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Everything you need to know  
about ITIL4.

# Trends in Enterprise Service Management



Value chain

AI

High Velocity Service Management

Digital Transformation

Automation

Machine Learning

User Experience (UX)

Organizational Agility

Service Orchestration

Lean Practice

Customer Experience (CX)

System thinking

Organizational resillience

Cybersecurity

Advanced Analytics

RPA

# Common Organisational Questions



“

How will ITIL help me be more <insert concern here>?

”

“

Will my prior investments in tooling, training, and organisational change be relevant?

”

“

Is ITIL relevant to my organisation?

”

# Common Personal Questions



“

Will my current  
certifications still be  
valid?

”

“

How will ITIL help me do  
my job better?

”

“

Will ITIL help me grow  
my career?

”



# The ITIL Update Programme



# Meet the (Extended) Lead Architect Team



MARGO LEACH



JOSE CARMONA



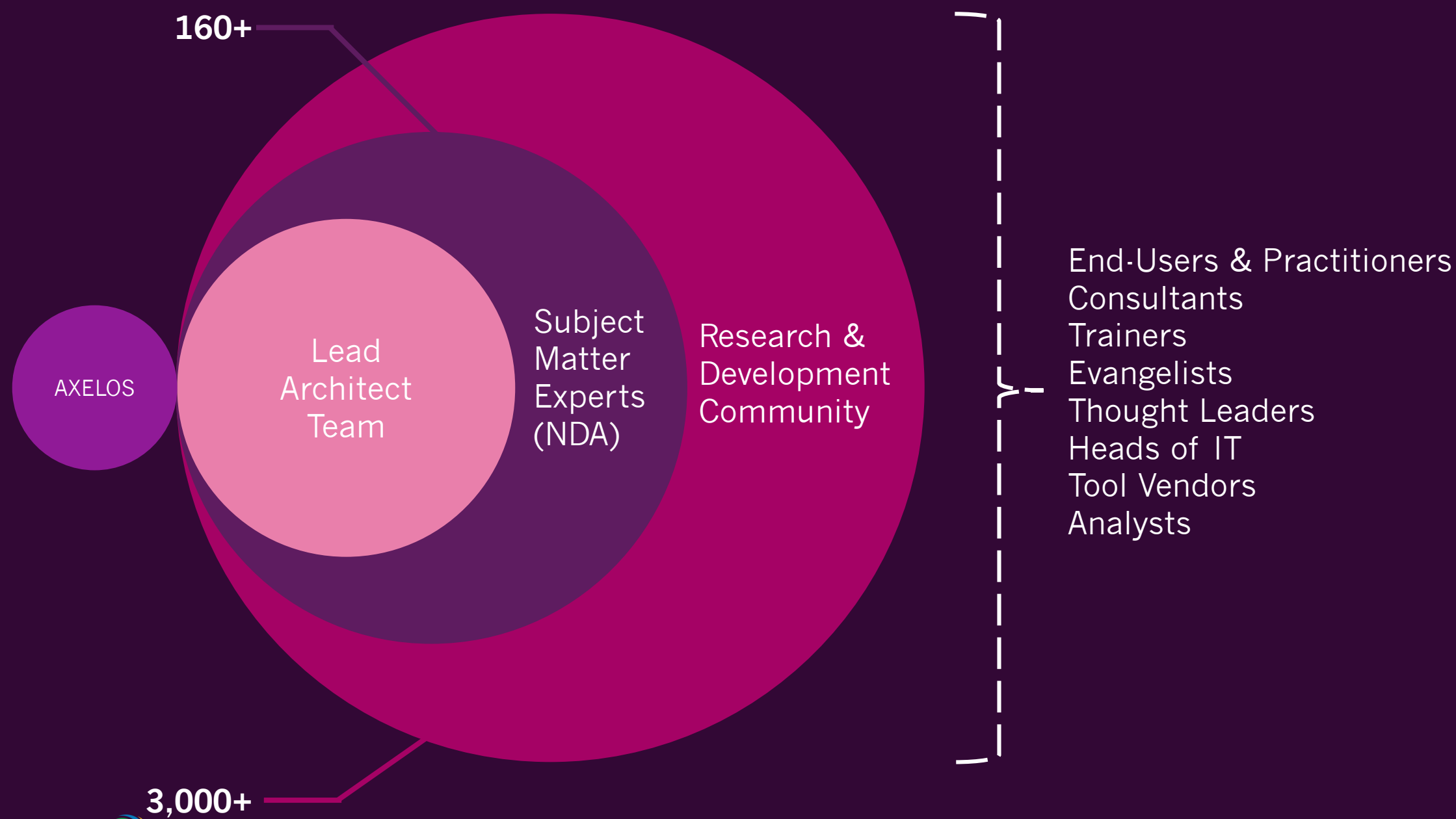
ROMAN JOURAVLEV



AKSHAY ANAND



# “For the community, by the community”



# Success factors for the Update



1

PROVIDE FUNDAMENTAL CONCEPTS & ACCEPTED TERMINOLOGY

2

ENSURE PRACTITIONERS UNDERSTAND THE SYSTEM, ITS COMPONENTS & THEIR CONTRIBUTION

3

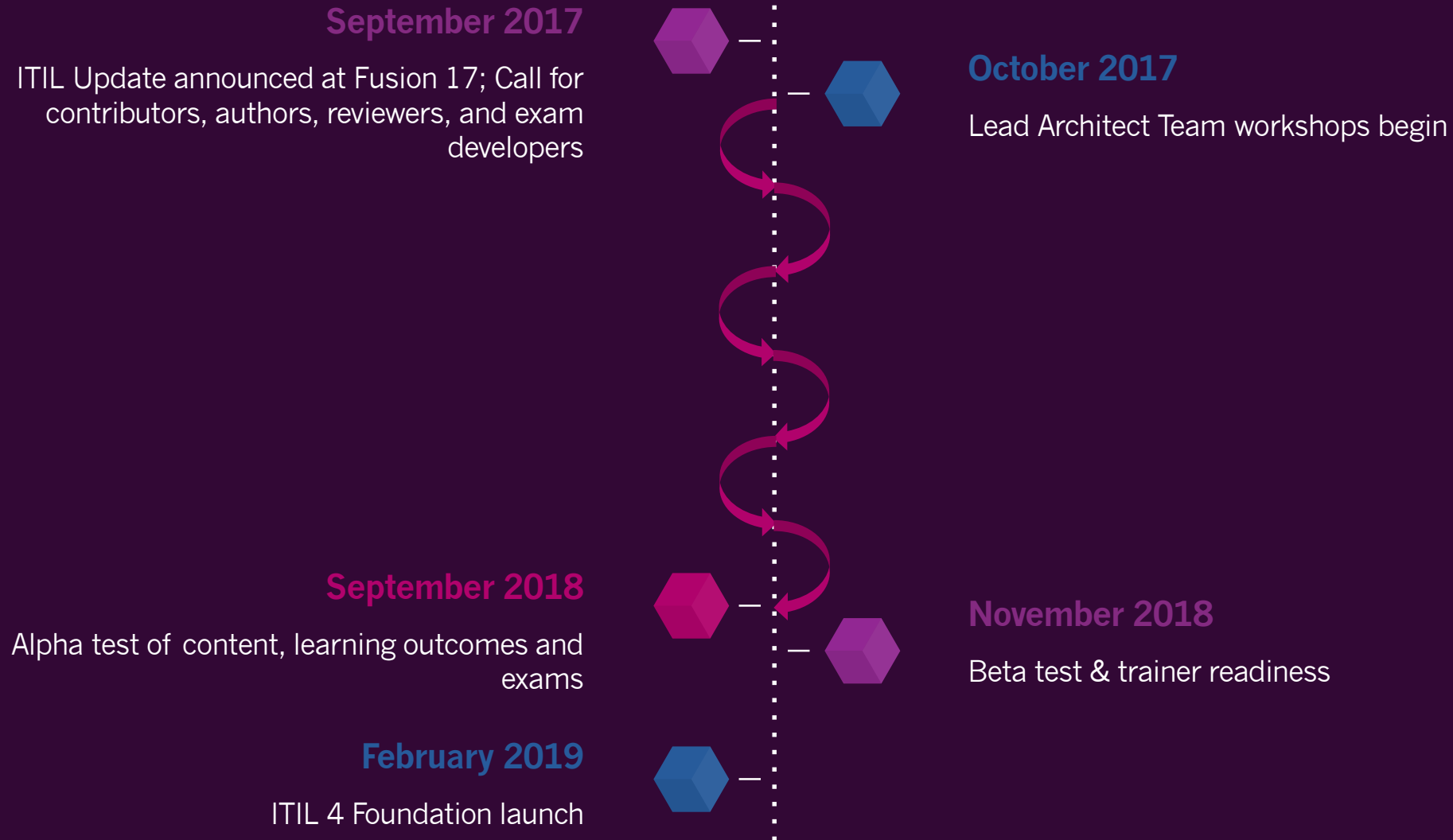
ENSURE FLEXIBILITY & ADAPTABILITY SO GUIDANCE CAN BE TAILORED TO CONTEXT

4

HIGHLIGHT IMPORTANCE OF PEOPLE & CULTURE



# History of the ITIL Update Programme

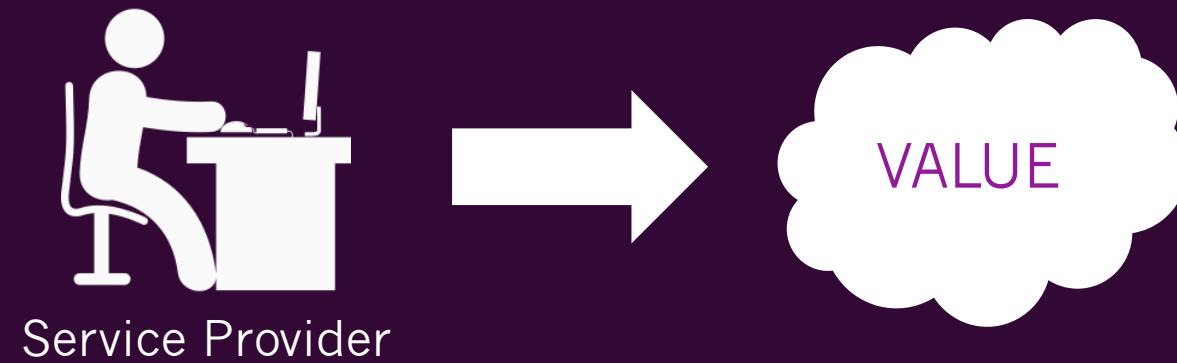




