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# ITIL® V3 Strategy Workshop

Course 1974sc

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You may be familiar with ITIL Version 2 (V2), which is used by many organizations worldwide as the basis for effective IT service provision. ITIL Version 3 (V3) was released in 2007 as an update to the entire body of knowledge on IT Service Management. This course is all about this latest version of ITIL and provides a high-level knowledge of the latest and improved version of ITIL.

Do you have an idea how ITIL V3 differs from its earlier versions?

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## Participant Introductions

- Name
- Company affiliation
- Title / function
- Job responsibility
- IT experience
- ITIL / IT Service Management experience
- Expectations for the course

This course is designed to be as interactive as possible since ITIL is all about IT best practices that are shared throughout the community. It is thus of interest for all of us to get to know each other's background with respect to IT Service Management, as well as our motivations for taking this course.

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## ITIL V3 Strategy Workshop Objectives

At the end of the course, you should be able to:

- Identify what IT Service Management, ITIL, the ITIL V3 qualification scheme and the ITIL V3 Service Lifecycle are
- List the key definitions and concepts of ITIL V3
- Name the processes, roles, and functions across the ITIL V3 lifecycle
- Recall the new and changed concepts between ITIL V2 and V3
- Apply guidance for implementing ITIL V3, including justifying programs and projects, where to start, and typical roadmap
- Cite opportunities for applying ITIL V3 to problems and opportunities

*There is no exam for this course*

The ITIL V3 Strategy Workshop aims to provide you with a high-level knowledge of the latest improved version of ITIL. The modules and lessons are designed to help you recall the key principles, models, concepts and processes of ITIL V3, as well how it can enhance the quality of IT Service Management. This workshop ends with a practical discussion on how to begin on the journey towards improving your IT Service Management practices through ITIL.

The target audience for this course are those who require a basic understanding of ITIL. There are no prerequisites for this course.

The course objectives are our expectations from you after completing this course.

What about you? What are your expectations from the course? From your instructor? From your fellow participants?

Your instructor may ask you to share it with the class. This will help in making the course flow smoother, and will also help your instructor fill in possible gaps in the discussions.

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## Housekeeping

- Logistics
  - ◆ Sign-in
  - ◆ Parking
  - ◆ Building access
  - ◆ Class hours
  - ◆ Food
  - ◆ Phones
  - ◆ Restrooms
  - ◆ Recycling
  - ◆ Smoking
- Participant Materials
  - ◆ Participant binder
  - ◆ Presentation slides with syllabus references
  - ◆ Job aids and handouts
  - ◆ Evaluation
- Ground Rules
  - ✓ Have fun learning
  - ✓ Good vibrations
  - ✓ Ground cover
  - ✓ Parking lot
  - ✓ Think and act

The following materials are included with your participant kit:

- A participant binder which contains the introductory materials about the course
- Presentation slides with notes, with a footer on each slide that shows the reference item in the ITIL official syllabus and a pointer to which section of the ITIL books the detailed discussion of the topic can be found
- Handouts to use in class to help you learn and absorb the ideas presented
- Job aids or quick-reference materials which you can reuse or post at your work area
- A Course Evaluation form for providing feedback on your instructor and the course materials. Your comments will greatly help in improving this course.

Ground rules for this course:

- Have fun learning. Let's make this a fun learning environment.
- Good vibrations. Please, turn all mobile phones off or on silent mode. We have breaks scheduled throughout the day during which you can conduct your business if necessary.
- Ground cover. This is an intense course, so we'll be moving fast, but please don't hesitate to ask for additional time to cover points of interest to you, to ask clarifying questions, etc.
- Parking lot. As we have a lot of ground to cover, I'll record and 'park' questions that will be covered later in the material. Also, for detailed discussions that are not for the whole group, I'll ask to take offline on a break.
- Think and act. The primary ground rule is for you to think about the content of the course and write down action items you can take back with you to work.

