



# ITIL v3 MASTER

From "Anakin" to "Obi Wan"

itSMF Hungary – 24-25/03/2011

# Sogeti

International leader in technology service

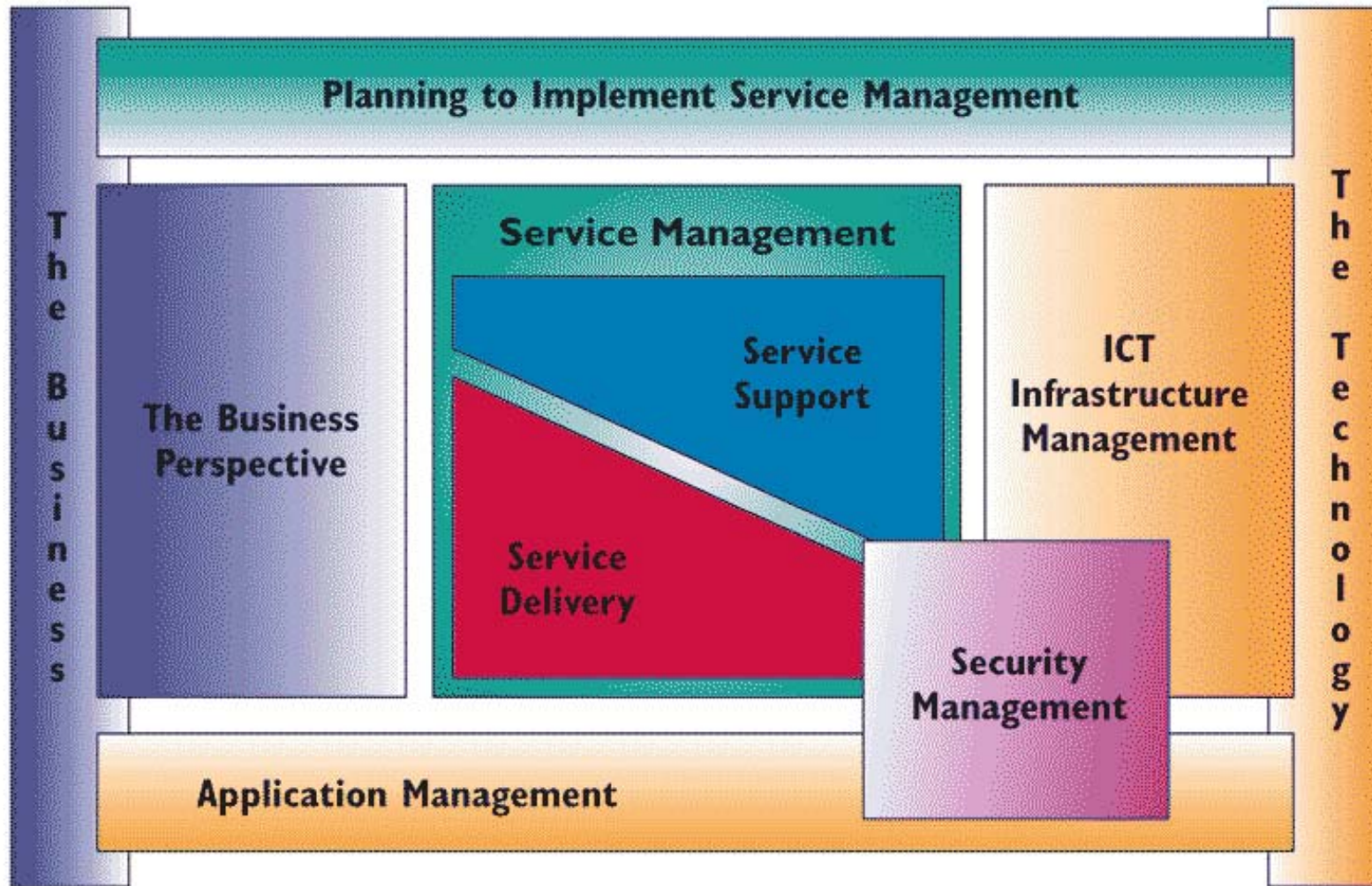
- Dedicated to **Local Professional Technology Services**
- Specialized in:
  - Application Management
  - Infrastructure Management
  - Testing
  - High Tech-Engineering
- A leader with €1.5b rev. and  $\approx$ 20,000 prof.
- An **international player** in 15 countries covering Europe, India and the U.S.
- Backed by **Capgemini Group** (110,000 prof.)

