



The Next Generation

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ITIL®



Past, present, future

- **Original version created in late 80's**
 - Grew to 40+ books
- **Version 2 released in late 90's**
 - Reduced to 8 books, process focused
- **Version 3 underway**
 - Service lifecycle structure and new concepts

A look into the future...

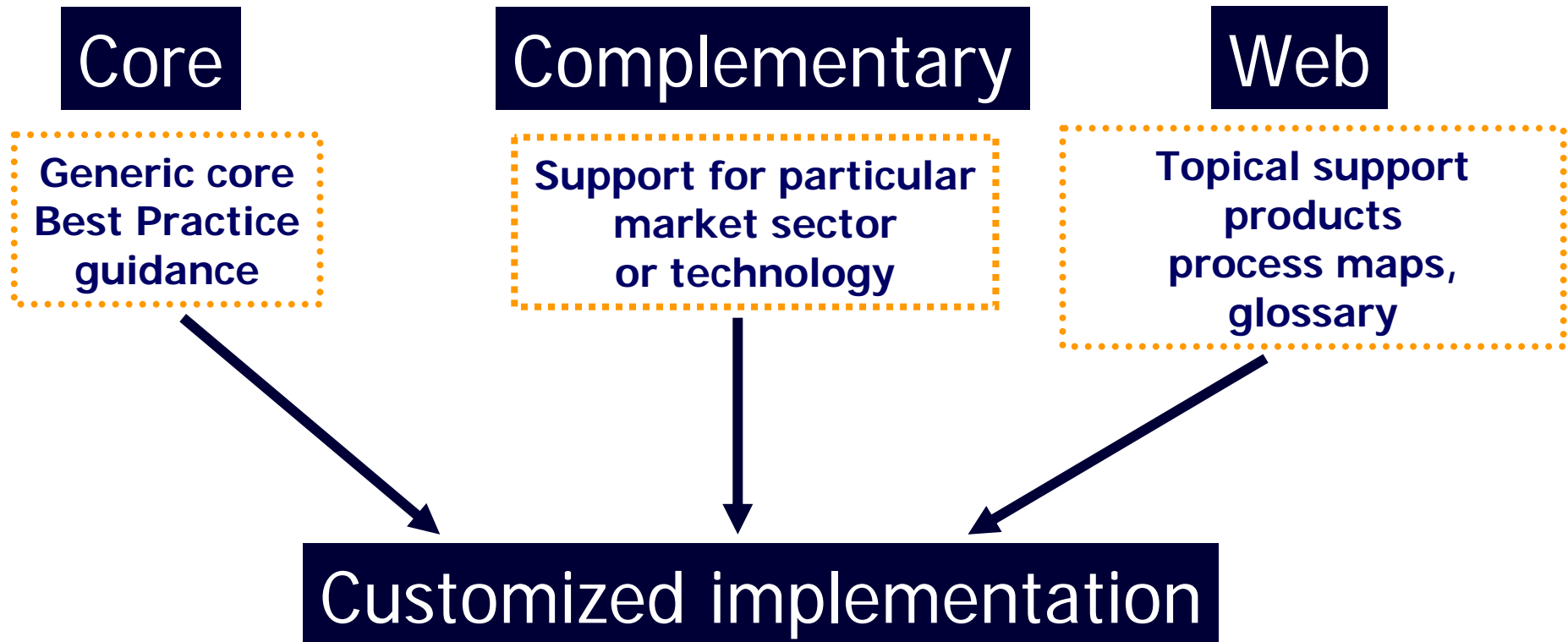


Refresh Project Highlights

- **Global consultations with all stakeholder groups**
- **Key benefits focused on public findings**
- **Advisory group of all stakeholders in project development structure**
- **Involvement of *itSMF* International and chapter committees**
- **World class project teams**
- **Collaborative development philosophy**

