



# ITIL 4

## Transitioning to v4

Centriq Lunch 'n' Learn May 13, 2019



# Speaker

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# Introduction

## ▶ IT Infrastructure Library?

- ITIL just a brand name now

## ▶ History:

- Emerged in the 1980s
- ITIL v2 in 2001
- ITIL v3 in 2007
- ITIL 2011 Edition in 2011
- ITIL v4 in 2019

# Basic v3 structure

- ▶ Project management organization
  - PMBOK style
  - Four life cycle phases (strategy, design, transition, operations)
  - One quality “initiative” (CSI)



# Basic v3 structure

- ▶ Project elements
  - Key processes – what to do
  - Roles – assignment of work, a hat to wear
  - Functions – a group of human assets
  - Deliverables
- ▶ Driven by high-level requirements

Service Strategy	Service Design	Service Transition	Service Operations	Continual Service Improvement
Demand m.	Service Catalogue m.	Knowledge m.	Incident m.	Service Measurement
Financial m.	Service Level m.	Change m.	Problem m.	Service Reporting
Strategy Generation	Capacity m.	Asset and Configuration m	Event m.	Service Improvement
Service Portfolio Management	Availability m.	Release and Deployment m	Request Fulfillment	
	Service Continuity m.	Transition Planning and Support	Access m.	
	Information Security m.	Service Validation and Testing	Operations m.	
	Supplier m.	Evaluation	Service Desk	
			Applicationm	
			Technical m.	
			IT Operations	

