



ITIL 4

Transitioning to v4

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Speaker

- ▶ Doug Hoff, Centriq Training
 - Java, JavaScript, C#, business, MIS, architecture, programming, analysis, testing, web frameworks

Email	email @ doughoff.com
Twitter	@doug_hoff
Web	http://doughoff.com
Blog	http://socialitoutbursts.com
GitHub	https://github.com/doughoff
LinkedIn	https://www.linkedin.com/in/doughoff/



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
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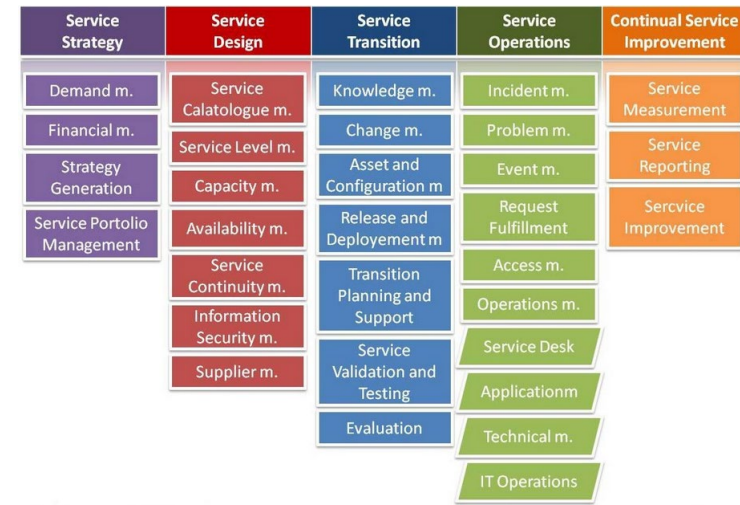
Basic v3 structure