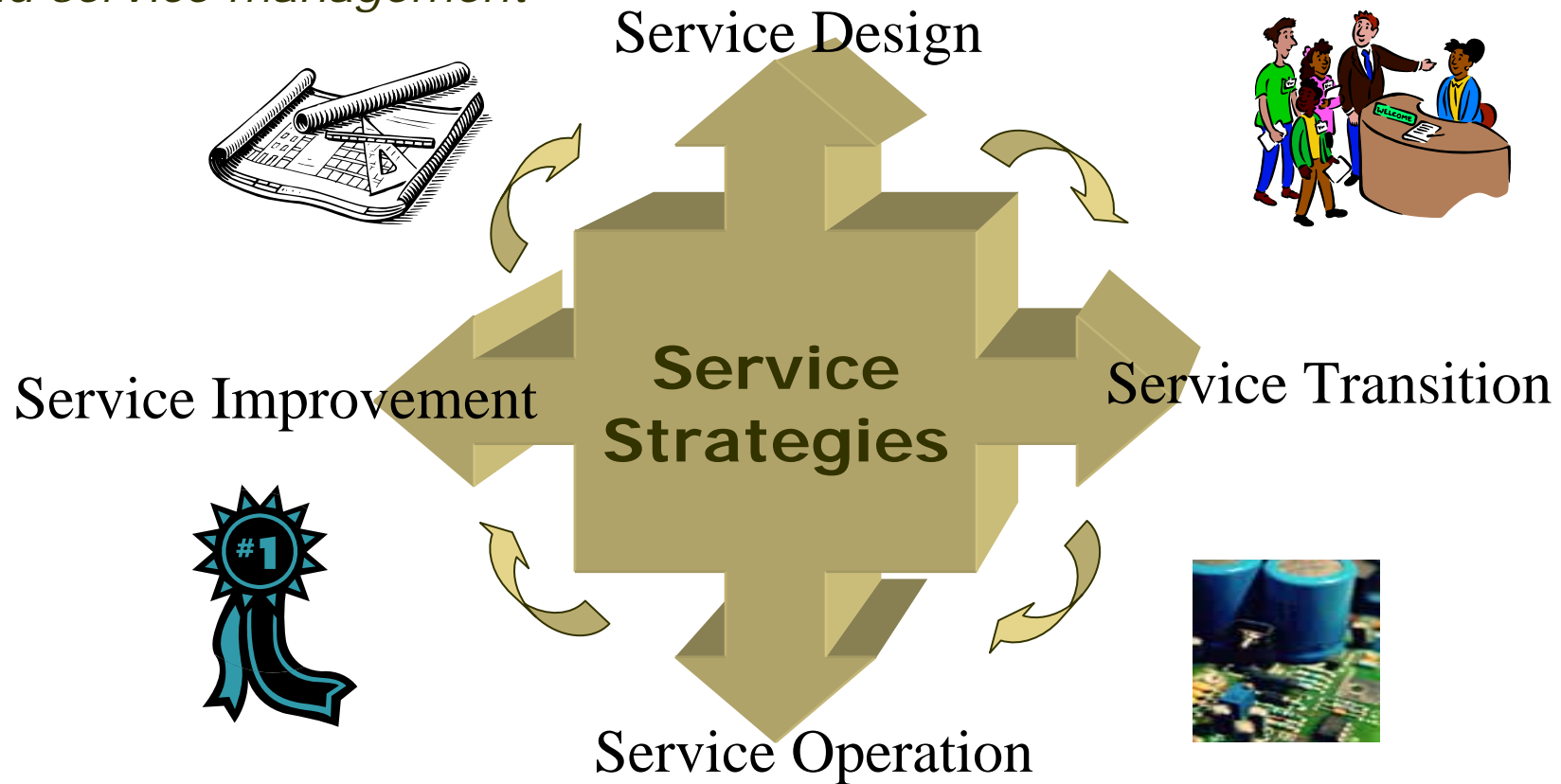


New structure at a glance



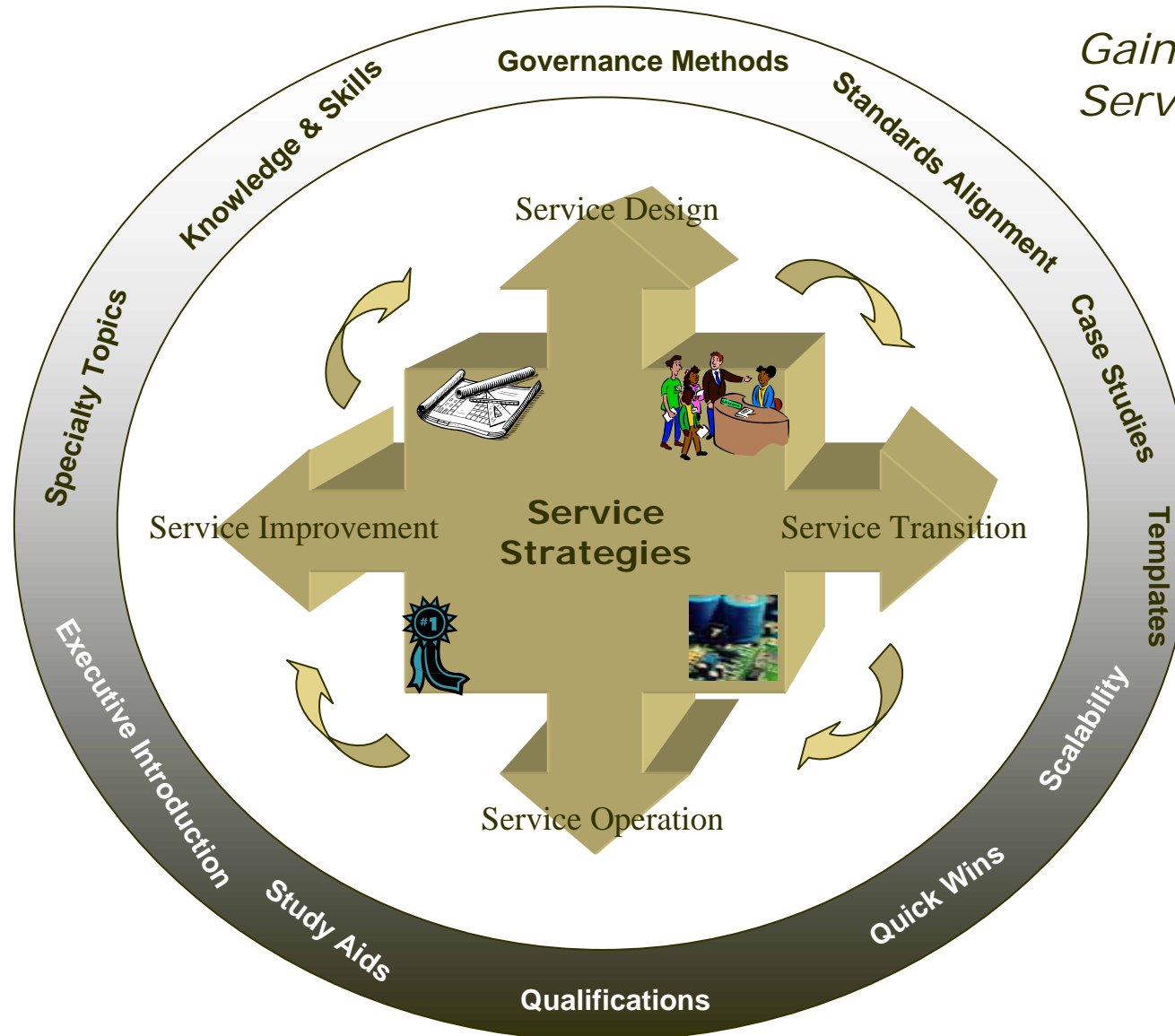
The Core - pragmatic service management

*Proven Principles for
Solid service management*



Complementary guidance

Gaining traction in Service excellence



New ITIL® Highlights



- **Service life cycle focus**
- **Centred on business value**
- **Integrated Process Maps**
- **Alignment to other best practices – ASL, TCO, eTOM, CobIT, CMMI, eSCM, Six Sigma, etc.**
 - Formal mapping to CobIT 4, etc
- **Scalability – adaptation for small, medium and large**

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New ITIL® Highlights

- **Aligned to ISO/IEC 20000**
 - Working with SC7 committee members
- **Implementation guidance – esp. outsourced and shared services**
- **Updated Qualifications scheme**
- **Guidance on compliance to legislated requirements – e.g., SOX**
- **60% re-use of V2 content**



What are the big changes?

- **Processes transition to life cycle**
- **New processes & functions defined**
- **International English use**
- **Easier to navigate and implement**
- **Complementary and Translation Strategies in revision scope**
- **The good things in ITIL® remain**



What new topics are being added?

- **Service strategies for**
 - Outsourcing
 - Co-sourcing
 - Shared services models
- **ROI business case development**
- **Service design practices**
- **Service mgmt knowledge base**