# Key Concepts in ITIL 4

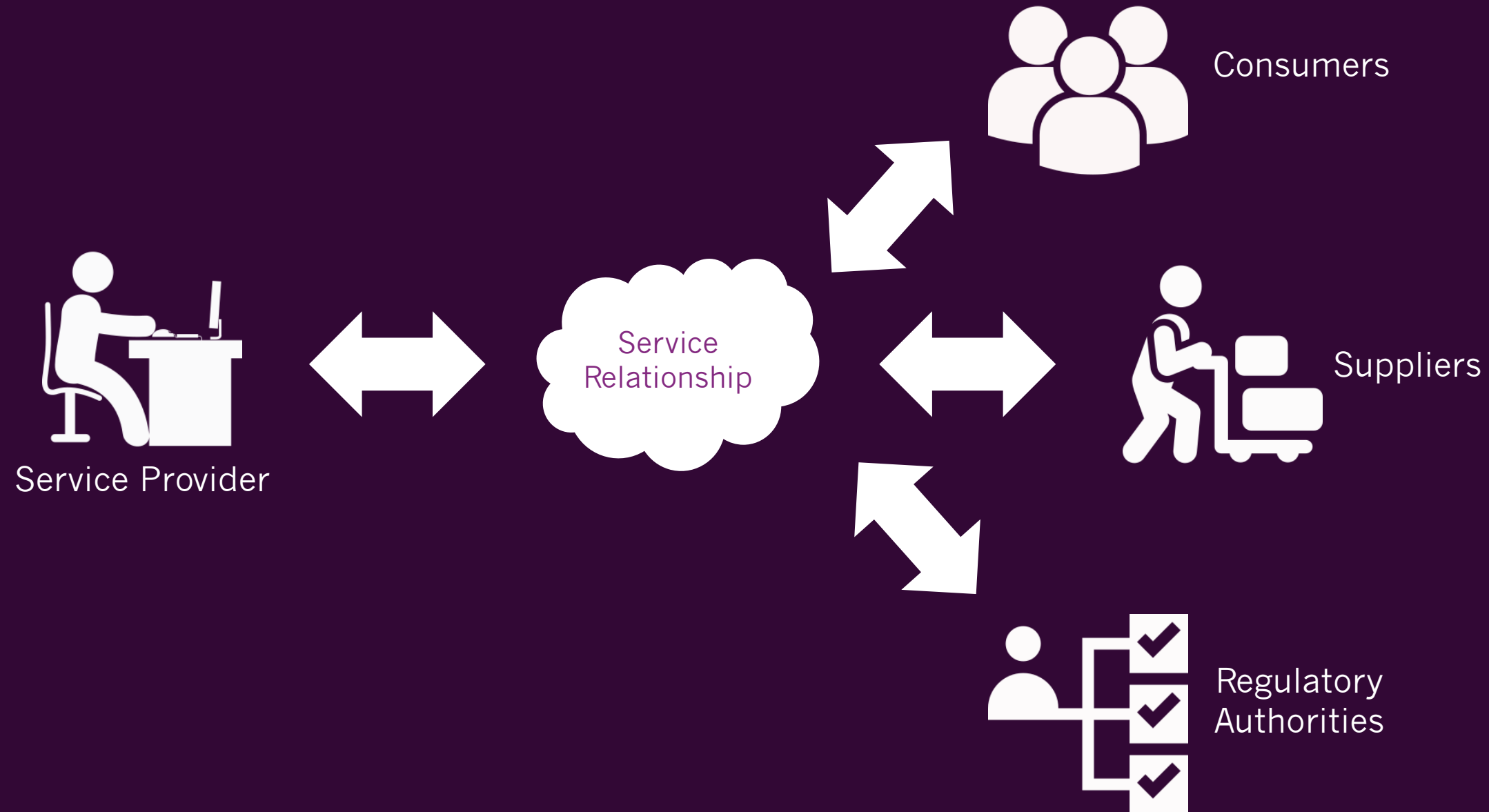


# Language of ITSM: Delivering Value

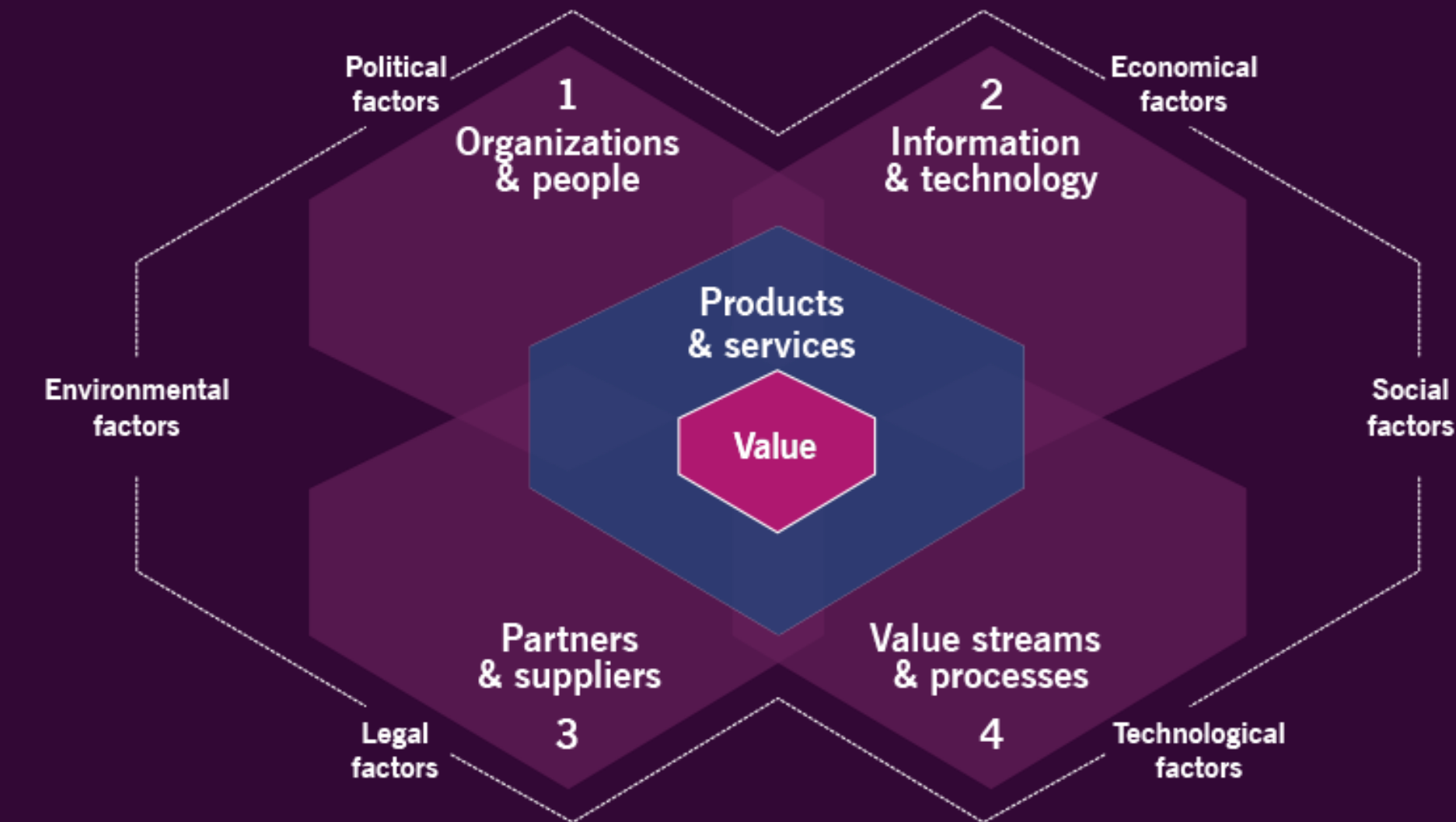




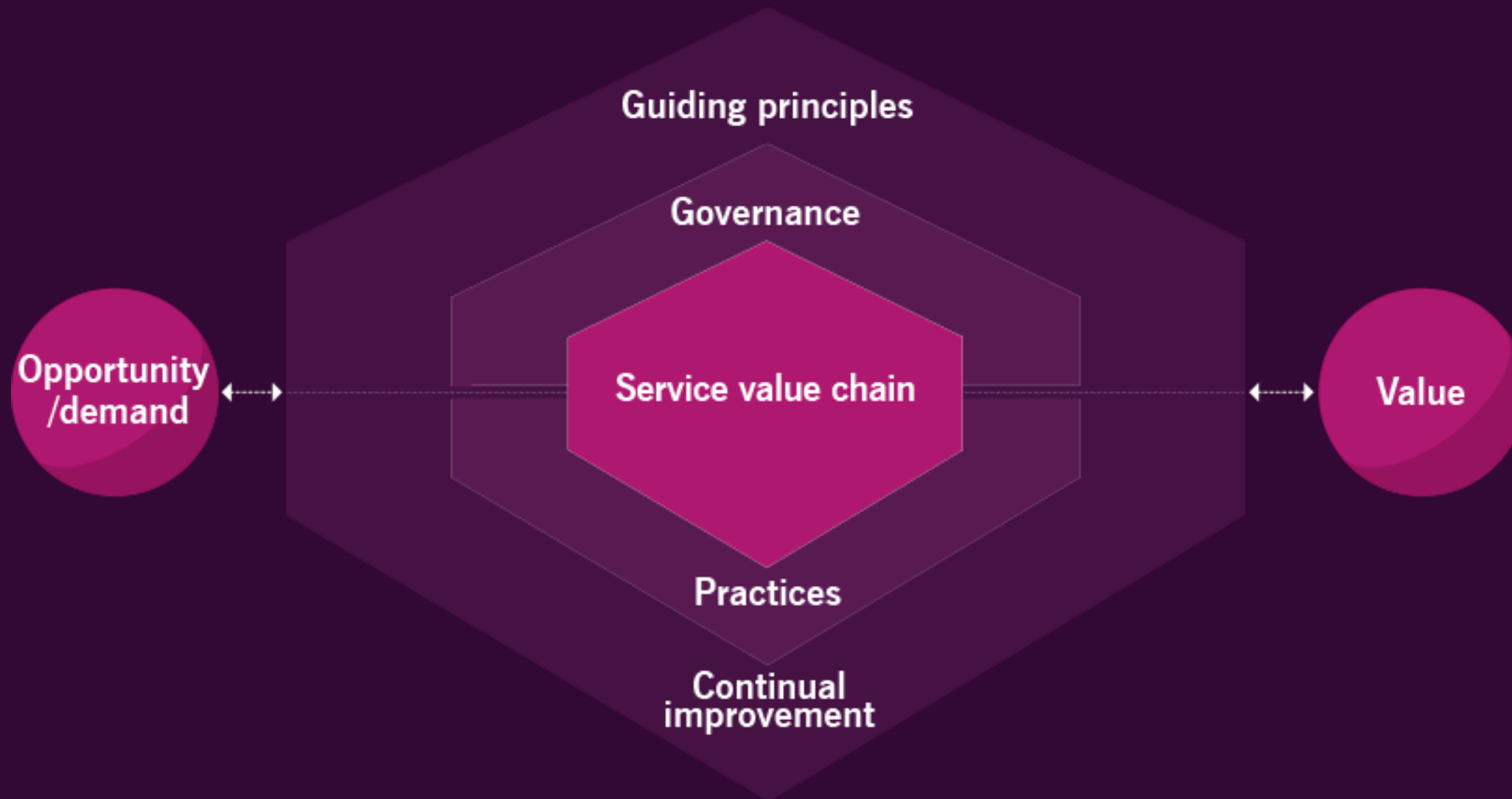
# Language of ITSM: “Co-Creating” Value



# The Four Dimensions of Service Management



# The Service Value System





# The Guiding Principles



COLLABORATE  
AND PROMOTE  
VISIBILITY



KEEP IT SIMPLE  
AND PRACTICAL



PROGRESS  
ITERATIVELY  
WITH FEEDBACK



THINK  
AND WORK  
HOLISTICALLY



OPTIMIZE AND  
AUTOMATE



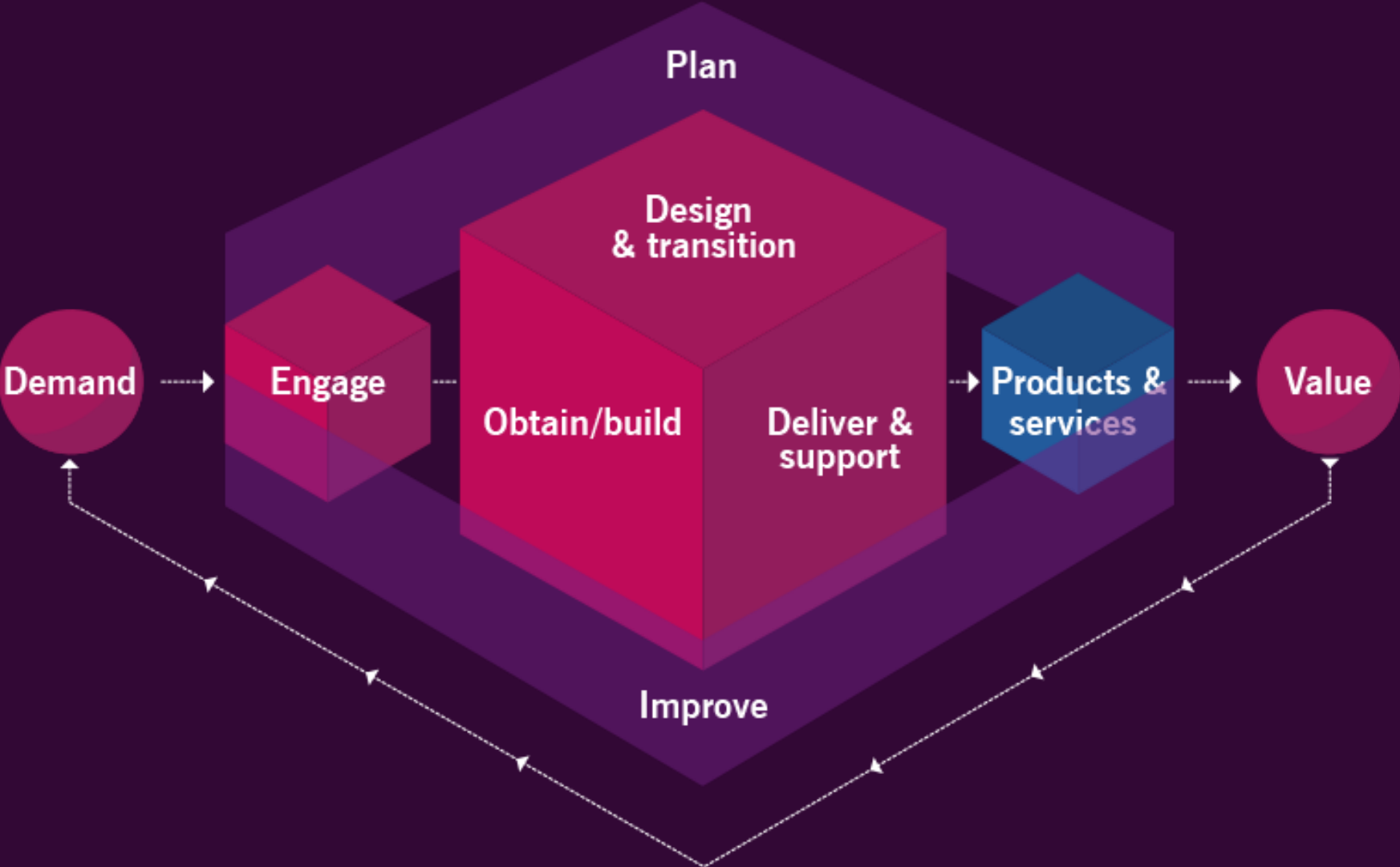
START WHERE  
YOU ARE



FOCUS ON  
VALUE



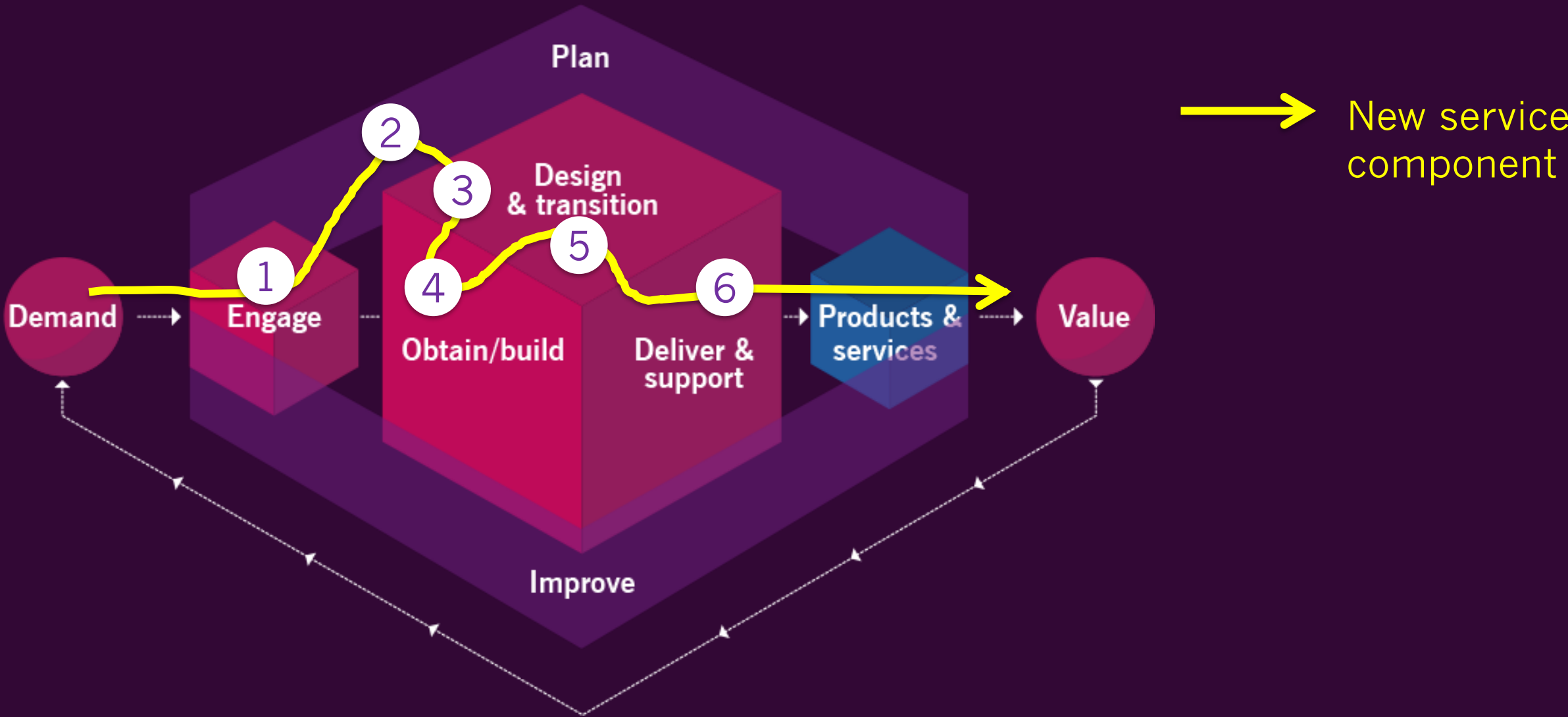
# The Service Value Chain



## Scalable Operating Model

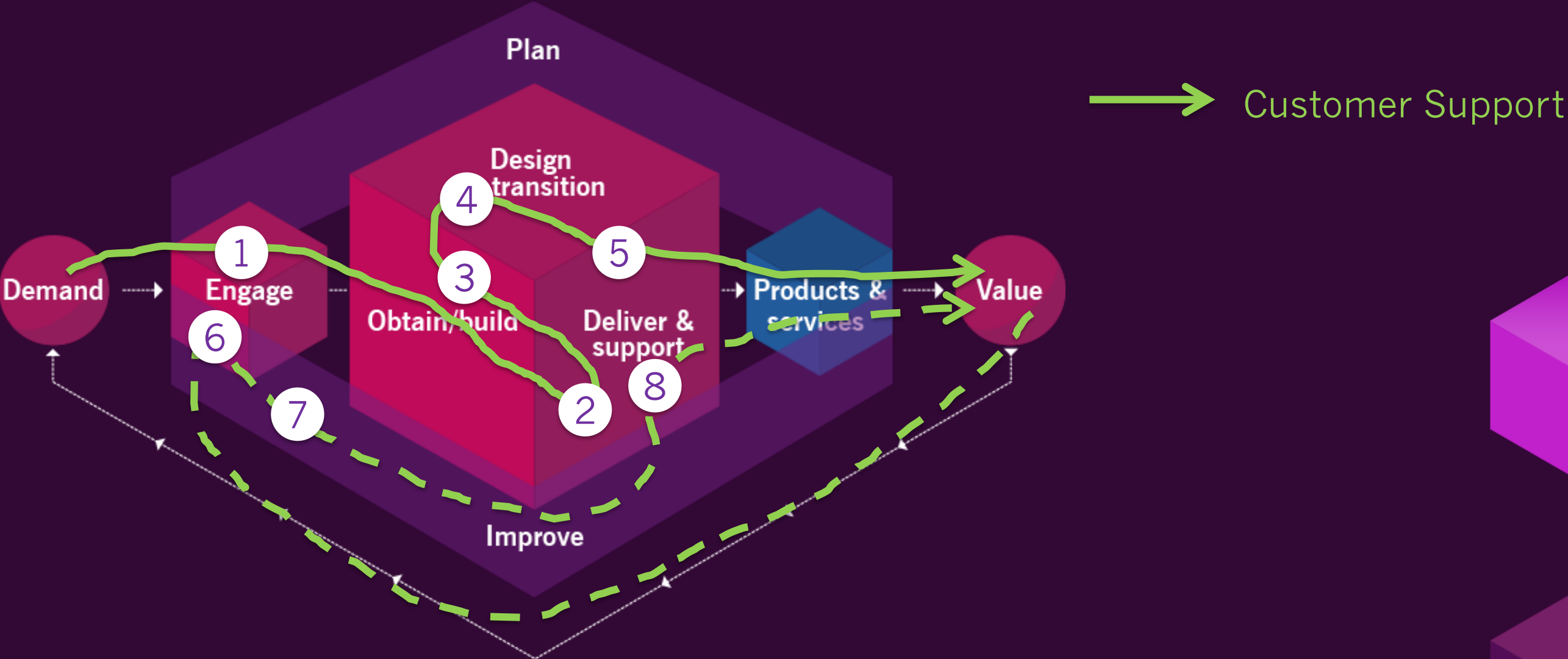
-  *Individual*
-  *Team*
-  *Enterprise*

