ITIL® UPDATE FAQs - October 2011

Is this an update or a new version?

ITIL 2011 is an update, not a new version. The updates to the publications are designed to:

- Resolve any errors or inconsistencies in the text and diagrams, both in content and presentation.
- Improve the publications by addressing issues raised in the Change Control Log, as analysed and recommended by the change advisory board (CAB) and approved by the Cabinet Office, part of HM Government. These are largely to do with clarity, consistency, correctness and completeness.
- Address suggestions for change made by the training community to make ITIL easier to teach.
- Review the *ITIL Service Strategy* publication to ensure that the concepts are explained in the clearest, most concise and accessible way possible. There is no notion of simplifying the concepts; rather, improving the exposition of the ideas.

ITIL V1 is no longer in existence and V2 is being actively removed from the market over a period of time, therefore the core publications will be referred to as ITIL. In order to distinguish between the 2007 and the 2011 editions, the latest edition carries a '2011 edition' flash.

Why was ITIL updated?

The reason for the update was to incorporate comments and suggestions received from the Change Control Log, which is located at **www.best-management-practice.com/ChangeLog/**

Since publication of the 2007 editions we have received over 500 suggested changes, plus additional suggestions on roles, process flows, inputs and outputs from both users and trainers.

All publications have been through the continual service improvement (CSI) process, and ultimately, this is what makes ITIL what it is – a best-practice framework.

We are committed to the principles of ITIL and key to this is CSI. This update is a direct result of feedback from the community that reads, uses and trains from this guidance. We have updated the guidance based on feedback from key stakeholders, and the end result is guidance that is easier to navigate, read, translate, adopt and teach.

How do you ensure ITIL remains best practice?

A CAB was established to monitor the changes that were logged for the ITIL core publications. The CAB reviewed the comments placed on the Change Control Log and either accepted or rejected the issue. Accepted issues were discussed with the Cabinet Office who balance the frequency of change against the need to keep the guidance up-to-date.

Was Sharon Taylor involved?

Sharon Taylor was the Technical Advisor to the Project Board and called upon to review issues that had been escalated by the authors and mentors. Sharon's technical focus for the ITIL update was on advising the Project Board on escalated issues related to content development, on assessing impacts of the update on the qualification scheme, and on ensuring that qualification products are aligned with core guidance content.

Does my software tool need to be updated?

The ITIL Software Scheme, as administered by the APM Group (the Accreditor) is undergoing some changes following the release of the ITIL 2011 edition. It is envisaged that a revised set of mandatory assessment criteria will be available during the latter part of 2011, with advice on the transition period for all software tool vendors – existing and new.

It should be noted that all existing endorsed software tools will retain their endorsed status and any advice or guidance on required reassessment should be sought from the tool vendor's Licensed Software Assessor.

For full details on the ITIL Software Scheme visit **www.itil-officialsite.com**

Who should I contact if I have any further questions?

Please contact the APM Group Service Desk: **servicedesk@theaccreditor.com** or call **+44 (0) 1494 458958**

ITIL Publications

How does the update benefit the end user?

The updated publications are easier to read and understand, having addressed errors and inconsistencies, and issues raised in the Change Control Log and by the training community. The project's primary objective was to respond to users' feedback and requirements, and provide them with an improved product.

What updates have been made to the publications?

The authors have provided a short summary for each of the publications to give you an overview of the Owner updates:

ITIL Service Strategy

The concepts within the publication have been clarified, without changing the overall message. The updated publication includes more practical guidance and more examples where relevant.

The newly defined process of strategy management for IT services is responsible for developing and maintaining business and IT strategies, and there are now separate descriptions of

business strategy and IT strategy. Financial management has been expanded, and business relationship management and demand management are now covered as processes.

ITIL Service Design

Throughout the updated *ITIL Service Design* publication, there has been particular focus on alignment with *ITIL Service Strategy*.

A number of concepts and principles have been clarified, most significantly the flow and management of activity throughout the overall service design stage with the addition of the 'design coordination' process. Other significant clarifications include the five aspects of service design, the design of the service portfolio and the terminology related to views of the service catalogue.

ITIL Service Transition

The structure, content and relationships of the configuration management system (CMS) and service knowledge management system (SKMS) have been clarified to help the reader to understand these key concepts.

There is new content explaining how a change proposal should be used. The evaluation process has been renamed 'change evaluation' and the purpose and scope have been modified to help clarify when and how this process should be used.

The service asset and configuration management process has additional content relating to asset management, and there are improvements in the flow and integration of a number of processes, including change management, release and deployment management, and change evaluation.

ITIL Service Operation

Process flows have been updated or added for all processes including request fulfillment, access management and event management.

