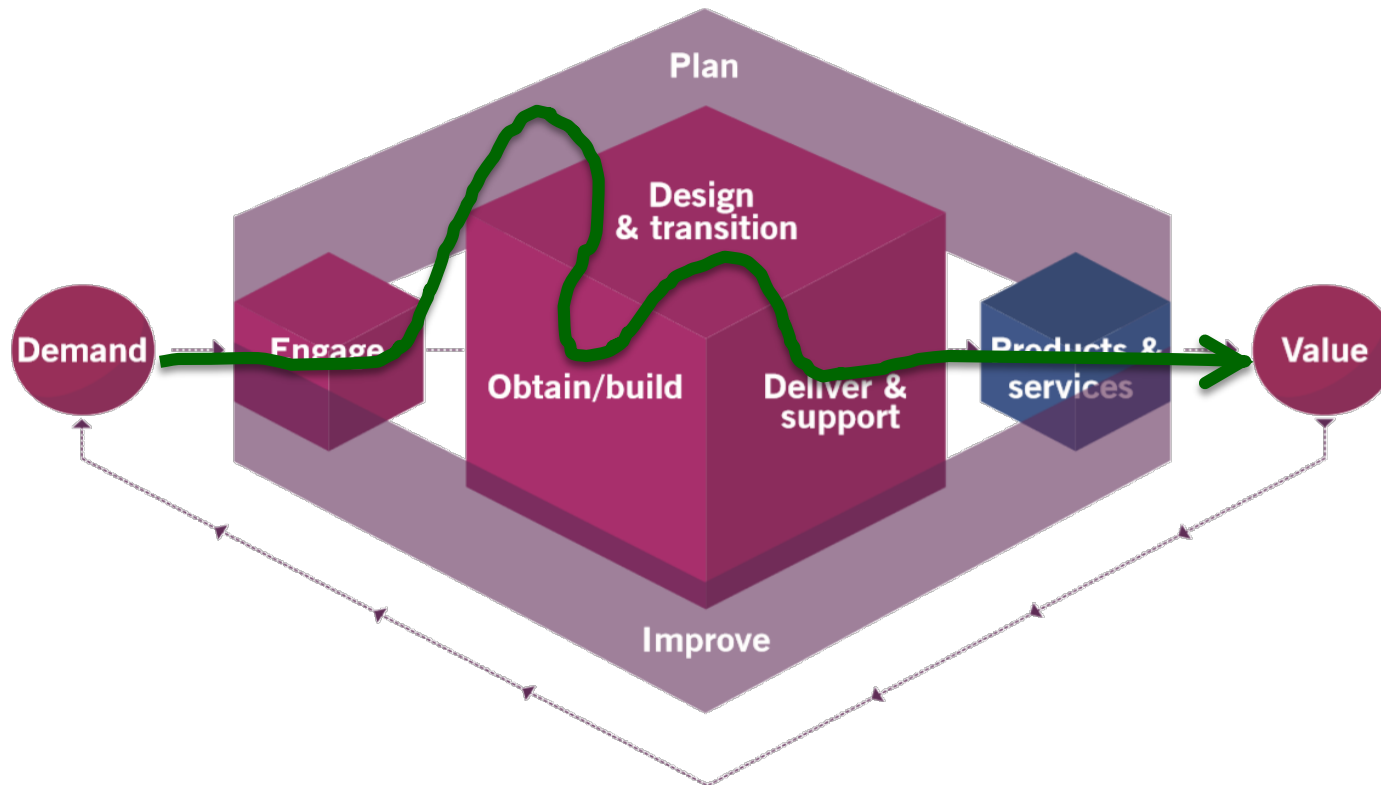
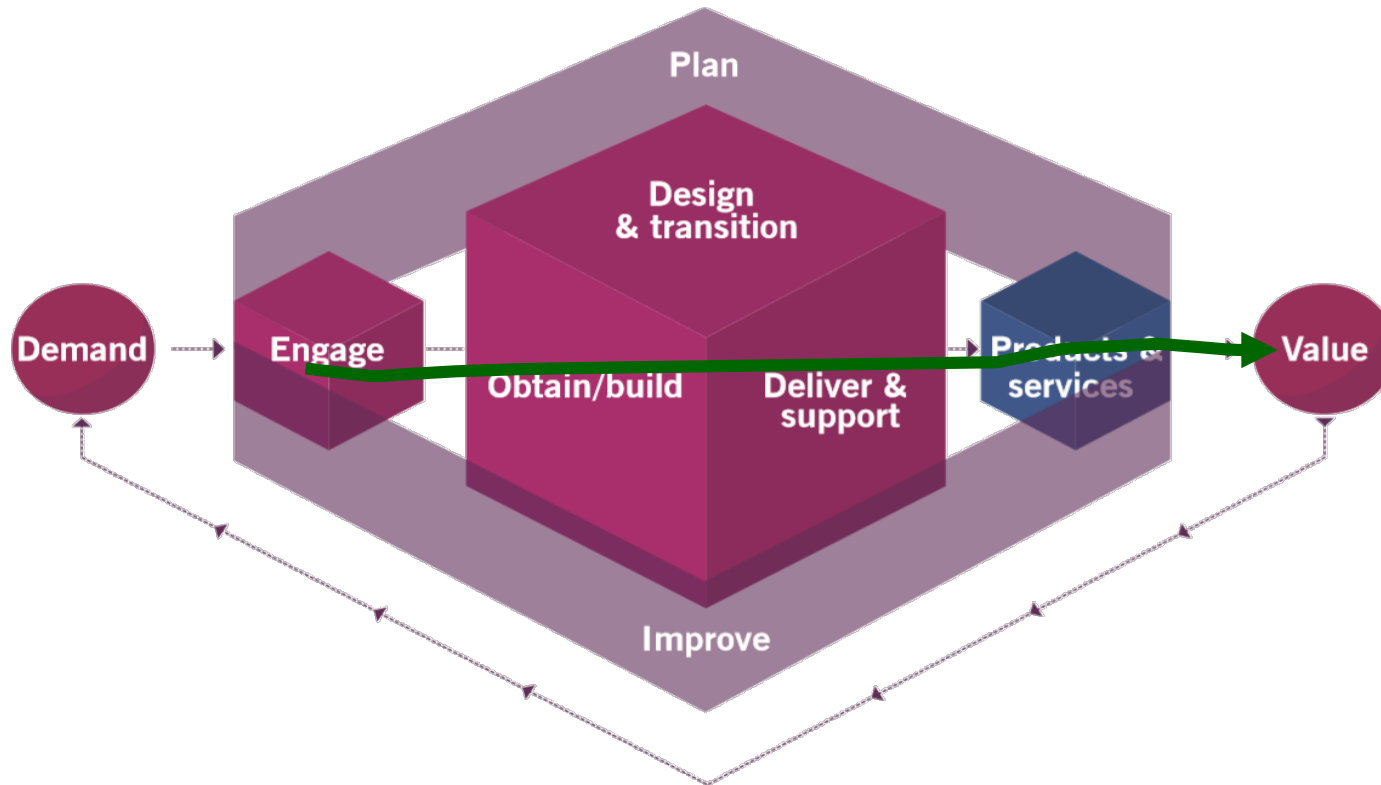Request for a new service or service component