# Value Streams – Journeys Through The Value Chain





# Value Streams – Journeys Through The Value Chain

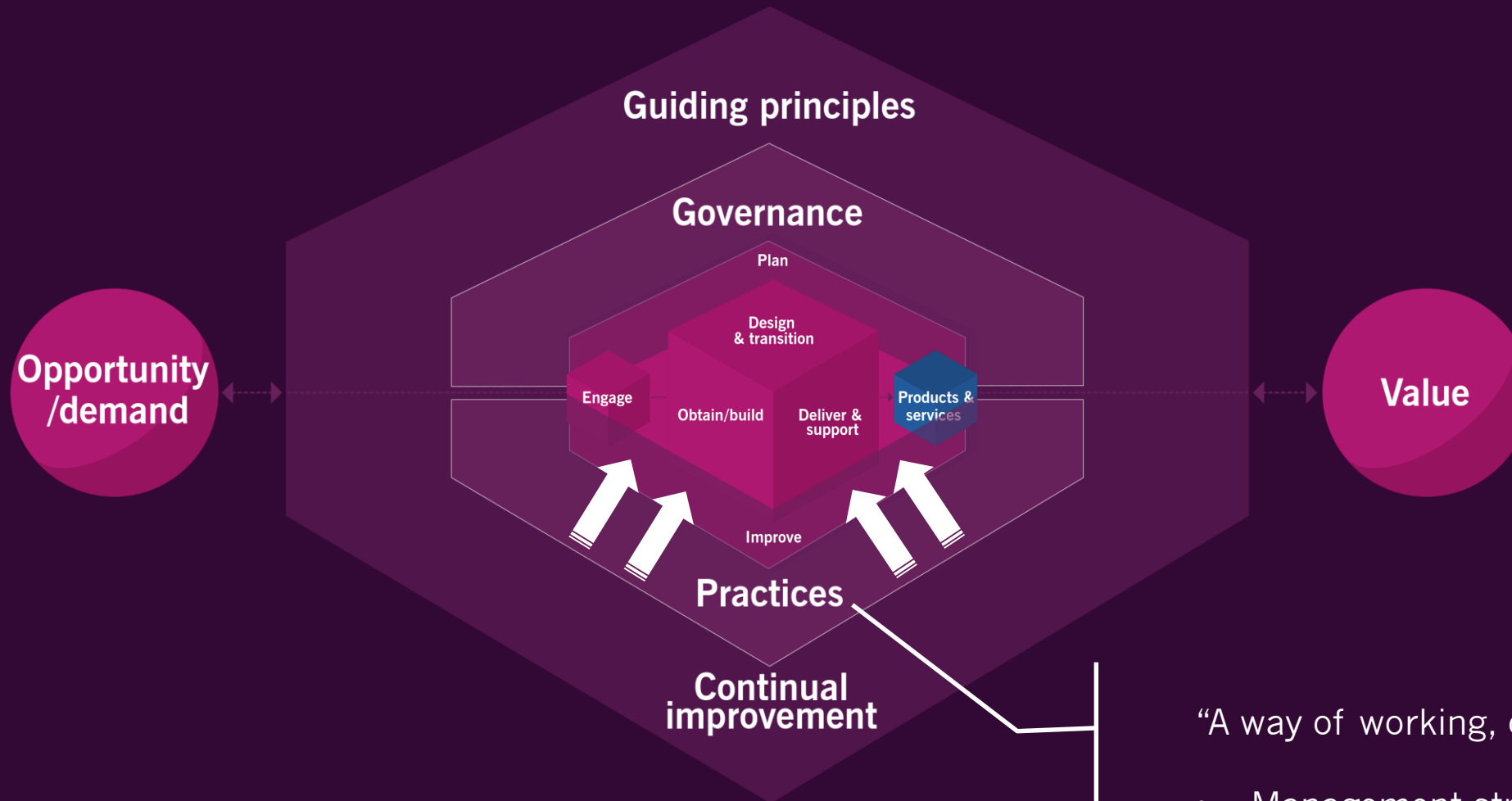




# ITIL Practices



# From Processes to Practices



“A way of working, or a way in which work must be done”

- Management structures
- Culture, Skills & Competencies
- Value streams and processes
- Information assets, tools and technologies
- Partner & supplier involvement



# Practices At A Glance



## General (Business) Management Practices

- Originated in business domains, and adopted by Service Management
- Focused on overarching capabilities across multiple Value Chains
- 14 Practices

## Service Management Practices

- Originated in Service Management domains
- Common goal but possibly different approaches across multiple Value Chains
- 17 Practices

## Technology Management Practices

- Originated in technology domains, and adopted by Service Management
- Focused on use of technology, as a service component
- 3 Practices

# General Management Practices



- Continual Improvement
- Enterprise Architecture
- Information Security Management
- Knowledge Management
- Measurement & Reporting
- Organisational Change Management
- Portfolio Management
- Project Management
- Relationship Management
- Risk Management
- Service Financial Management
- Strategy Management
- Supplier Management
- Workforce & Talent Management



# Service Management Practices



- Availability Management
- Business Analysis
- Capacity and Performance Management
- Change Control
- Incident Management
- IT Asset Management
- Monitoring & Event Management
- Problem Management
- Release Management
- Service Catalogue Management
- Service Configuration Management
- Service Continuity Management
- Service Design
- Service Desk
- Service Level Management
- Service Request Management
- Service Validation & Testing

Significantly modified from ITIL v3  
New to ITIL 4

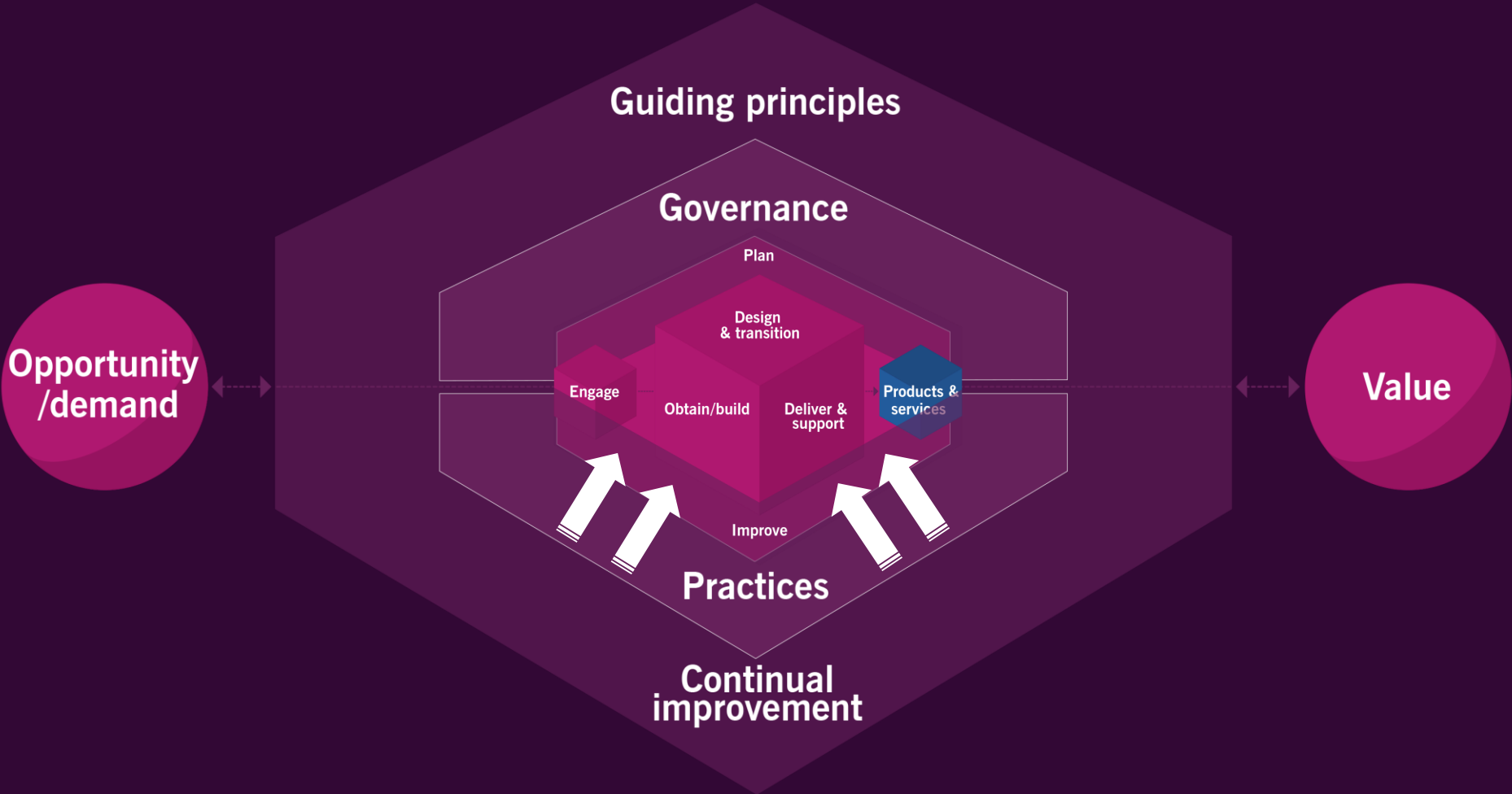
# Technology Management Practices



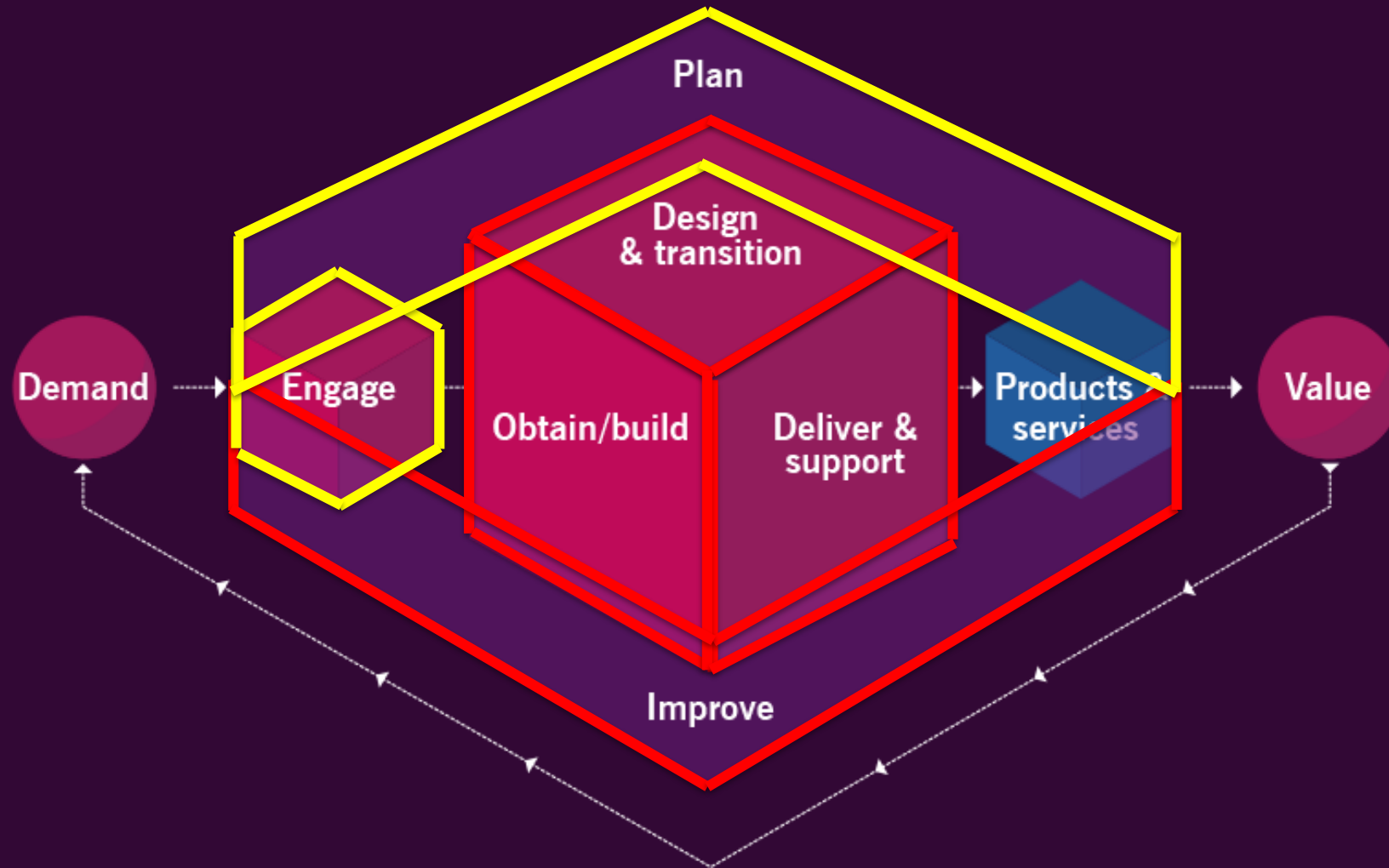
- Deployment Management
- Infrastructure & Platform Management
- Software Development & Management