- ▶ 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



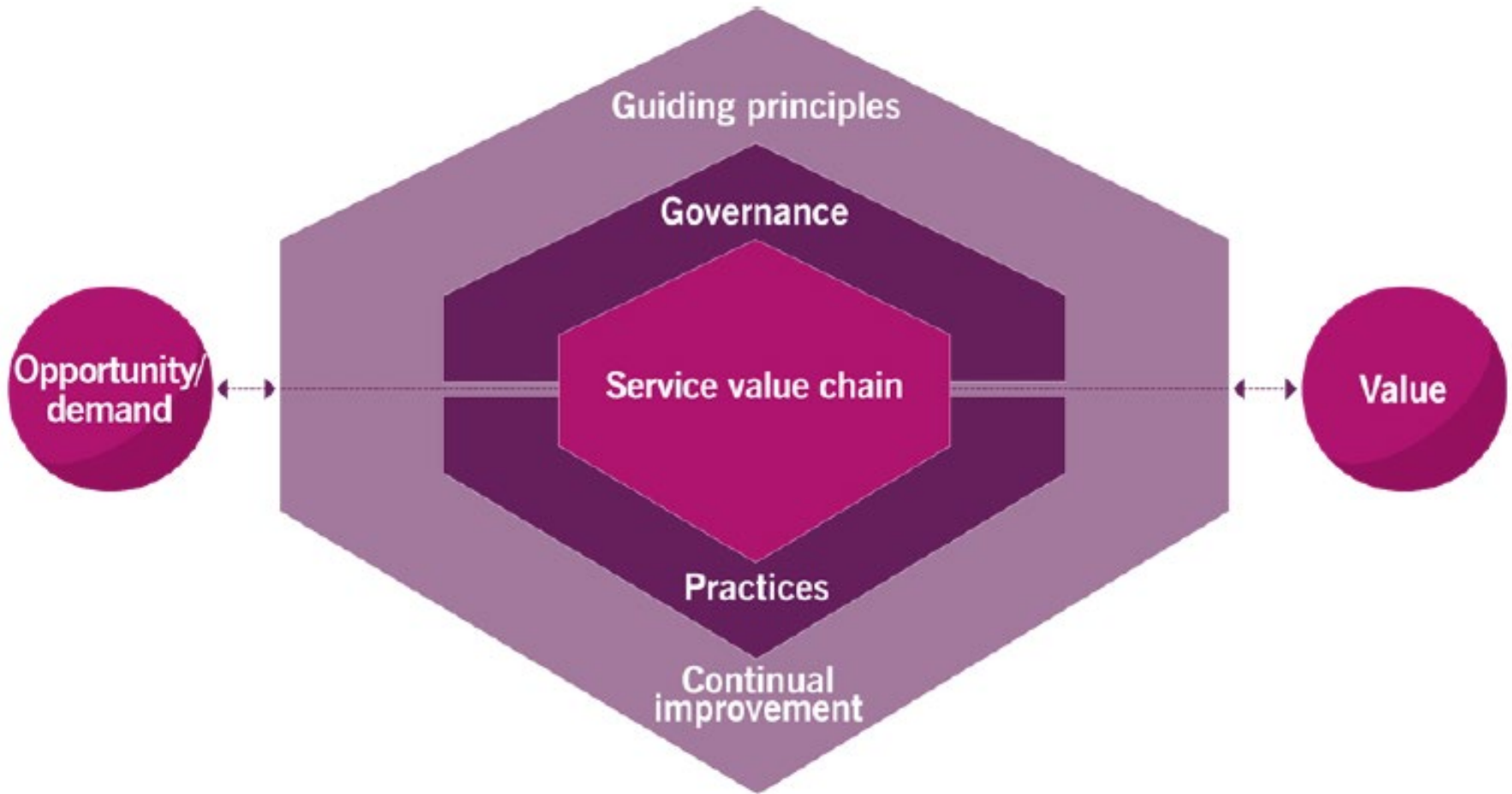
Changes for v4 structure

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