## Pultorak & Associates ITIL V3 Curriculum and Certification

Level	Scope	Course Details
Advanced	<ul style="list-style-type: none"> <li>▪ <u>Practical</u> knowledge of ITIL and issues of implementations</li> </ul>	<ul style="list-style-type: none"> <li>▪ Under development by ITIL bodies</li> </ul>
Intermediate	<ul style="list-style-type: none"> <li>▪ <u>Deeper</u> understanding of ITIL and its implementations</li> <li>▪ Service Lifecycle modules</li> <li>▪ Service Capability modules</li> <li>▪ Managing Across the Lifecycle</li> </ul>	<ul style="list-style-type: none"> <li>▪ Three to four days</li> <li>▪ Optional 90-minute certification exam</li> </ul>
Foundation	<ul style="list-style-type: none"> <li>▪ <u>Basic</u> understanding of ITIL Service Lifecycle phases, processes, and functions</li> <li>▪ Foundation course</li> </ul>	<ul style="list-style-type: none"> <li>▪ Two to three days</li> <li>▪ Optional 60-minute certification exam</li> </ul>
Awareness	<ul style="list-style-type: none"> <li>▪ <u>High-level</u> understanding of ITIL concepts, terminology, resources</li> <li>▪ Awareness course</li> </ul>	<ul style="list-style-type: none"> <li>▪ Half-day</li> <li>▪ Non-certification</li> </ul>

ITIL Version V3 training is a new set of offerings from Pultorak & Associates, launched at the same time the new version of ITIL was released in May 2007.

The V3 Awareness course helps those who are not yet familiar with ITIL appreciate what ITIL is and why it is the current de facto standard for IT Service Management. The V3 Awareness course is an updated version of the V2 Awareness course, and uses the latest body of knowledge from ITIL.

V3 Foundation is the most basic form of education which prepares participants to take the V3 Foundation certification exam. This course gives participants a basic understanding of the new ITIL Service Lifecycle phases.

The Intermediate Level courses are designed for those who would like to gain a deeper understanding of ITIL and implement it in their organization. It is designed around two tracks: one for each of the V3 Service Lifecycle phases and the other, V3 Service Capability, around role clusters containing groupings of processes and roles from within ITIL. Note that these courses are still under development by the ITIL governing bodies and are scheduled for release sometime late 2008 to early 2009.

The next course level is the Managing Across the Lifecycle Course which focuses on additional knowledge required to implement and manage the skills for the use of the V3 Lifecycle practices. The Advanced Level courses are also still being finalized and will focus on the practical aspects of organization-wide ITIL implementations.

## Pultorak & Associates ITIL V2 to V3 Bridging Courses

Level	Description	Course Details
Intermediate	<ul style="list-style-type: none"> <li>Update V2 knowledge to V3, with <u>deeper</u> understanding of ITIL Service Lifecycle</li> <li>ITIL V3 Managers Bridge Course</li> </ul>	<ul style="list-style-type: none"> <li>Three to four days</li> <li>Optional 90-minute certification exam</li> </ul>
Foundation	<ul style="list-style-type: none"> <li>Update V2 knowledge to V3, with <u>basic</u> understanding of Service Lifecycle and other changes</li> <li>ITIL V3 Foundation Bridging Course</li> </ul>	<ul style="list-style-type: none"> <li>One day</li> <li>Optional 30-minute certification exam</li> </ul>

In order to facilitate the migration of skills from Version 2 to Version 3 of ITIL, bridge courses have been developed.

ITIL V3 Foundation Bridging course is designed for IT professionals with knowledge of ITIL V2 who would like to upgrade their skills to ITIL V3, and prepare themselves to take the V3 Foundation certification examination.

ITIL V3 Managers Bridge course is for IT professionals with V2 Managers level certification who would like to upgrade their skills to ITIL V3, and earn credits towards achieving ITIL V3 Expert certification.

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## What is a service?