# Practices Contribute to Activities



# Change Control Practice



## High Interactions

*Improve – Manage changes to improve system of work*

*Obtain/Build – Manage changes to service components*

*Design & Transition – Manage changes to live services*

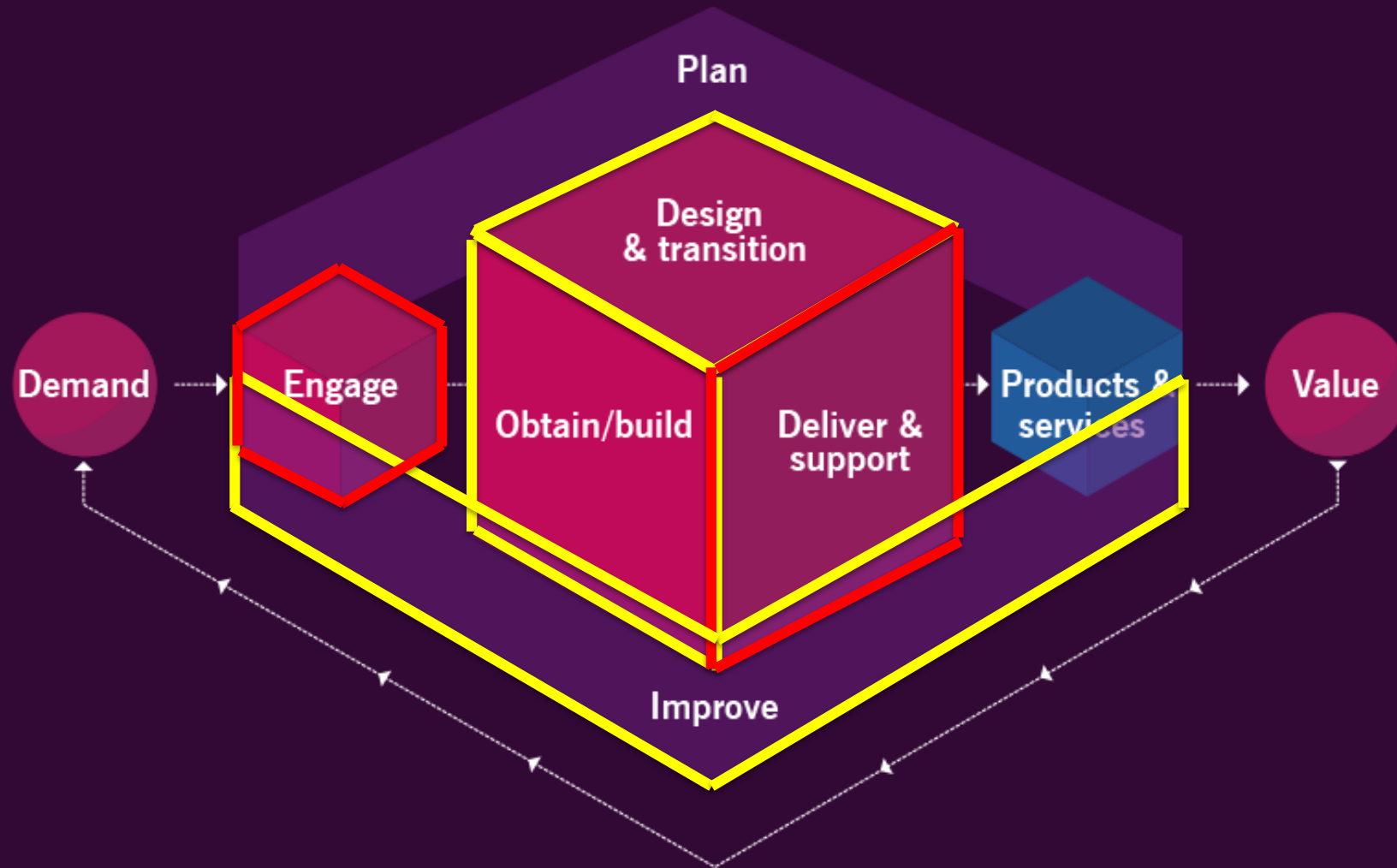
*Deliver & Support – Changes may impact support of live services*

## Medium Interactions

*Plan – Manage changes to product & service portfolios, policies, etc.*

*Engage – Customers and users may need to be consulted or informed*

# Incident Management Practice



## High Interactions

*Engage – Manage customer experience during Incident resolution*

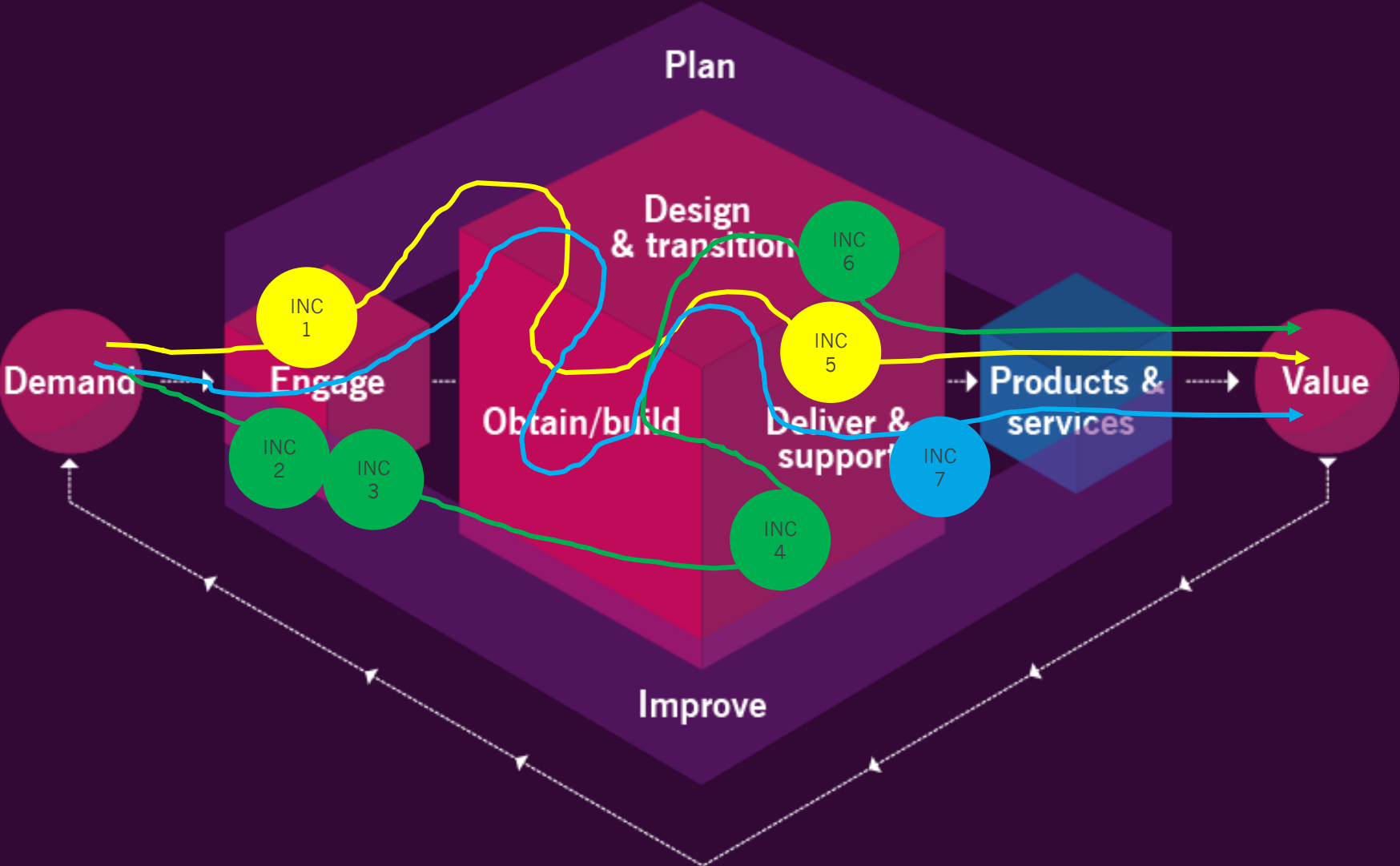
*Deliver & Support – Provide tools & techniques to diagnose and resolve incidents*

## Medium Interactions

*Design & Transition – Manage incidents in test environments, or during release windows*