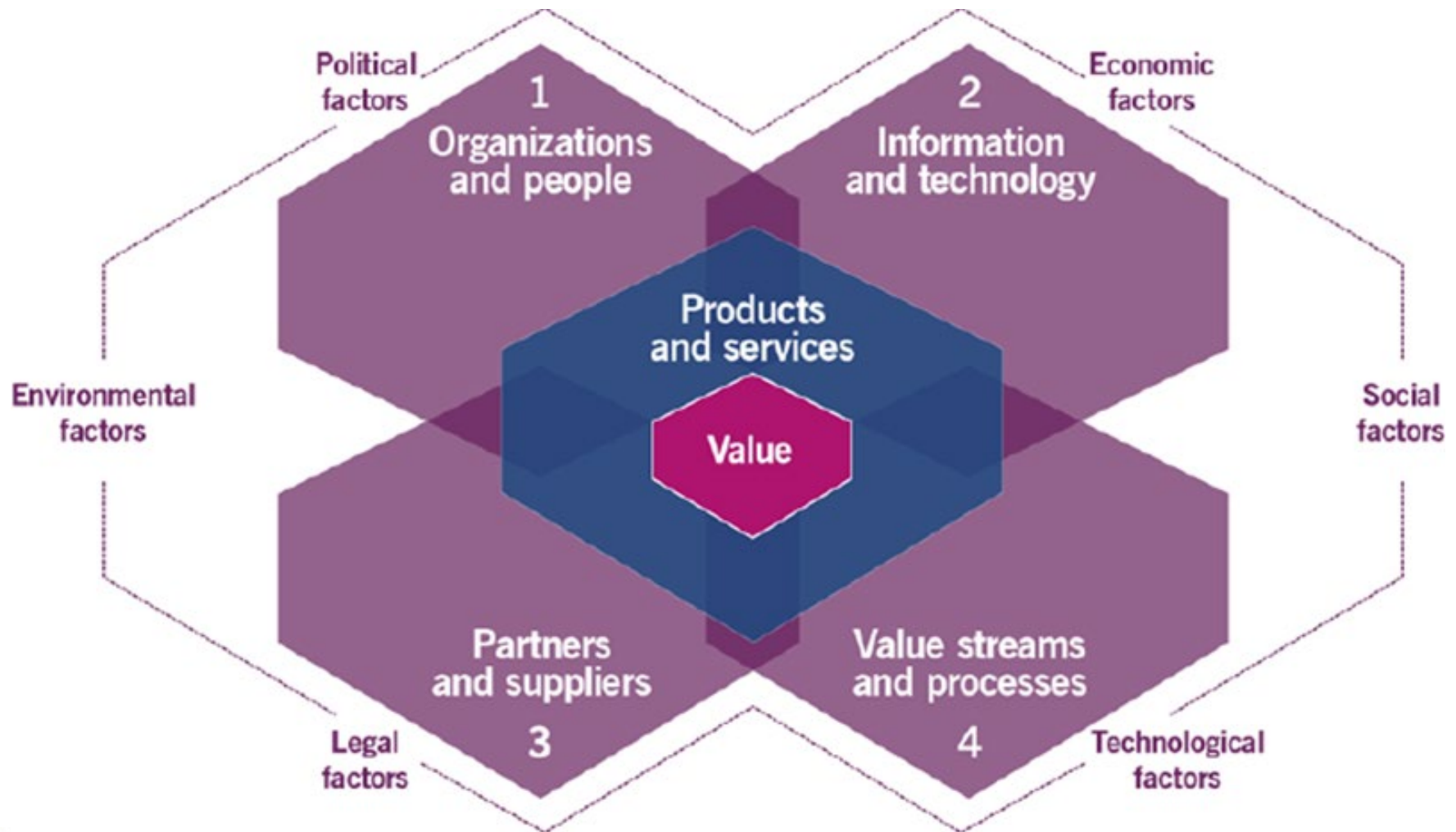
Changes for v4 structure

- ▶ 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

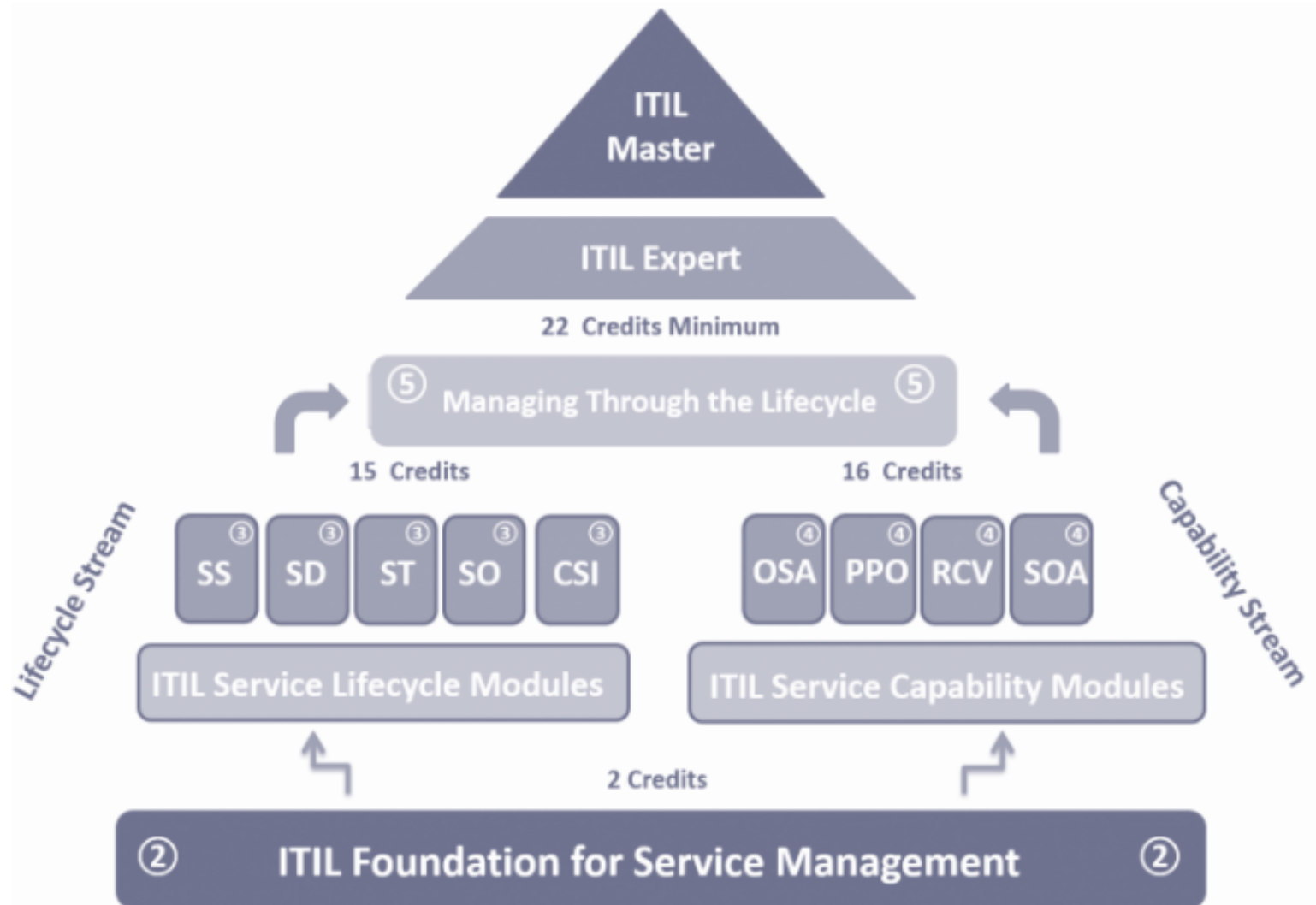
v4 Foundation exam