- A means of delivering value to customers by facilitating outcomes customers want to achieve, without ownership of specific costs or risks
  - ◆ Costs and risks are transferred to Service Provider
  - ◆ Customers can focus on outcomes versus how to attain them
- Service outcomes are facilitated by:
  - ✓ Enhancing the performance of associated tasks
  - ✓ Reducing the effect of constraints
  - ✓ Creating conditions for better performance

Ref: Syllabus 01-2. Define and explain the concept of a service (SS, SD, ST, SO, CSI 2.2.1)

Module 1: Introduction to ITIL V3 Service Management

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Services are an important approach for customers who would like to focus on the achievement of business targets in a cost-effective manner. Outcomes that customers want to achieve are possible from the performance of tasks, but are limited by a number of constraints. Services can enhance performance and reduce the pressure of constraints, thereby increasing the chances that the desired outcomes will be realized.

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## Service as a valuable part of the customer's business model and strategy

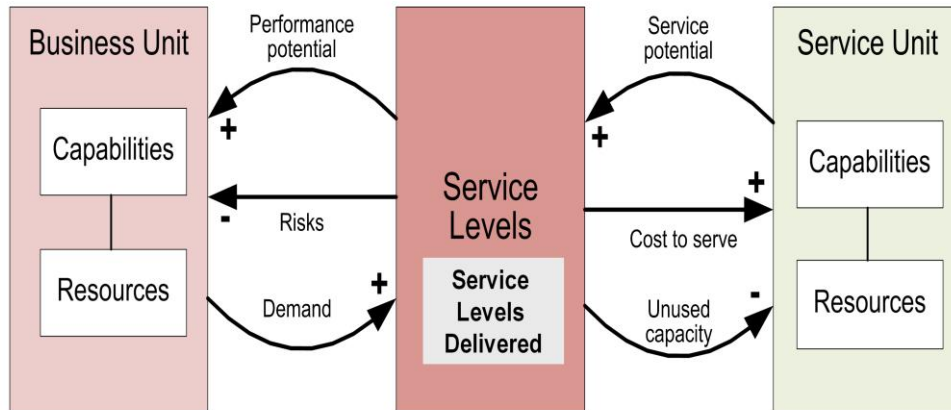


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Ref: Syllabus 01-2. Define and explain the concept of a service (SS, SD, ST, SO, CSI 2.2.1)

Module 1: Introduction to ITIL V3 Service Management

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Services derive their potential from service assets. There is a need to increase performance potential which stimulates additional demand. This translates into greater use of the service and justification for ongoing maintenance and upgrades. Unused capacity is reduced, giving greater cost efficiency.

IT organizations can use the guidance provided by ITIL to transform their Service Management capabilities into strategic assets.

- **Service levels** – measured and reported achievement against one or more service level targets
- **Risk** – a possible Event that could cause harm or loss, or affect the ability to achieve objectives

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## What is Service Management?

- “A set of specialized organizational capabilities for providing value to customers in the form of services”
- The art of transforming resources into valuable services by exploiting the organization’s capabilities

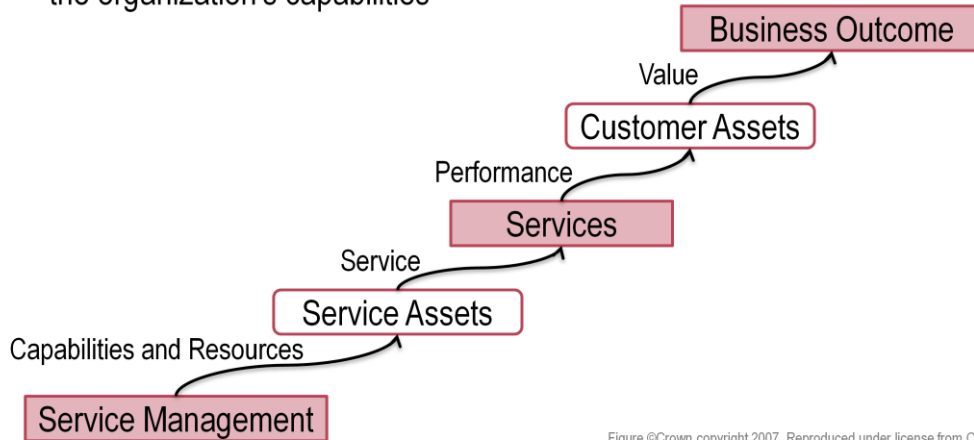


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Ref: Syllabus 01-3. Define and explain the concept of Service Management (SS, SD, ST, SO, CSI 2.1)

