

ITIL® V3 Update, what are the benefits?

When talking about service management we can't ignore ITIL®. Despite its deficiencies, there is no doubt that ITIL® is the de facto framework most organisations are using. During its 20 year existence, ITIL® has proven its value to many organisations.

In 2007 we got what was originally called the ITIL® refresh and eventually became ITIL® V3. To many it seemed like a huge "refresh", but strictly speaking there was not so much that was new. Especially if you look at the processes, most of them can be found in the 10 books in the ITIL® V2 library. Gradually, the idea of a service lifecycle and the use of the service portfolio as the central controlling element gained acceptance.

So what is the ITIL® V3 Update? Is ITIL® V4 already under way at a time when we hardly are mastering V3? It isn't, but what is it then?

Was ITIL® V3 born prematurely?

There is no doubt that there are a number of inaccuracies, inconsistencies and errors in the ITIL® V3 core books. Examples of this are many such as circular references, lack of roles and inconsistent process descriptions with varying degree of detail. One example is proactive problem management, which in the Service Operation book has a reference to the CSI book. In the CSI book, the reference is in the opposite direction.

Despite an extensive review in connection with the release of ITIL® V3, there is no doubt that the quality of the end product would have benefited from additional time. This didn't happen because of the desire to release the books on the pre announced date. This has been seen before in other contexts. We have all made compromises in IT projects and made a solution live before it was quite ready. The usual compromise between time, quality and cost.

Updates are coming - but when?

ITIL® Update is the minor update ITIL® V3 needs. So in other words, a minor release, which many have begun to call ITIL® V3.1.

The idea is therefore to correct errors, discrepancies and things that don't quite fit together. To this end, OGC, who owns ITIL®, has tasked TSO, who publishes the official ITIL® books to start a project. This project started officially last year by asking interested people to apply to become authors or reviewers. Before that a handful of mentors were appointed. We'll come back to who the stakeholders are in all of this. First we need to have a look at the project scope and timeline.

Which changes can we expect? There will not be any conceptual changes. The lifecycle is unchanged with five phases, as reflected in the books. The books will be adjusted for the previously mentioned errors, gaps and inconsistencies. This applies to all five plus the introductory book. In addition, the Service Strategy book will be rewritten to make it more readable. Many will probably admit that this particular book has not been the most

accessible, although it is perhaps the most interesting and it really raised the bar for what service management actually is.

Will these changes affect the ITIL® V3 qualifications? It might to a minor degree for some areas, but the qualification scheme will remain unchanged. A new version of the ITIL® V3 glossary is expected and translation of it will be needed and this new glossary could have an impact on training material, exams etc. You will not see a change in definitions and terminology but rather some additions.

And what about the schedule, how does it look? The official announcement was that authors and reviewers should be selected before Christmas 2009, the first review should take place in April/May 2010, the second review in August and the books should be ready at the beginning of 2011. As with many other plans this plan has begun to slip. The first proof-reading in April/May has been postponed to July and August.

Global forces are behind the project!

Who are involved in this update? Let us start from the top, where we find the ITIL® Update Project Board, which is the steering committee of the project. Here we find representatives from OGC, APMG, TSO and itSMF International. In other words the usual players and just as expected. Who the persons are can be seen in the "Scope and Development Plan" document (Ref. 3).

Project management is done by two people from TSO, Tony Jackson and Emily Allison.

A group of advisors has also been appointed including the former chief architect of ITIL® V3 Sharon Taylor and the ITIL® Qualification Board ATO Sub Group (Ref. 4).

The next group are the mentors. These are:

- Shirley Lacy, ConnectSphere - Overall Project (originally co-author of ST)
- Colin Rudd, ITEMS - SD, ST & SO (originally co-author of SD)
- David Wheeldon, Independent - SS & CSI (original co-author of SO)
- Ashley Hanna, HP - Technical Continuity Editor (original ITIL® V3 glossary)

And then finally the people who will do the actual updates and rewrites:

- David Cannon, HP - SS (original co-author of SO)
- Lou Hunnebeck, Third Sky - SD
- Stuart Rance, HP - ST
- Randy Steinberg, ITSM Strategies Inc - SO
- Vernon Lloyd, Foxit - CSI (original co-author of SD)
- Anthony Orr, Independent - Introduction

A number of reviewers have also been selected. You can be sure that a number of itSMF members including several from itSMF International Executive Board, Editorial Task Force, and the Publication and Qualification & Certification Executive Sub Committees are involved.

If you would like to know more you'll find additional information in the references below.

References:

1. Call for Participants: ITIL ® Update, October 2009
http://www.best-management-practice.com/gempdf/OGC_Call_for_Participants_ITIL_Update_October_2009.pdf
2. ITIL ® Update: Frequently Asked Questions, October 2009
http://www.best-management-practice.com/gempdf/ITIL_Update_FAQs_Oct09.pdf
3. Scope and Development Plan: ITIL ® V3 Update, February 2010
http://www.best-management-practice.com/gempdf/Scope_and_Development_Plan_ITIL_V3_Update.pdf
4. ITIL Qualification Board ATO Sub Group: <http://www.iti-officialsite.com/News/ATOSubGroupAppointed.asp>
5. Original article in Danish: <http://www.it-dialog.dk/index.php/smblog/2010/04/hello-world/>

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