



## ITIL 2011

The long awaited 'ITIL 2011' will be here on the 29<sup>th</sup> July.

You can order your copies of the 5 new books from the itSMF book store

## What will you find in the new books?

### Service Strategy

- A complete rewrite of the Service Strategy book.
- Some of the key concepts within this publication have been improved and clarified, without changing the overall message of Service Strategy.
- There are now newly defined processes within the Service Strategy lifecycle phase, these being Strategy Management (responsible for developing and maintaining business and IT strategies), Business Relationship Management and Demand Management.
- Financial Management has been expanded.
- There are now better and separate descriptions of Business strategy and IT strategy.

### Service Design

- A focus on alignment with Service Strategy.
- A new process named Design Coordination.
- Clarification to the flow and management of activity throughout the overall service design phase.
- Other significant clarifications include the five aspects of service design, the design of the service portfolio and the terminology related to views of the service catalogue.

### Service Transition

- Improvement to the process flow across the whole of Service Transition.
- New content explaining how a change proposal should be used.
- The evaluation process has been renamed 'change evaluation' and the purpose and scope have been changed.
- Additional content relating to Asset Management.
- Improvements in the process diagrams and integration of a number of Service Transition processes including change management, release and deployment management, and change evaluation.

### Service Operation

- Process flow diagrams have been updated or added for all Service Operation processes including request fulfillment, Access Management and Event Management.
- An expanded section on problem analysis techniques.
- Further guidance on escalating incidents to problem management.
- The guidance for managing physical facilities has been expanded.
- Improvements to key principles – including guidance around service requests and request models, and proactive problem management, which have been clarified.
- A documented procedure flow for Incident matching.
- Clarification of the relationship between Application Management and application development activities



## **Continual Service Improvement**

- The CSI model has been renamed the CSI approach.
- The seven-step improvement process – and its relationship with the PDCA of Deming and knowledge management, has been clarified.
- The concept of a CSI register has been introduced as a place to record details of all improvement initiatives within an organization.
- Documented interfaces from CSI to other lifecycle stages.

## **FAQs**

### **What is ITIL's official name?**

The original ITILv3 has been renamed 'ITIL 2007', the new edition is named 'ITIL 2011' (The same approach to naming as with PRINCE2)

### **Will ITSM Software toolsets require changing?**

Not immediately, some vendors will undoubtedly amend their software to be in line with ITIL 2011

### **Will my ITIL v3 (2007) certifications still be relevant and applicable?**

Yes

### **Will ITIL exams change?**

Yes!.... and 'No'

There will be a transitional period during which courses and exams for both the current 2007 edition and the updated 2011 edition will continue to be available.

Therefore, during this period, there will be two syllabuses in operation; the current syllabus based on the 2007 edition, and an updated syllabus based on the 2011 edition.

During this transition period, the examination questions in use have been designed so that they can be used with either edition of the guidance and there will be a common exam in this interim period.

Steve Mann