Key principles – including guidance around service requests and request models, and proactive problem management – have been clarified. The publication has been updated to explain how basic events flow into filters and rule engines to produce meaningful event information. The relationship between application management activities versus application development activities is also clarified.

Other clarifications include an expanded section on problem analysis techniques, procedure flow for incident matching and further guidance for escalating incidents to problem management. In addition, the guidance for managing physical facilities has been expanded.

ITIL Continual Service Improvement

The seven-step improvement process – and its relationship with the Deming 'Plan-Do-Check-Act' cycle and knowledge management – has been clarified. The CSI model has been re-named the CSI approach and the concept of a CSI register has been introduced as a place to record details of all improvement initiatives within an organization.

Minor changes have been made throughout the book to clarify the meaning and to improve readability. Particular emphasis has been made on documenting the interfaces from CSI to other lifecycle stages.

How can I find out more about these updates?

Best Management Practice have provided a free, downloadable 'Summary of Updates', which is now available. The 'Summary of Updates' can be found on **www.best-management-practice.com**

Further details around the updates to the publications are provided in our free ITIL 2011 Publication Vodcasts delivered by Project Mentor Shirley Lacy available at **www.best-management-practice.tv**

When will the other ITIL titles be updated?

We are currently working on updating the *Introduction to the ITIL Service Lifecycle* which is due to publish by the end of the year.

The next priority is to update the Foundation Exam-related titles and the Key Element Guides.

To keep up-to-date with all developments simply register for the ITIL Elert Service at **www.best-management-practice.com/ITILRegister** or follow us on Twitter **@BMPPublisher**.

What is happening to the translations of the core publications?

The priority languages are Brazilian Portuguese, Chinese, French, German, Japanese and Spanish. Updates to these publications are currently being considered.

Are the translated glossaries going to be updated?

All 23 translated glossaries will be updated and will be published on **www.itil-officialsite.com** upon completion.

What electronic formats are available?

The ITIL core titles are available as a downloadable PDF and Online Subscription, both of which have published. For further information visit **www.best-management-practice.com/Publication-Library**

We are working towards bringing you eBooks which will be available from all leading eBook retailers by the end of the year.

ITIL Examinations

Will I need to recertify now that ITIL 2011 has been released?

As ITIL has not changed, candidates who hold existing ITIL certificates will not need to become recertified or take any bridge courses or examinations.

I am currently studying for my ITIL Foundation certificate via self study. Can I still take the 2007 exam now that the 2011 version is available?

Candidates currently studying in English for the ITIL Foundation certificate using the 2007 syllabus and manuals will be able to take a 2007 based examination until the end of 2011. From January 2012, the 2011 edition examination will be available only. Candidates currently studying against earlier materials are therefore encouraged to make appropriate plans for their examination session.

If ITIL has not changed, why did the syllabus and exams need to be updated?

The ITIL 2011 edition reorganized some of the content, which in some cases moved between chapters or into and out of process sections. This was done to bring a stronger consistency of content flow between each of the five core guides.

Because qualifications and their associated examinations follow syllabus structures, and syllabuses follow how the core guidance is presented, updates were required to both.

For example, exam questions needed to be moved around among learning units to remain balanced across the curriculum.

Are the 2011 exams more difficult than before?

No. The exams follow the same weighting for difficulty and content as they always have and the realigned examinations reflect this.

Which of the ITIL Qualifications has undergone the most change due to the ITIL Update?

Consistent with the Mandate for Change, the *ITIL Service Strategy* (SS) publication was modified to present its concepts in a manner more accessible to a broader audience. This publication has undergone the most amount of change compared to the other four publications.

The concepts themselves are basically the same but are now supplemented with more examples and have been reorganized to some degree. The changes being made to the SS publication - with former content organized into concepts, principles and processes – allowed this publication to be structured more like the other four lifecycle course syllabuses.

As a result, more changes have been made to this syllabus than any of the others; however, the syllabus still focuses on the key principles of the SS lifecycle stage but now offers the benefit of being more consistent with the other Service Lifecycle Intermediate syllabuses.

When were the new exams aligned to the 2011 edition available?

The first aligned exams were available on 8 August 2011 for all ITIL modules with the exception of MALC, which is undergoing a separate syllabus review exercise.

When will the 2011 aligned MALC course and exam be available?

It is expected that the new MALC course and exam will be available from Q2 2012. For further information on the MALC syllabus review, please see **http://www.itil-officialsite.com/Qualifications/MALCSyllabusReviewProject.aspx**

When will translated exams be available?

Translated examinations aligned to the 2011 edition will be available from early 2012. These examinations will be fully aligned to the 2011 guidance and translation of the exams will start as soon as translated glossaries are available. For more information on the available ITIL 2011 glossaries, please see **http://www.itil-officialsite.com/InternationalActivities/translatedglossaries.aspx**

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Further information

Further information is available at:
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