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Service Management is more than just a set of capabilities. It is also a professional practice, supported by an extensive body of knowledge, experience and skills. A global community of individuals and organizations fosters its growth and maturity.

- **Capabilities** – the abilities of an organization, person, process, application, Configuration Item or IT service to carry out an activity
- **Resources** – a generic term that includes IT Infrastructure, people, money or anything else that might help to deliver an IT service
- **Service Assets** – the capabilities or resources of a Service Provider
- **Performance** – a measure of what is achieved or delivered by a system, person, team, process, or IT service.
- **Customer Assets** – the capabilities or resources of the customer
- **Value** – a measure of the Return on Investments or benefits to the business
- **Business Outcome** – the results as seen by the business

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## What is ITIL?

- A set of publications for good practices in IT Service Management
- Why ITIL?
  - ◆ Focuses on descriptive guidance on IT Service Management (ITSM) that's easily adapted
  - ◆ Emphasizes quality management approach, standards
- ITIL goals
  - ◆ Consistent, comprehensive, hygienic set of best-practice guidance
  - ◆ Platform-independent discussion of processes
  - ◆ Flexible quality management framework, adaptable to own IT environment / technologies
  - ◆ Common language, standardized terminologies
- De facto industry standard

“ITIL is a public framework that describes best practice in IT Service Management. It provides a framework for the governance of IT, the ‘service wrap’, and focuses on the continual measurement and improvement of the quality of IT service delivered, from both a business and a customer perspective. This focus is a major factor in ITIL’s worldwide success and has contributed to its prolific usage and to the key benefits obtained by those organizations deploying the techniques and processes throughout their organizations.”

- An Introductory Overview of ITIL V3

ITIL focuses on the topic of Service Management for the IT industry, with guidance culled from practitioners out in the field. It is not an academic or theoretical view of how to manage IT services.

It emphasizes quality management approach and standards, supports quality systems such as ISO 9000, total quality frameworks such as European Framework for Quality Management (EFQM) and the Malcolm Baldrige National Quality Award (MBNQA).

ITIL V3 was released in May 2007 is the latest version created to address the lack of a lifecycle view of services in ITIL V2, as well as to update the Service Management practices in view of today’s technology and business environment.