*Obtain/ Build – Manage incidents in development environments*

*Improve – Provides incident data*



# Minimum Viable Incident Management (For You)



# ITIL 4 Certifications & Transition

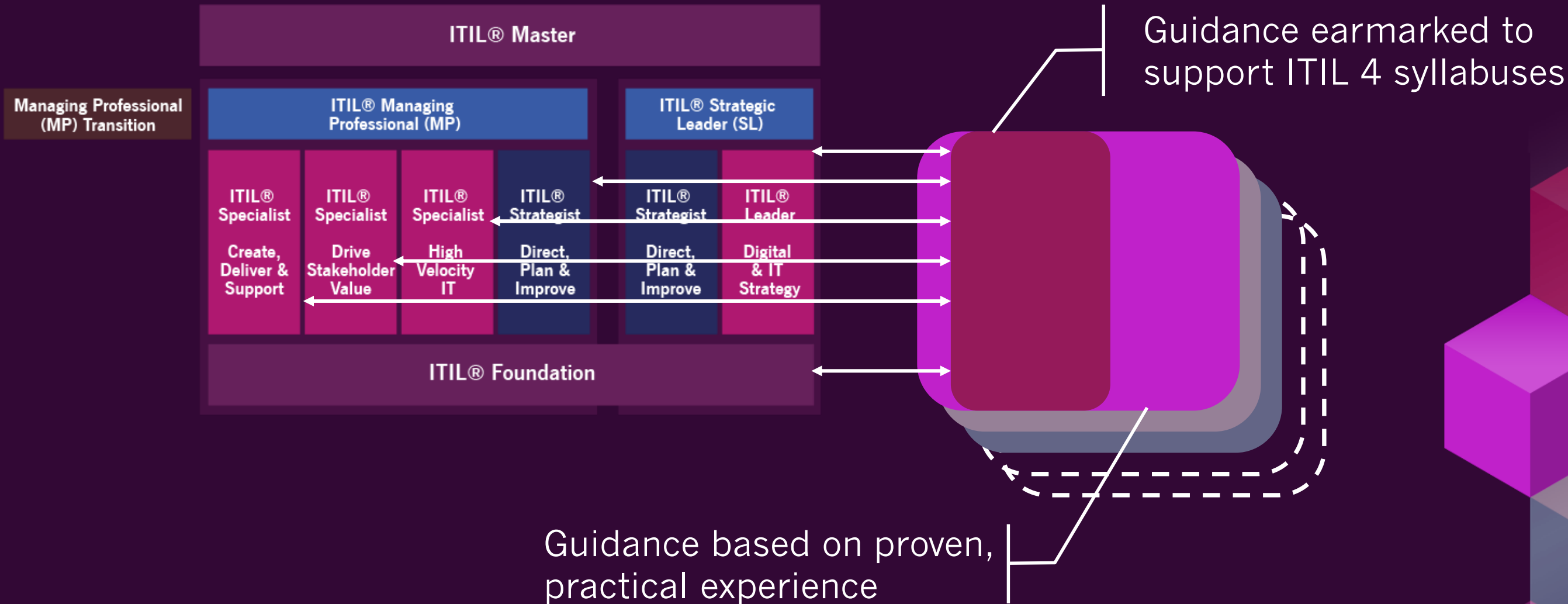


# Looking Ahead – ITIL 4 Content & Qualifications





# Structuring Practices

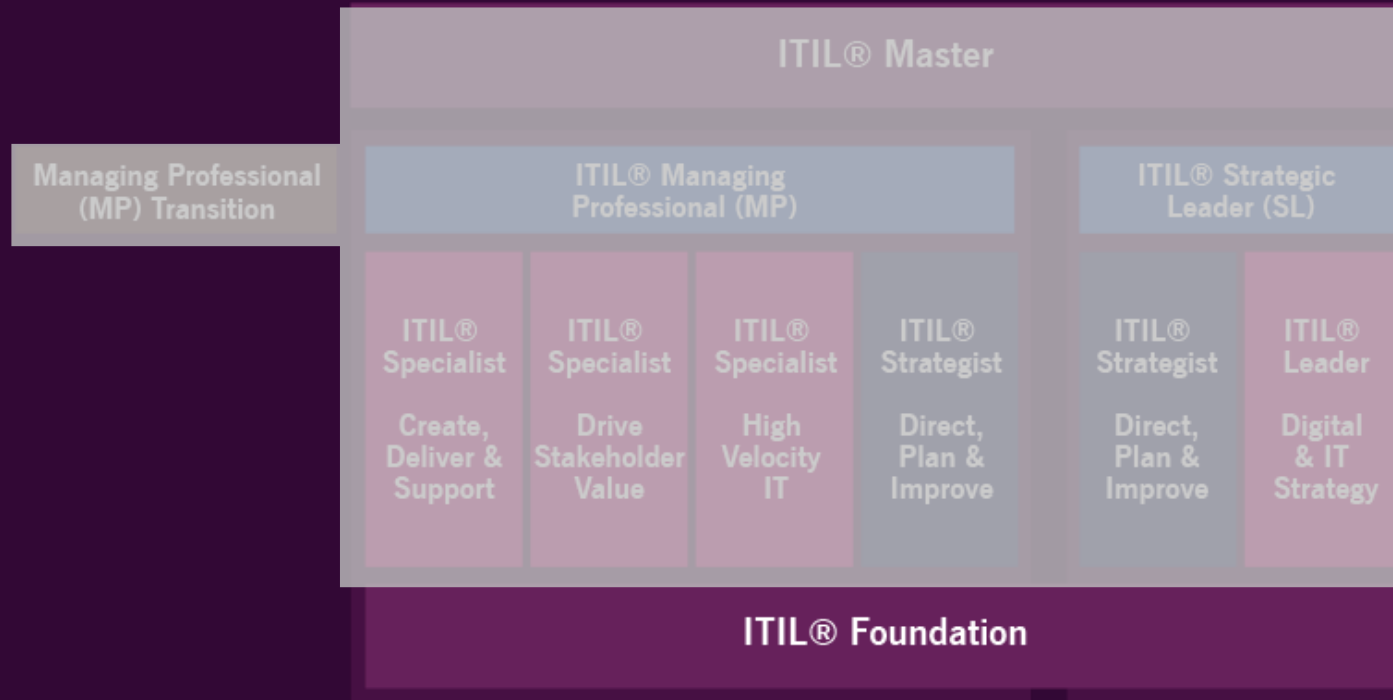


Note: details on where, and how, to access Practices documentation will be available shortly





# About ITIL 4 Foundation



Focused on:

- Key concepts of service management
- The guiding principles
- The four dimensions
- Concepts from key ITIL Practices relevant to entry-level professionals

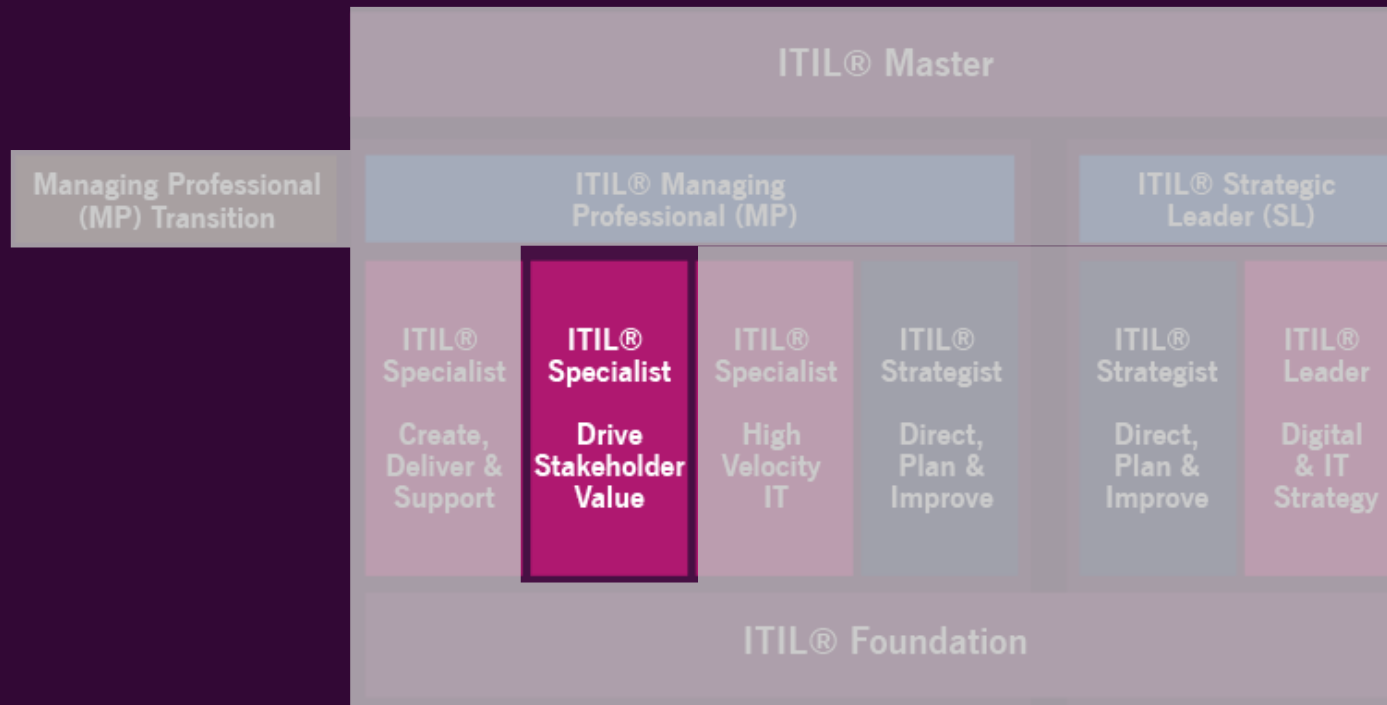
# About ITIL MP – Create, Delivery & Support



Focused on:

- Integration of value streams and activities to:
  - Design & transition service components
  - Obtain/build service components
  - Deliver & support live products and services
- Measuring service performance
- Key practices

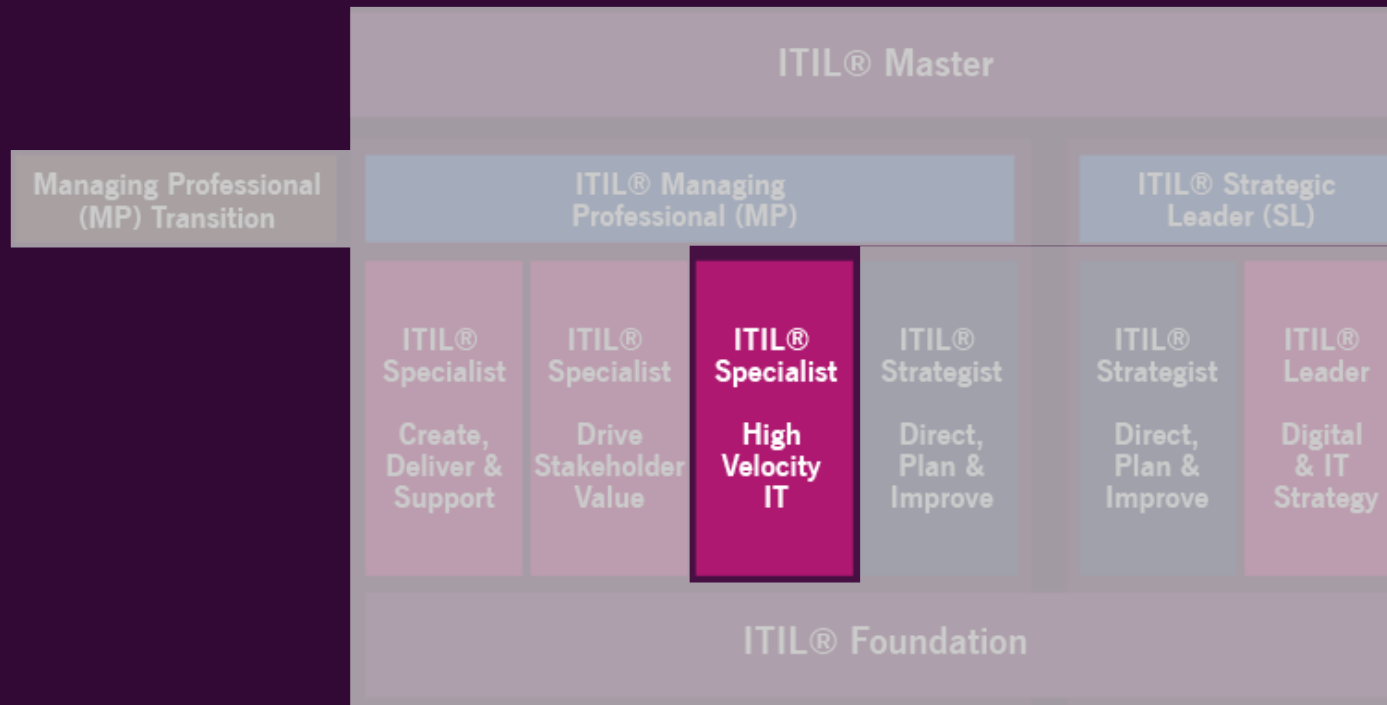
# About ITIL MP – Drive Stakeholder Value