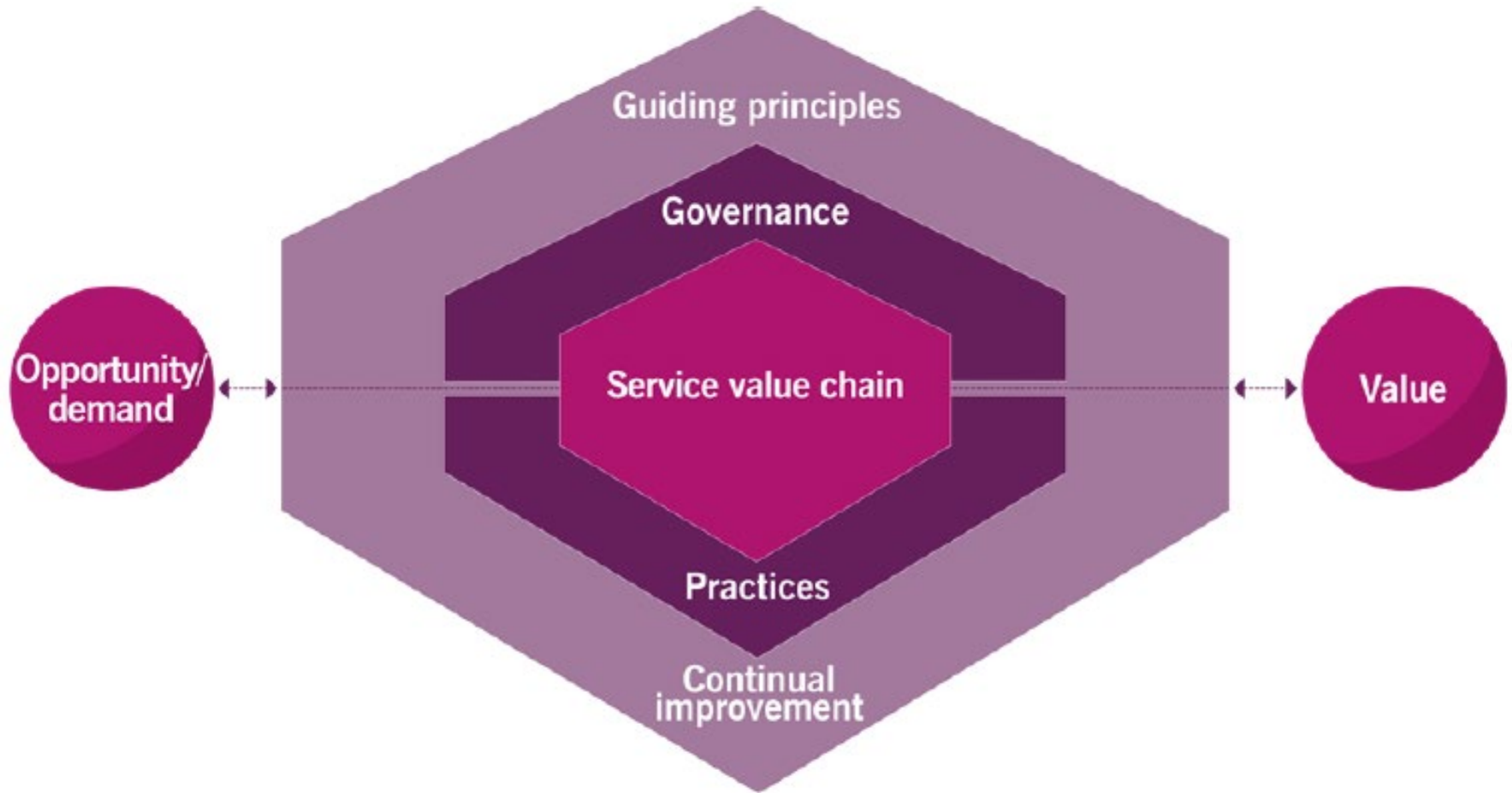
# Changes for v4 structure

- ▶ An Agile project style
  - Phases → value chain activities
  - CSI → a layer in the SVS
  - Agile principles added to SVS
  - Functions removed
  - Roles removed

# Changes for v4 structure

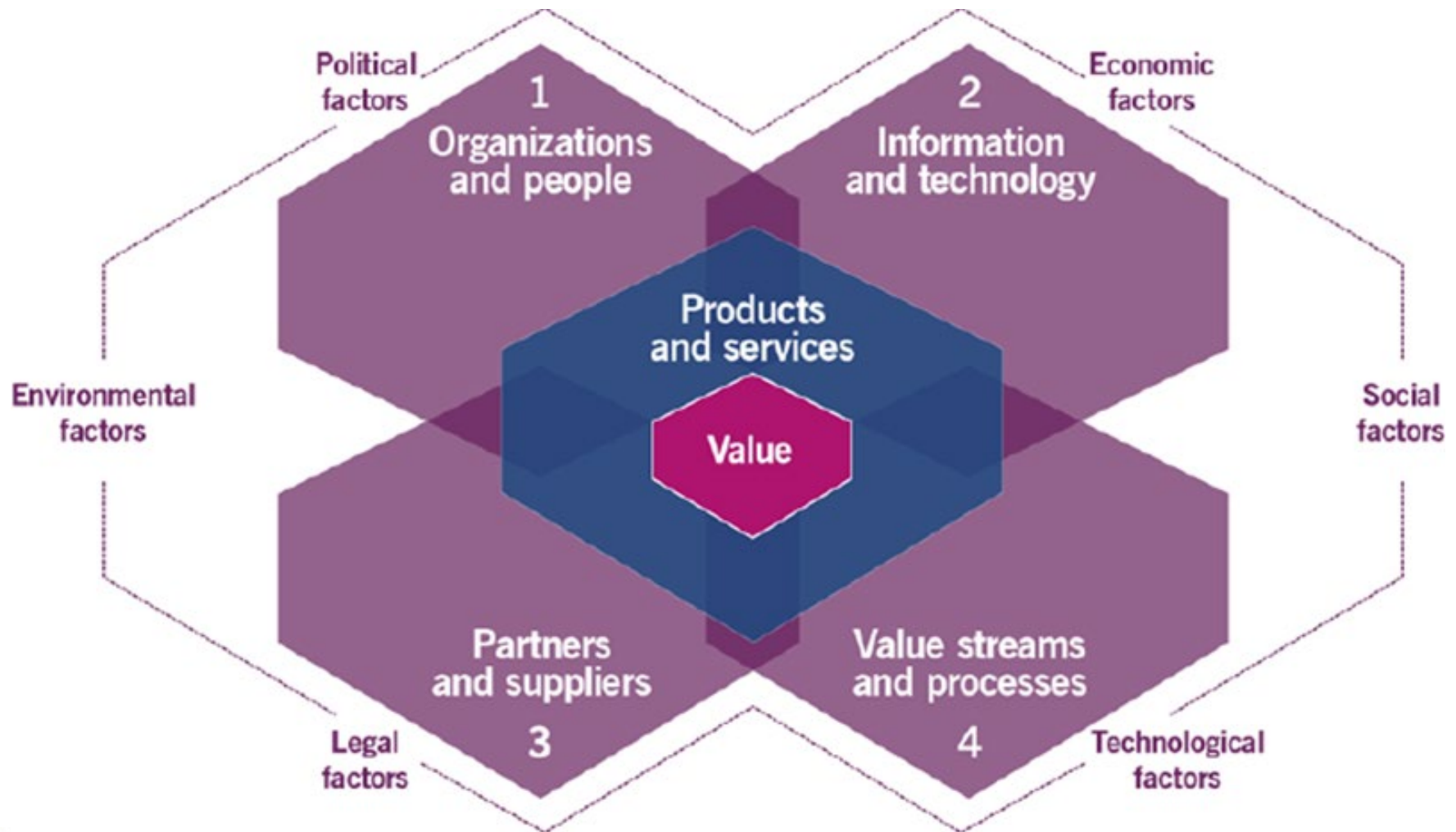
- ▶ Key processes → practices
  - Service desk is a practice
- ▶ Design facets → dimensions of service management
- ▶ Driven by value