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## ITIL V3 Interfaces

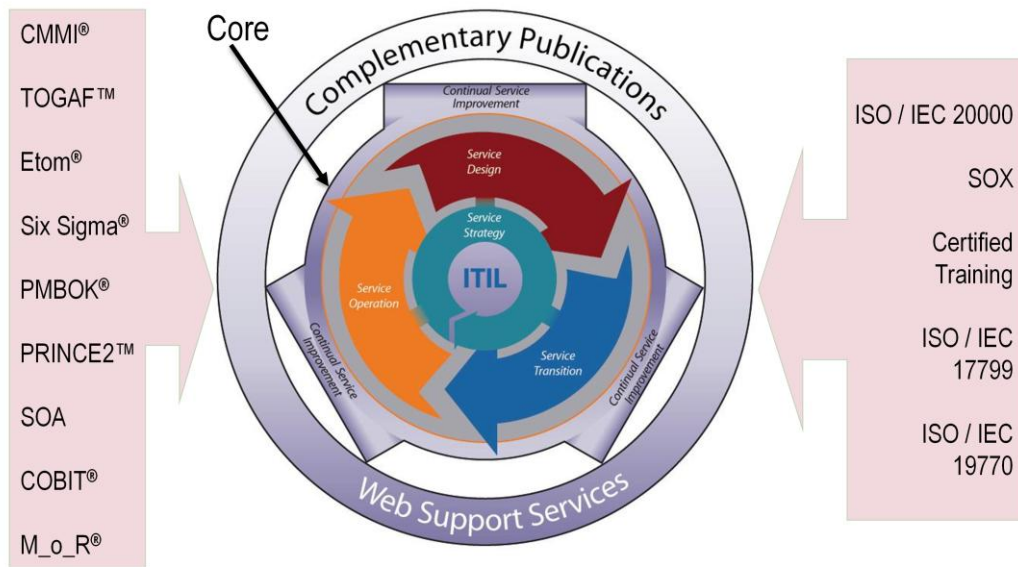


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Ref: Syllabus 00-3. Understand the new structure of ITIL (core, complementary, and web-based material)

Module 1: Introduction to ITIL V3 Service Management

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ITIL Service Management is not just about the IT operations environment, but is applicable throughout the whole of the development lifecycle too, thereby marrying project management and Service Management with applications and technology.

There are three basic components to the V3 materials and framework ideas:

- **ITIL Core:** best practice guidance applicable to all types of organizations who provide services to a business
- **ITIL Complementary Guidance:** a complementary set of publications with guidance specific to industry sectors, organization types, operating models, and technology Architectures
- **Web Support Services:** represents the information available from many Service Provider groups that have products and services that support the ITIL lifecycle strategy

The core, complementary, and web guidance of ITIL take inputs from the different industry standards and best practice guidance on IT and business management. These together form the basis for developing and maintaining the Lifecycle strategies depicted in the core volumes.

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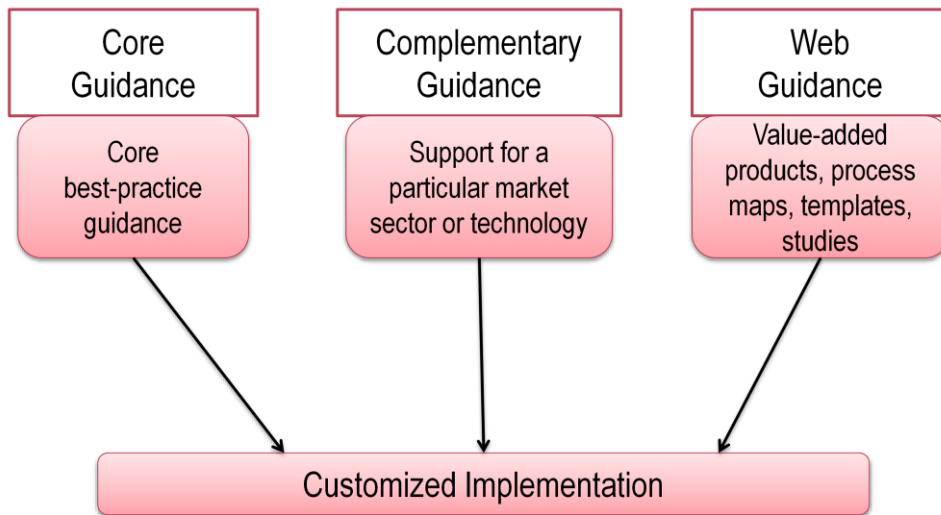
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## ITIL V3 Library Structure



Ref: Syllabus 00-3. Understand the new structure of ITIL (core, complementary, and web-based material)

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The ITIL library is composed of three sets of guidance

- ITIL Core Guidance contains best practice guidance applicable to all types of organizations. It is composed of the five published books on the ITIL Service Lifecycle
- ITIL Complementary Guidance contains guidance specific to industry sectors, organization types, operating models and technology Architectures, target audiences. Covers prescriptive guidance for application of generic guidance to particular markets or technologies.
- ITIL Web Guidance contains the more dynamic guidance and allows for greater community involvement.

You should use these three sources to build your own custom implementation of ITIL in your organization.

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