

THE **BREAKTHROUGH** SERIES

from
**Thought
Rock**

The Presentation Will Begin At 12PM EST



Malcolm Fry
President
Fry Consulting



Lou Hunnebeck
VP of ITSM Vision
& Strategy
Third Sky

Malcolm Fry & Friends:
Discussing The ITIL v3 Publication
Update

Talking points:

- Changes that are included in the new ITIL publication update
- New certification requirements
- What this means to IT departments

Lou Hunnebeck

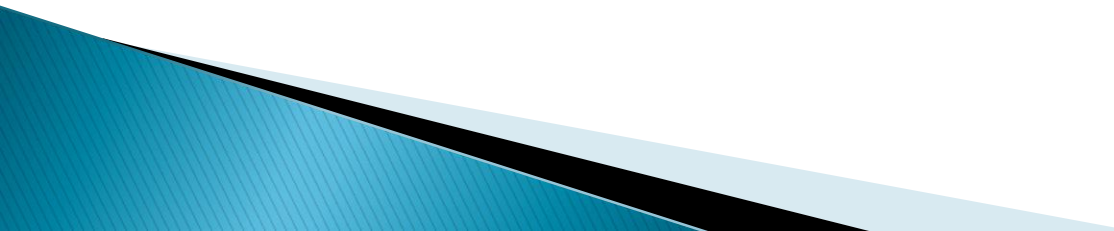
VP, ITSM Vision & Strategy

Third Sky, Inc.

- 16+ years in IT Services, Education & Consulting and ITSM
- Frequent speaker at HDI, ITSM, itSMF, etc.
- Member of the QA team for ITIL® Version 3
- Senior ITIL v3 Examiner, leading the SS team on the ITIL v3 Examination Panel
- Service Design author on current ITIL v3 Update Project



Content

- ▶ Introduction
 - ▶ What is the ITIL v3 Update Project?
 - ▶ Why was it undertaken?
 - ▶ How is it being conducted?
 - ▶ What is the current status?
 - ▶ Conclusion
- 

What is the ITIL v3 Update Project?

The current version of the IT Infrastructure Library was published in June of 2007

The ITIL v3 Update project is an update to Version 3 to make it more usable.

The project will not produce a new version of ITIL, but rather the next edition, as part of the normal OGC cyclical update process.

With a new edition, the framework itself remains largely unchanged.

Why was it undertaken?

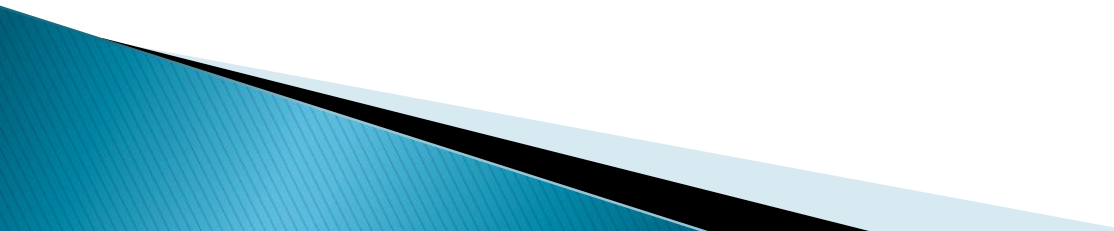
The mandate for change has been created as a result of:

- ▶ Reviewing the Change Control Log
- ▶ Advice from the Change Advisory Board
- ▶ Feedback from the user and training community

The Change Control Log can be found at:

www.best-management-practice.com/ChangeLog

Aims of the Project

- ▶ To resolve any errors or inconsistencies in the text and diagrams, both in content and presentation.
 - ▶ To improve the publications by addressing those issues raised in the Change Control Log deemed actionable by the Change Advisory Board & OGC.
 - ▶ To address some suggestions that have been made by the training community.
 - ▶ To review the Service Strategy publication to ensure that the concepts are explained in the clearest, most concise and accessible way possible.
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In Scope

- ▶ Sharpening Roles & Responsibilities.
- ▶ Ensuring consistent presentation of processes.
- ▶ Standardize glossary definitions & their use in text.
- ▶ Improve accessibility of Service Strategy.