Value chain activities can be configured into value streams that may interact with different practices as needed.

Value Chain Activities and Value Streams (2)

Incident or request for user support

Value Chain Activities and Value Streams (3)

Request for a standard component or service

Continual Improvement is Key

Organizations are encouraged to

- Use ITIL to **adopt** a service management approach
- **Adapt** the ITIL guidance to their own specific needs and circumstances

ITIL 4 Guiding Principles

Focus on value

Start where you are

Progress iteratively with feedback

Collaborate and promote visibility

Think and work holistically

Keep it simple and practical

Optimize and automate

ITIL 4 Text – 4.3

For Now, Continue Your Journey

- Honor the past
- Accept your currently reality
  - ✓ Draw from any and all frameworks, methods <u>and yes, versions of ITIL</u> to continually improve
- Look to the future
  - ✓ Leverage 'My ITIL'

- Rest assured
  - ✓ Core concepts remain intact
  - ✓ Your investments are protected
  - ✓ You'll figure out the best way for your organization to evolve

Just keep learning!

www.axelos.com/professional-development/my-itil

Transitioning to ITIL 4

- There is *not* a Foundation-level bridge from ITIL 3/2011 to ITIL 4 as there has been in the past
  - ✓ ITIL 4 Foundation introduces a significant number of new concepts
  - ✓ Changes to existing ITIL terms and concepts are subtle but critically important
  - ✓ The differences will be expanded upon and covered in more depth as we move to the higher-level courses and so establishing a solid foundation is key
  - ✓ ITIL 4 Foundation introduces how ITIL aligns with Agile, Lean and DevOps concepts
- There *is* a transition (bridging) opportunity to the Managing Professional designation that is available to ITIL Experts and individuals who hold 17 credits in the ITIL 3/2011 scheme in the form of the Managing Professional Transition module