# v4 Service Value System (SVS)






# v4 Dimensions of service management



# v4 Guiding principles

- ▶ Structured after Agile's 12 principles
- ▶ 7 principles
  - Focus on value
  - Start where you are
  - Progress iteratively with feedback
  - Collaborate and promote visibility
  - Think and work holistically
  - Keep it simple and practical
  - Optimize and automate

# **v4 Key practices**

- ▶ Service level management
  - ▶ Change control
  - ▶ Service desk
  - ▶ Incident management
  - ▶ Problem management
  - ▶ Service request management
  - ▶ Continual improvement
- 
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# v4 Other practices

- ▶ General management practices
  - Relationship management
  - Information security management
  - Supplier management

# v4 Other practices

- ▶ Service management practices
  - Service configuration management
  - IT asset management
  - Monitoring and event management
  - Release management
- ▶ Technical management practices
  - Deployment management

# **v4 Adapted to US management**

- ▶ Focus on business value by managing to outcomes
  - US management style – individual styles and prioritizes innovation
  - European management style – collectively shared and prioritizes administration

# v4 Compared to Agile

## ▶ ITIL

- transitioned from IT technical practices to a conceptual business framework with best practices

## ▶ Agile

- transitioned from software development to project management for IT projects

# Agile tribes





# v3 Foundation exam

- ▶ Definitions
- ▶ Process structured
  - trigger, input, process, resources, controls, output
- ▶ Full business lifecycle
  - pre 2011 refresh – focus on delivery and support