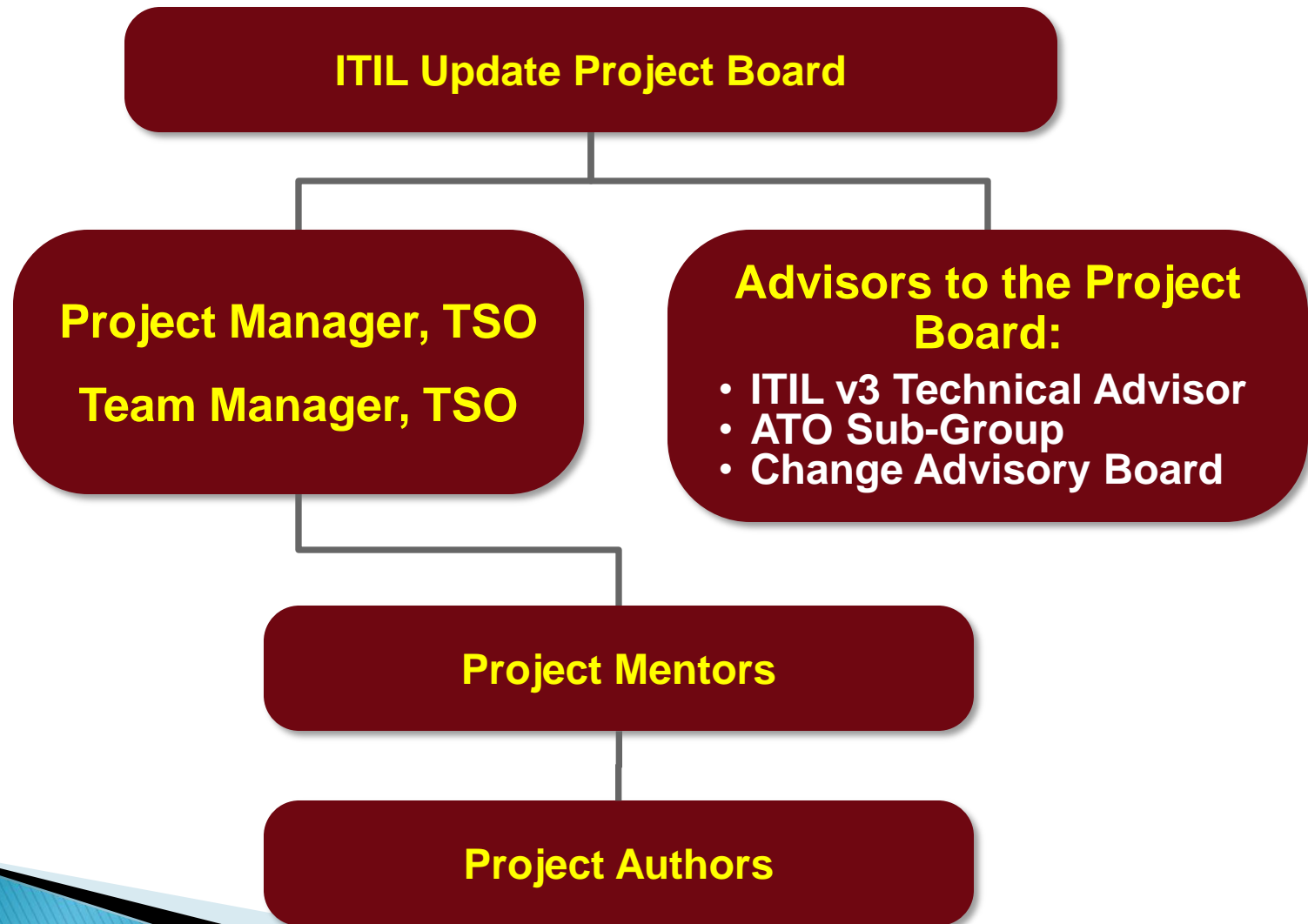
Out of Scope

- ▶ New concepts.
- ▶ Any changes that would invalidate current use of ITIL, either in adoption or certification.

How is it being undertaken?

- ▶ The first step was for the OGC and the Change Advisory Board (CAB) to define the scope of the updates to be part of the project.
 - ▶ The project is being managed by the TSO on behalf of the OGC.
 - ▶ A call for participants was issued, seeking authors and reviewers. Authors were selected in December 2009 and reviewers were selected in January 2010
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The Project Structure



The Project Team

ITIL Update Project Board:

- **Project Executive – Frances Scarff, OGC**
- **Project Assurance, Quality – Phil Hearsum, OGC**
- **Project Assurance, Examinations – Jessica Barry, APM Group**
- **Senior User – itSMF Int’l Publications Director**
- **Senior Suppliers – Janine Eves, TSO
- Richard Pharro, APM Group**

The Project Team

Project Mentors:

Assignment	Contributor	Company
Overall Project	Shirley Lacy	ConnectSphere
SD, ST and SO	Colin Rudd	ITEMS
SS and CSI	David Wheeldon	Independent
Technical Continuity	Ashley Hanna	HP

The Project Team

Project Authors:

Assignment	Contributor	Company
Service Strategy	David Cannon	HP
Service Design	Lou Hunnebeck	Third Sky, Inc.
Service Transition	Stuart Rance	HP
Service Operation	Randy Steinberg	Deloitte Consulting
Continual Service Improvement	Vernon Lloyd	FoxIT
Official Introduction	Anthony Orr	BMC Software

General Project Flow

- **Initial Authoring Stage**
 - Addressing the identified Issues
 - Checking consistency across titles
- **1st Public Review Stage**
 - Reviews of individual titles based on criteria
 - Review of full set of titles for consistency
- **2nd Authoring Stage**
 - Responding to issues/concerns raised in review
- **2nd Public Review Stage**
 - Similar to first review, but extensive focus on consistency
- **Final Authoring/Publishing Stage**
 - Final correction of issues/concerns raised in review
 - Prepare titles for publishing


What's the current status?

- **Initial Authoring Stage**
 - Addressing the identified Issues
 - Checking consistency across titles
- **1st Public Review Stage**
 - Reviews of individual titles based on criteria
 - Review of full set of titles for consistency
- **2nd Authoring Stage**
 - Responding to issues/concerns raised in review
- **2nd Public Review Stage**
 - Similar to first review, but extensive focus on consistency
- **Final Authoring/Publishing Stage**
 - Final correction of issues/concerns raised in review
 - Prepare titles for publishing

The first four bits are done, and so is the Final Authoring!

Now we're in the Publishing Stage!

What You Might See (General – All Books)

- ▶ Role Descriptions
 - ▶ Organization Examples
 - ▶ Improved and reorganized Metrics (CSFs and KPIs)
 - ▶ Cloud Computing/Virtualization Content and Other Current Trends
 - ▶ Updated Glossary
 - ▶ Consistent Book Chapter Structure
 - ▶ Lifecycle Inputs and Outputs
 - ▶ More process flow or activity diagrams
 - ▶ Enhanced function descriptions
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Conclusion

**More
Questions & Answers
with
Malcolm & Lou**

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Join Us For Lunch Every Tuesday At 12PM!

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