Focused on:

- Managing engagement and interactions between the service provider and:
  - Customers
  - Users
  - Partners & suppliers
- Measurement and management of value
- Key practices

# About ITIL MP – High Velocity IT

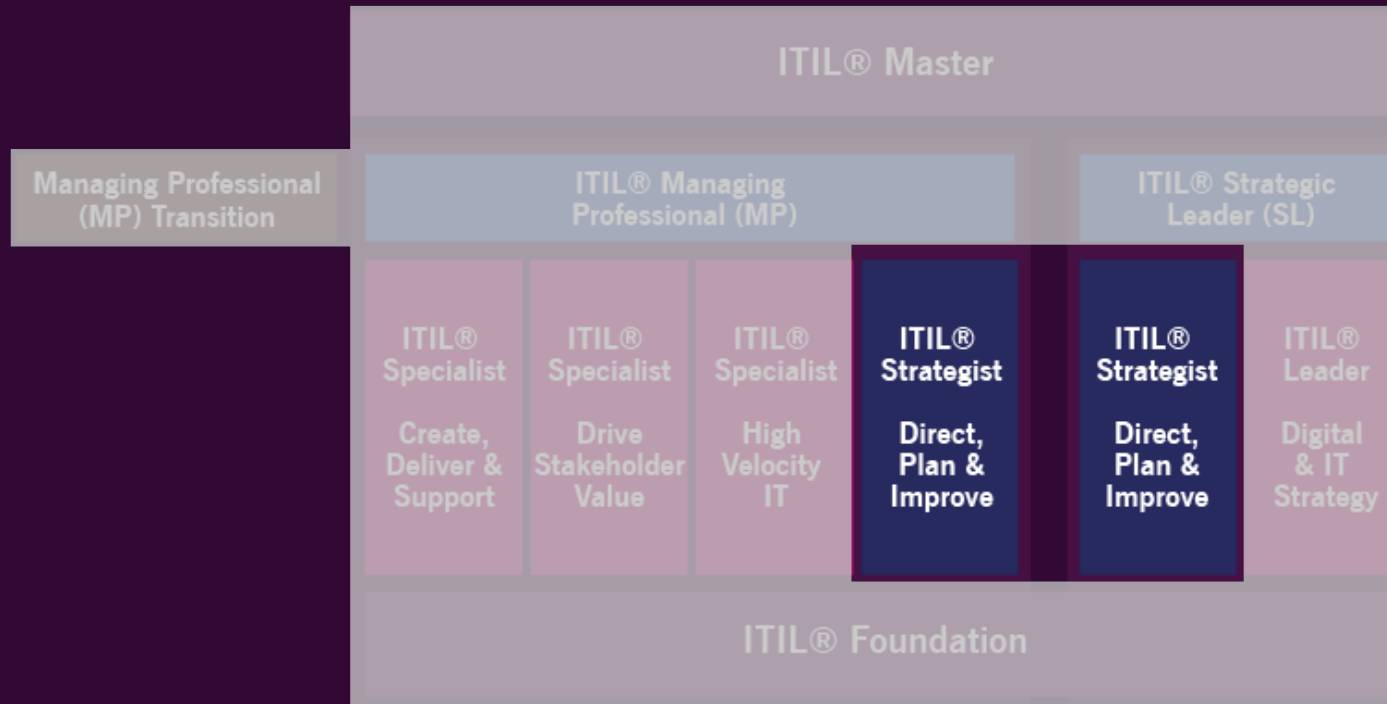


Focused on:

- Differences between traditional and digital operating models
- How to adapt and adopt ITIL 4 concepts to a Lean/Agile environment
- How to adapt and adopt ITIL 4 concepts to a highly automated environment
- Key practices



# About ITIL MP – Direct, Plan & Improve



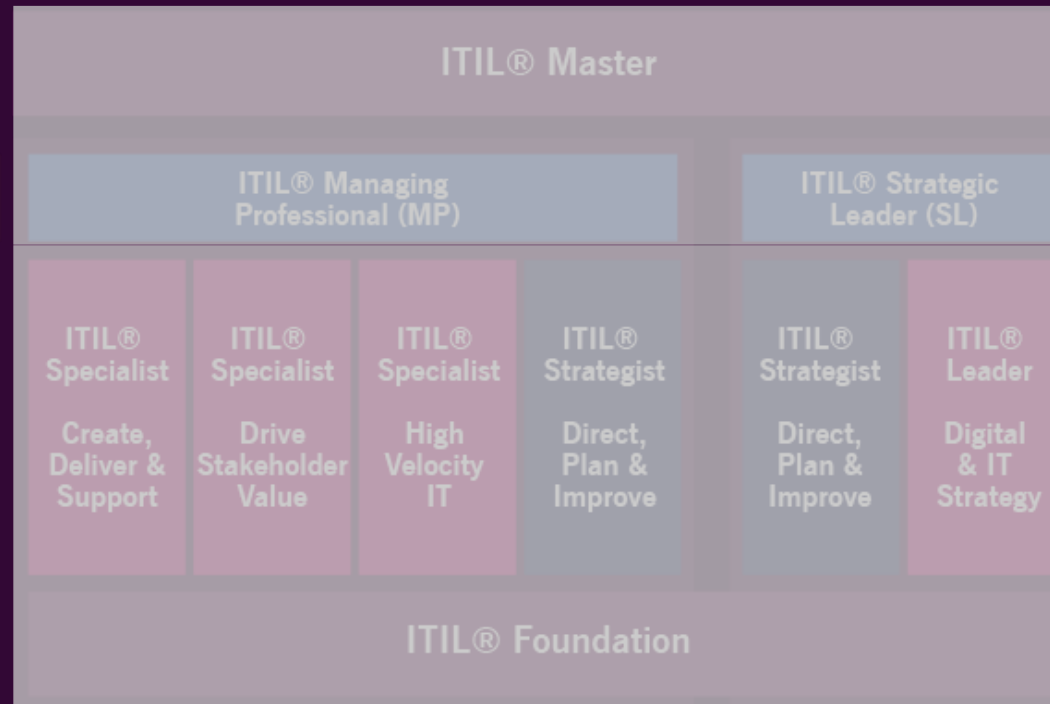
Focused on:

- Creating a “learning and improving” organisation
- Influence of Lean/ Agile ways of working on ITSM
- Managing the interface with the governing body
- Key practices

# About ITIL MP – MP Transition



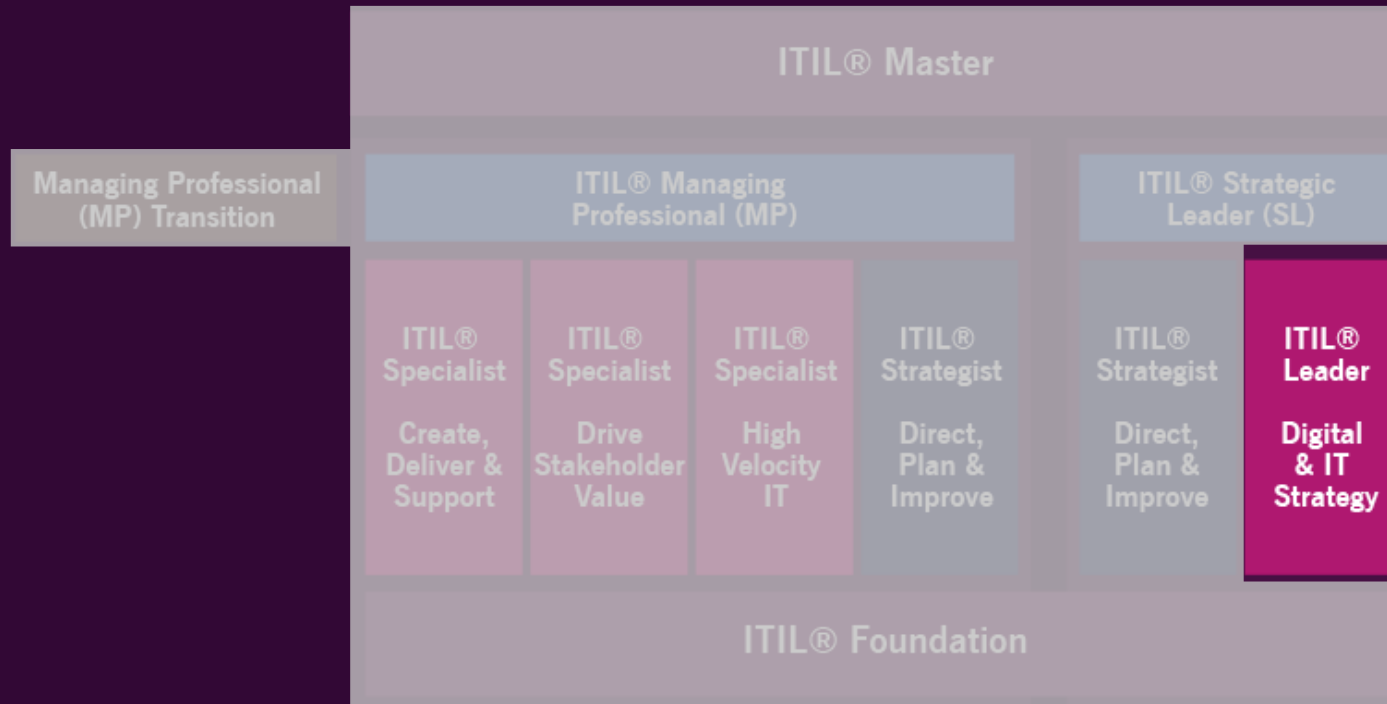
Managing Professional  
(MP) Transition



Focused on:

- Key concepts of service management
- The guiding principles
- The four dimensions
- Key concepts and highlights from four Managing Professional modules

# About ITIL MP – Digital & IT Strategy



Focused on:

- Aligning digital business strategy with IT strategy
- New ways of working in complex business conditions
- Key practices