The ITIL 4 Certification Scheme

On Campus
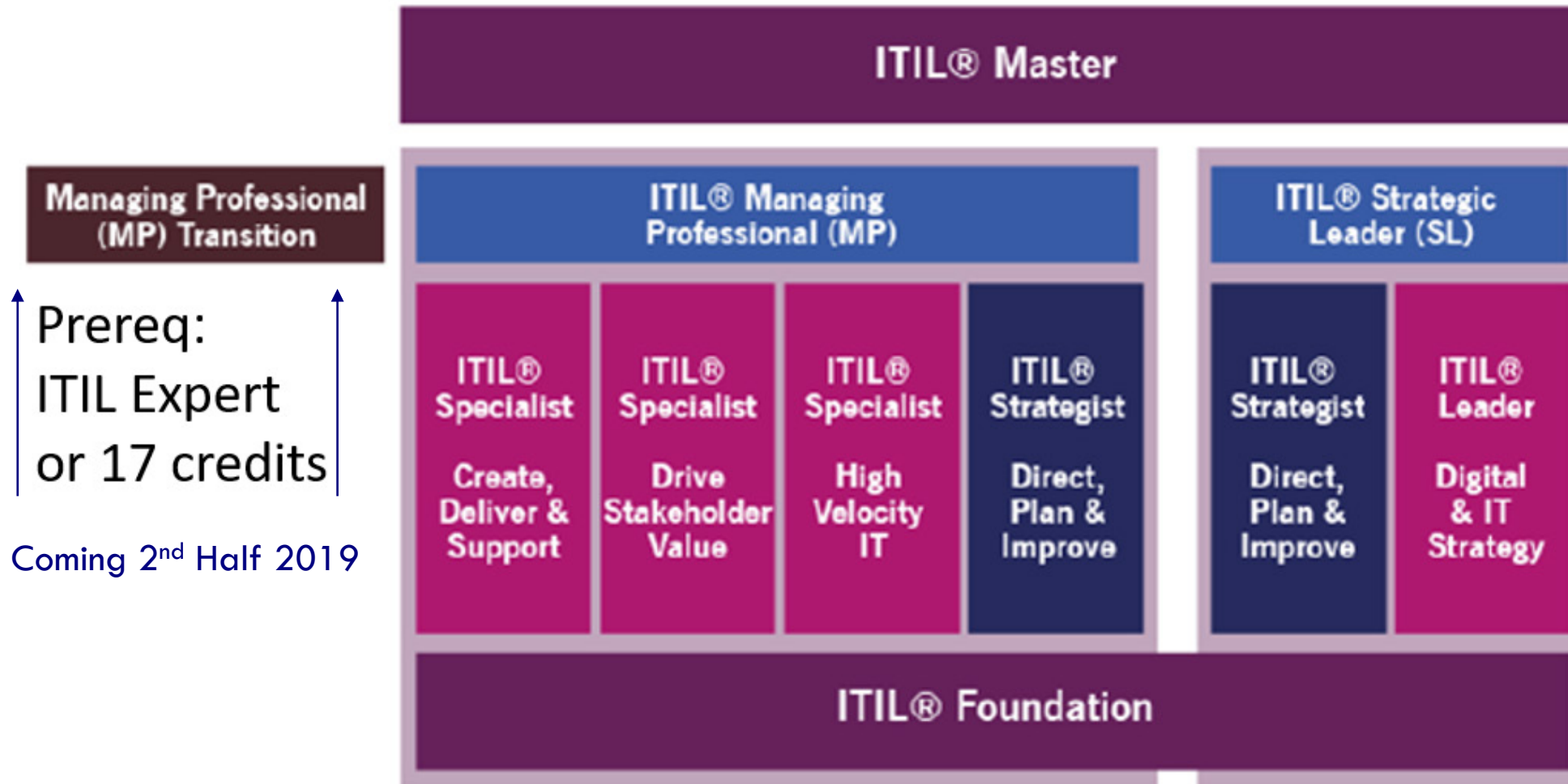
ITIL 4 Foundation – March 12-15, April 16-19, April 30-May 3

- 16-hour certification course
- Be among the first in the world!

Value Stream Mapping Facilitator – March 20-21

- 16-hour, non-certification workshop
- Focuses on the role of value stream mapping facilitator
- Takes a deep dive into value stream mapping techniques

ITIL Practitioner – June 10-13

- 16-hour certification course
- Focuses on adopting and adapting ITIL best practices

Visit our website for full course details and dates.

Questions?

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Thank You for Attending!