- **Request management**



Consistent Structure

- **Introduction**
 - **Overview**
 - **Context**
 - **Purpose**
 - **Usage**
- **Principles of best Practice**
- **Process Fundamentals**
- **Methods, practices and tools**
- **Implementing service and Service Management strategies**
- **Measurement and control**
- **Challenges, critical success factors and risks**
- **Summary**
- **Annexes**

Use of existing ITIL[®] content

V2	SS 70%NEW	SD 40%NEW	ST 40%NEW	SO 30%NEW	CSI 70%NEW
SERVICE SUPPORT		X	X	X	X
SERVICE DELIVERY		X	X	X	X
APP MGMT		X	X	X	
SAM		X	X	X	
SEC MGMT		X	X	X	
BP	X	X	X		
ICTIM		X	X	X	

70%

70%

40%

30%

20%

40%

40%

What comes next?

- **Public report on scope – June 06**
- **Complementary scope – July 06**
- **Selected International QA members**
- **Full drafts of core – Autumn 06**
- **International QA – Autumn 06**
- **IPESC endorsement – Autumn 06**
- **Publish core books – Winter 06/07**

Where to get updates

- **Published bi-weekly**
- **www.itil.co.uk**
- **www.itsmf.com**
- **www.itsmf-japan.org**

The background is a collage of various ITIL-related documents and logos. It includes several 'OGC' logos, a document titled 'Best Practice - Service Delivery', and a large, stylized 'ITIL' logo with a registered trademark symbol. The colors are vibrant, featuring shades of yellow, blue, red, and grey.

Thank you for your time

Questions?

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