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

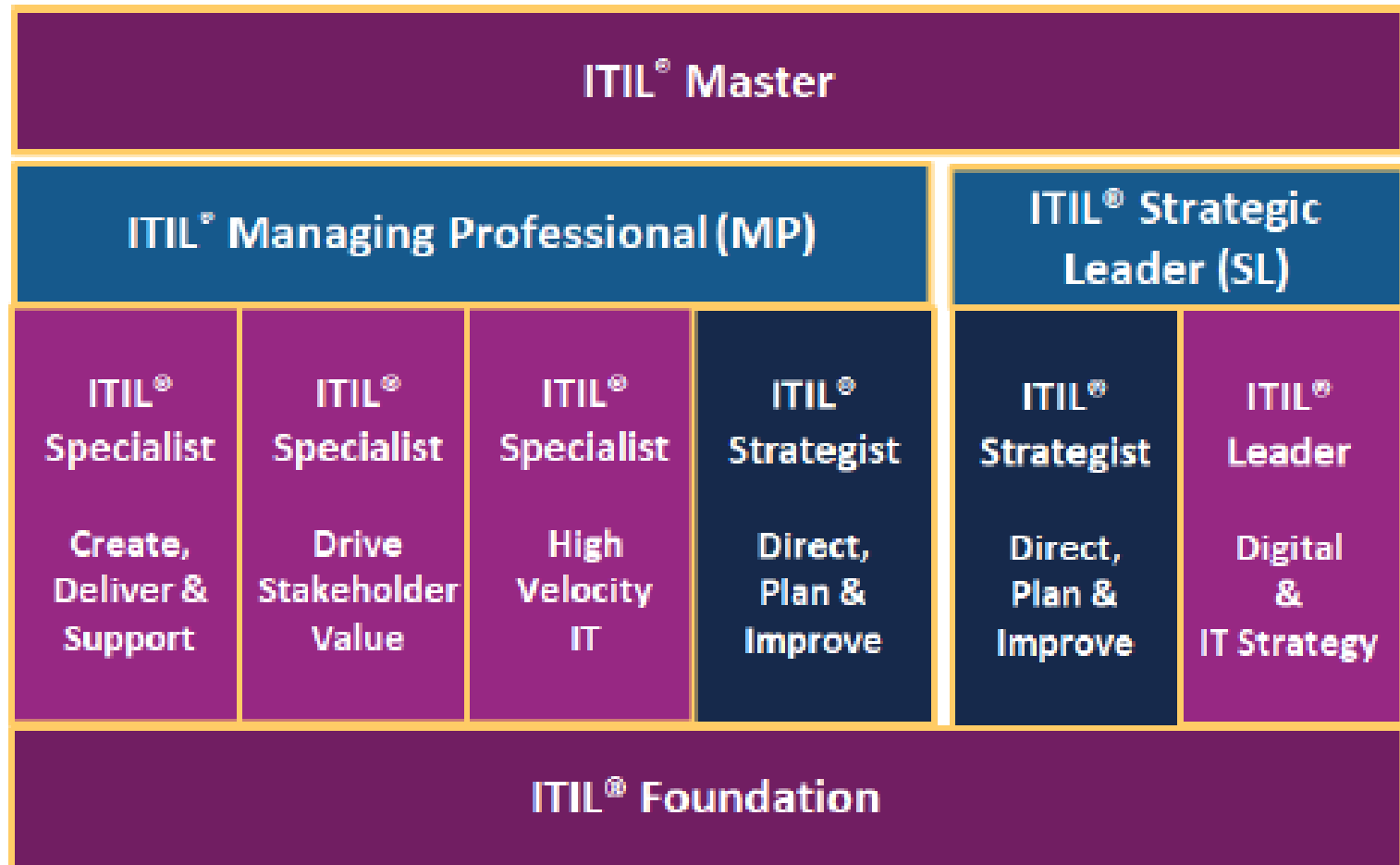
v4 Foundation exam changes

- ▶ 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