# About ITIL MP – ITIL Master

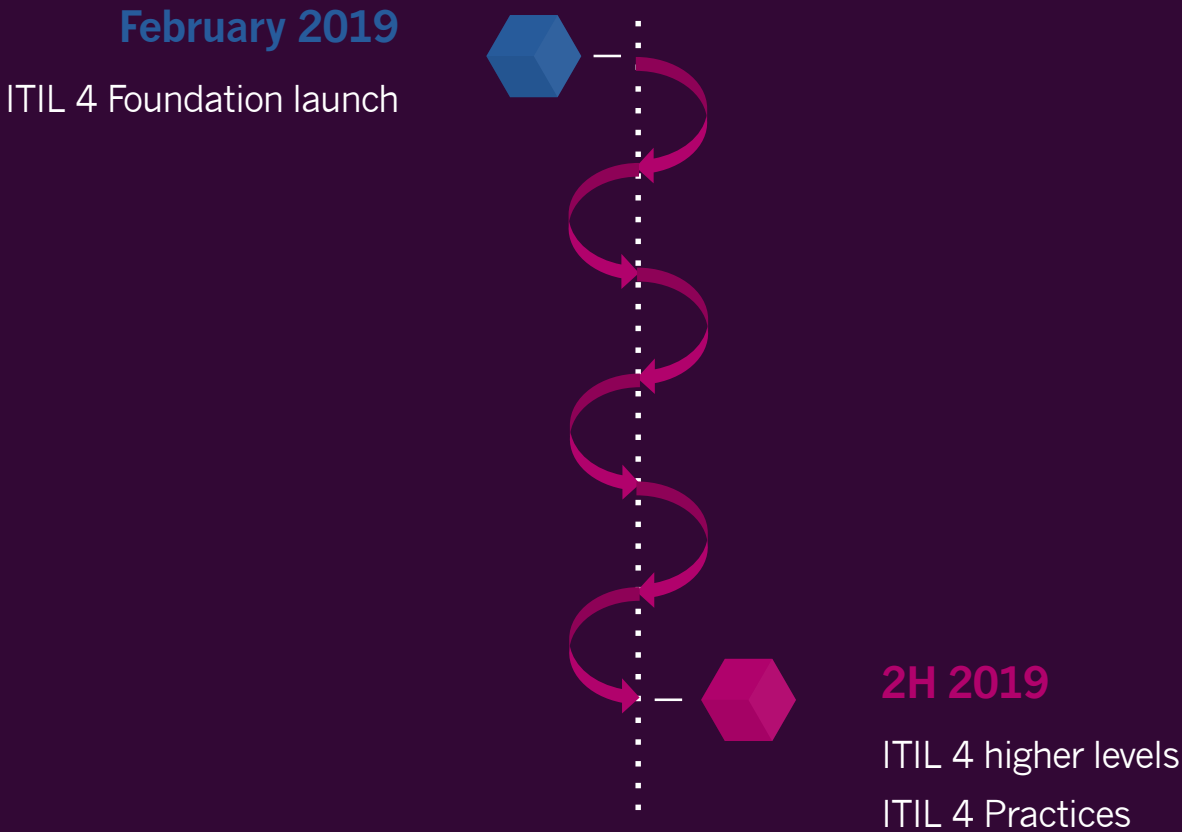


Focused on:

- Professionals explaining and demonstrating their ability to apply ITIL 4 in the workplace



# Continuing ITIL 4 Development



# What should I do if ...

I have ITIL v3  
Foundation only

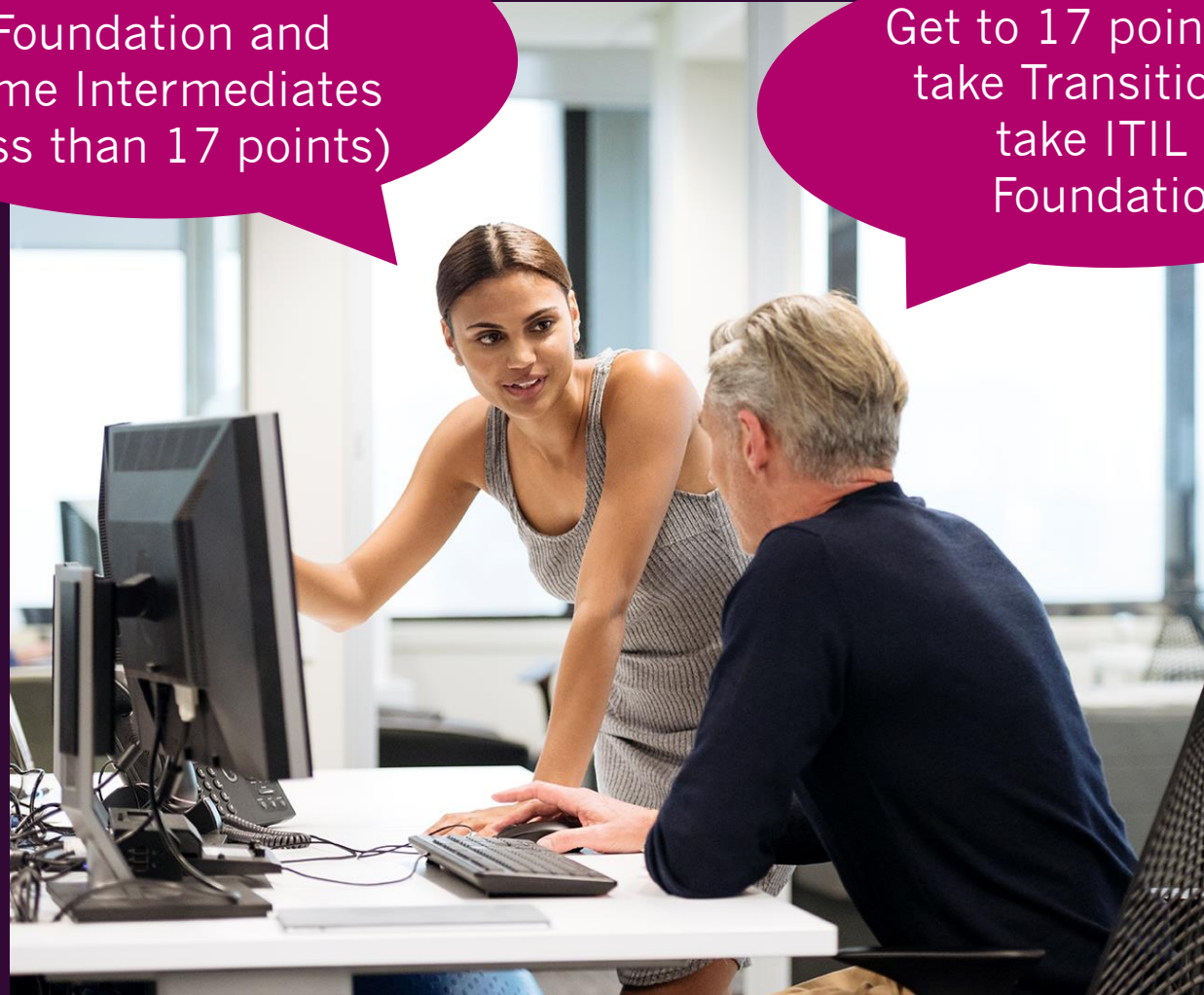
Get to 17 points and  
take Transition, or take  
ITIL 4 Foundation



# What should I do if ...

I have ITIL v3  
Foundation and  
some Intermediates  
(less than 17 points)

Get to 17 points and  
take Transition, or  
take ITIL 4  
Foundation



# What should I do if ...

I have ITIL v3  
Foundation and  
some Intermediates  
(17 points)

Take the Transition,  
or take MALC if you  
need it now (and  
Transition later)





# What should I do if ...

I have ITIL v3 Expert

Read ITIL 4 Foundation book, and take the Transition module

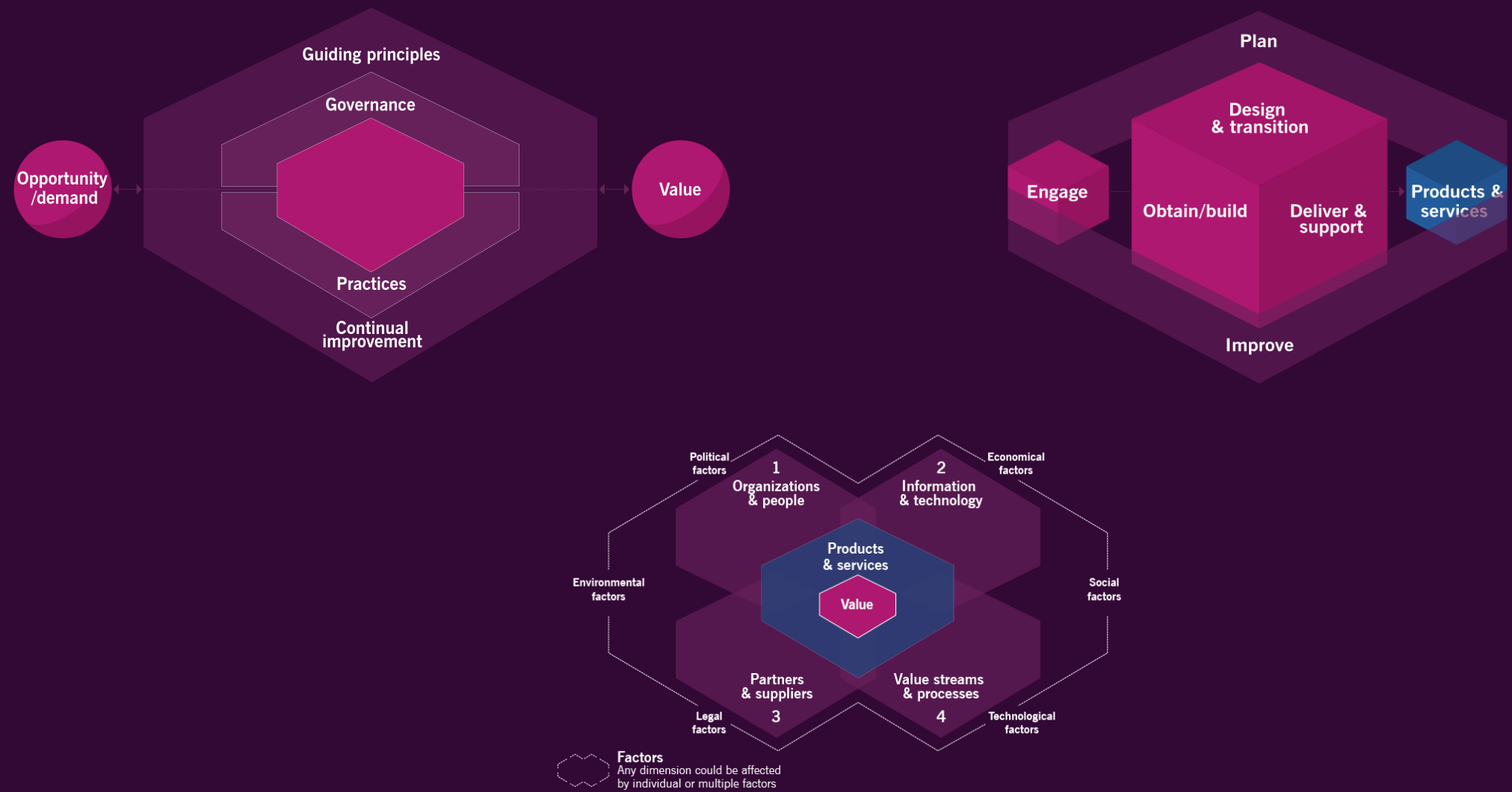




# Wrapping Up



# ITIL 4 – New Concepts & Models



# ITIL 4 – New Certification Structure





# Common Organisational Questions

“

How will ITIL help me be more <insert concern here>?

“

Will my prior investments in tooling, training, and organisational change be relevant?

“

Is ITIL relevant to my organisation?

**YES**

”

**YES**

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**YES**

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# Common Personal Questions



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Will my current certifications still be valid?

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**YES**

“

How will ITIL help me do my job better?

”

**YES**

“

Will ITIL help me grow my career?

”

**YES**

Questions?

m.corona@bpgurus.com