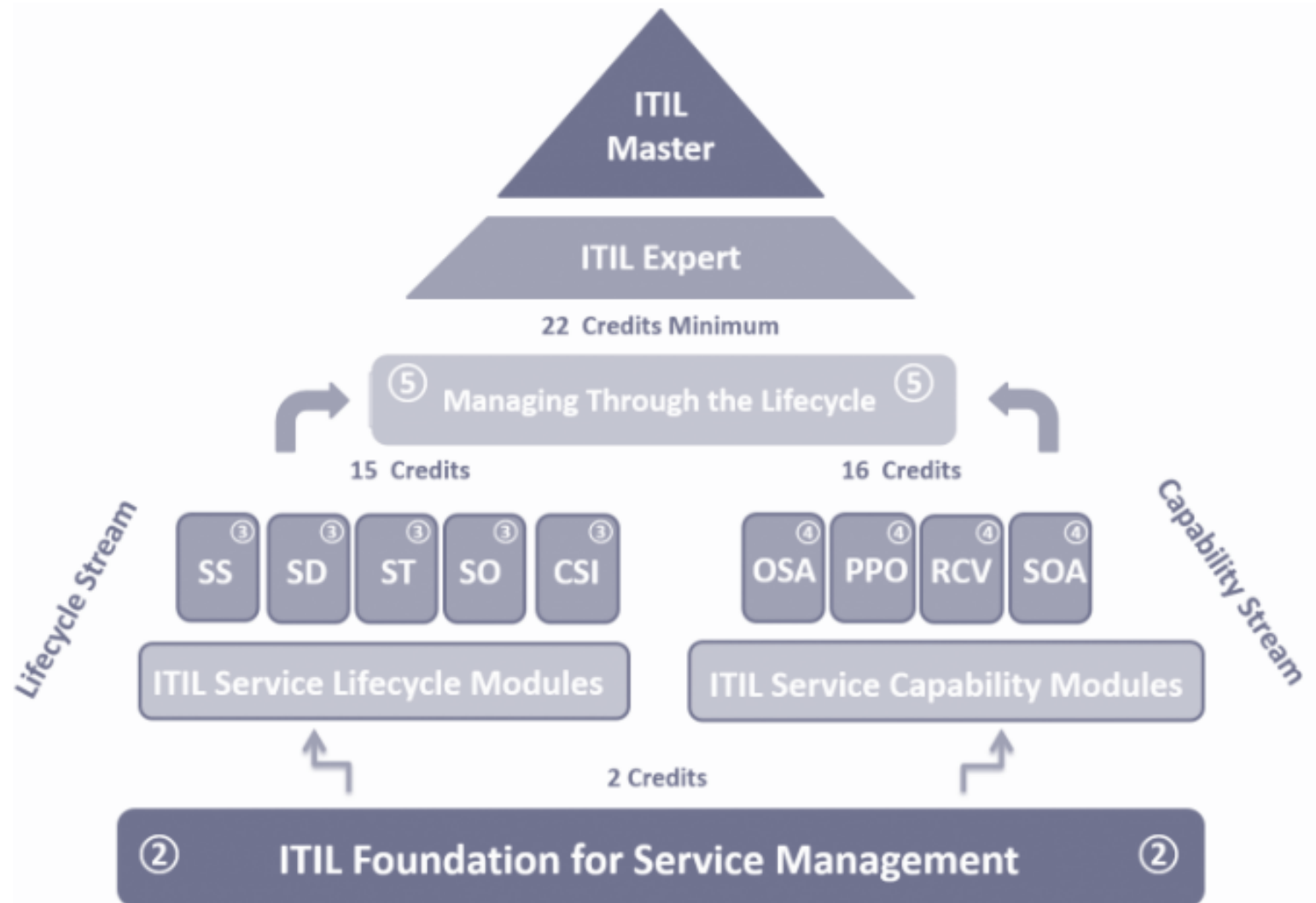
# v4 Foundation exam

- ▶ Same structure
  - 40 questions
  - 65% pass rate

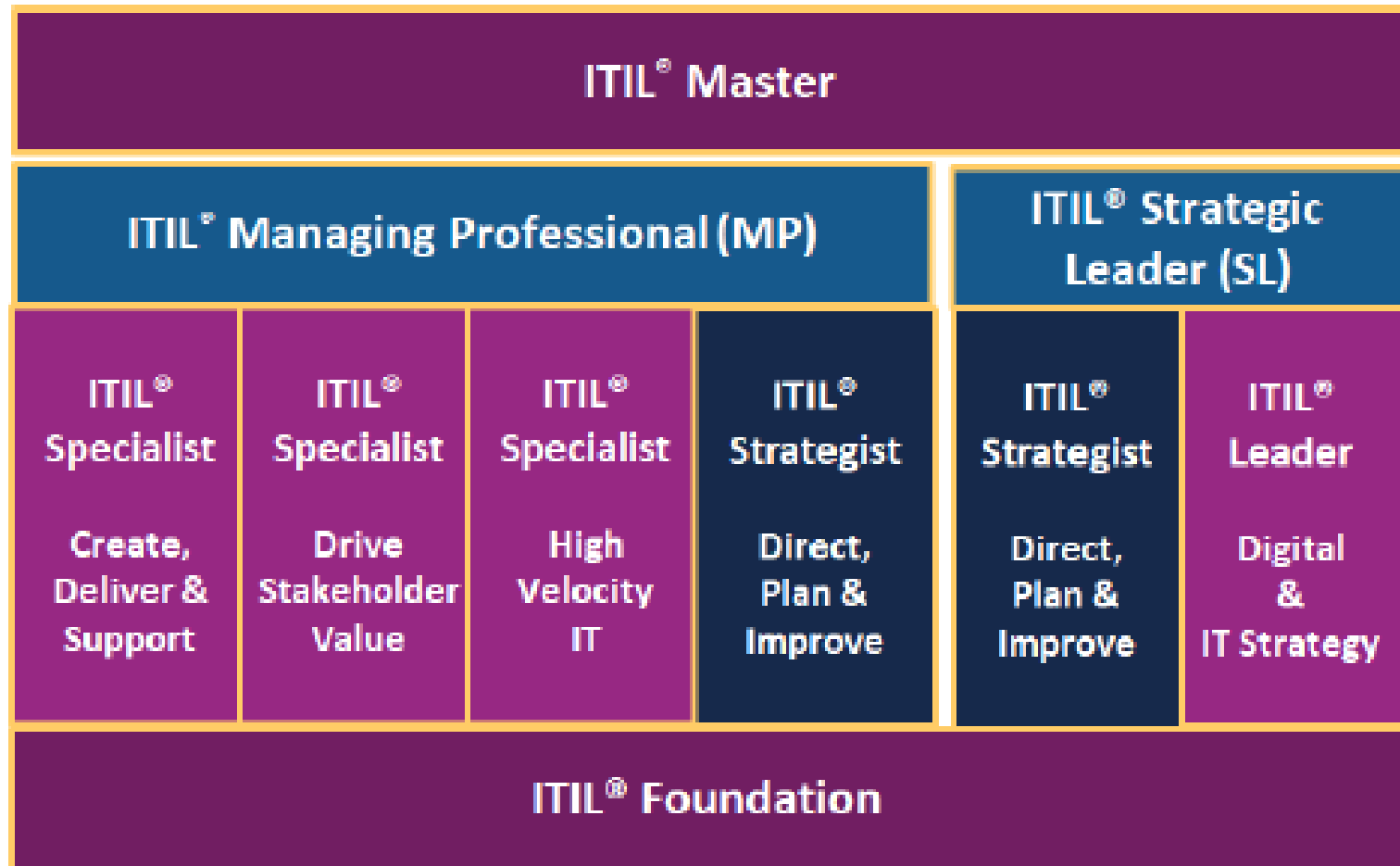
# v4 Foundation exam changes

- ▶ Focus on purposes of practices
  - not activity, process model layout
- ▶ Operations prioritized
- ▶ Simplified
  - CSI model only, no 7 step
  - no 4 Ps
  - no process model or workflows
  - fewer processes/practices
  - fewer terms to know
  - probably a higher pass rate


# v3 Certification scheme



# v4 Certification scheme



# Summary

- ▶ Following project management trend to Agile
  - ▶ Simplified organization
  - ▶ Focus returns to operations
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# Questions?

Find a pdf at  
<https://github.com/doughoff>  
in the core repo