## AGENDA

- ❖ From v2 to v3 (a quick reminder)
- ❖ The new Certification Scheme
- ❖ "ITIL Master" : the Four Steps to the Certification
- ❖ Difficulties, Motivations & Prospects
- ❖ Would I do it again?
- ❖ Questions & Answers

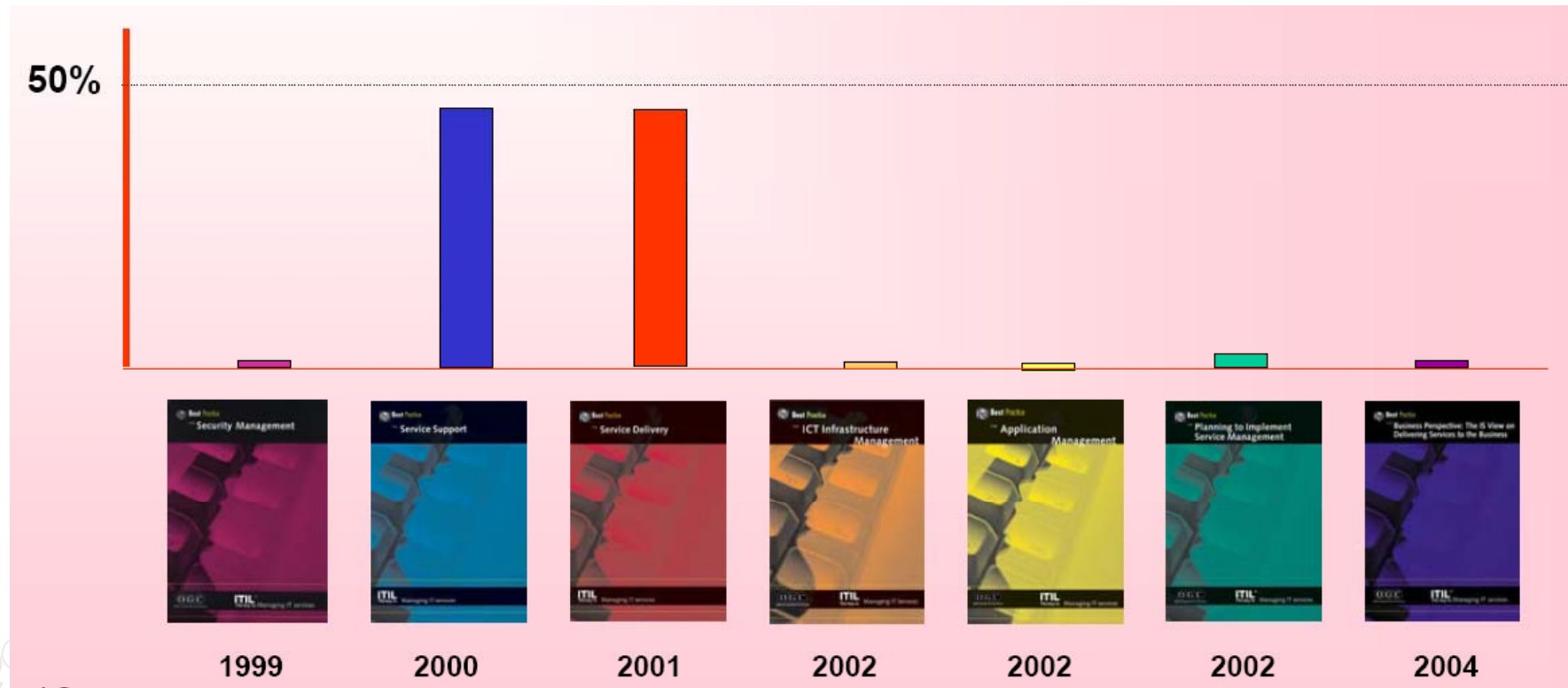
# ITIL v3 MASTER : From "Anakin" to "Obi Wan"

## ITIL v2: The "Old" Framework



# ITIL v3 MASTER : From "Anakin" to "Obi Wan"

## ITIL v2 – The Official Books



**Serv. Support + Serv. Delivery = +/- 670 pages**

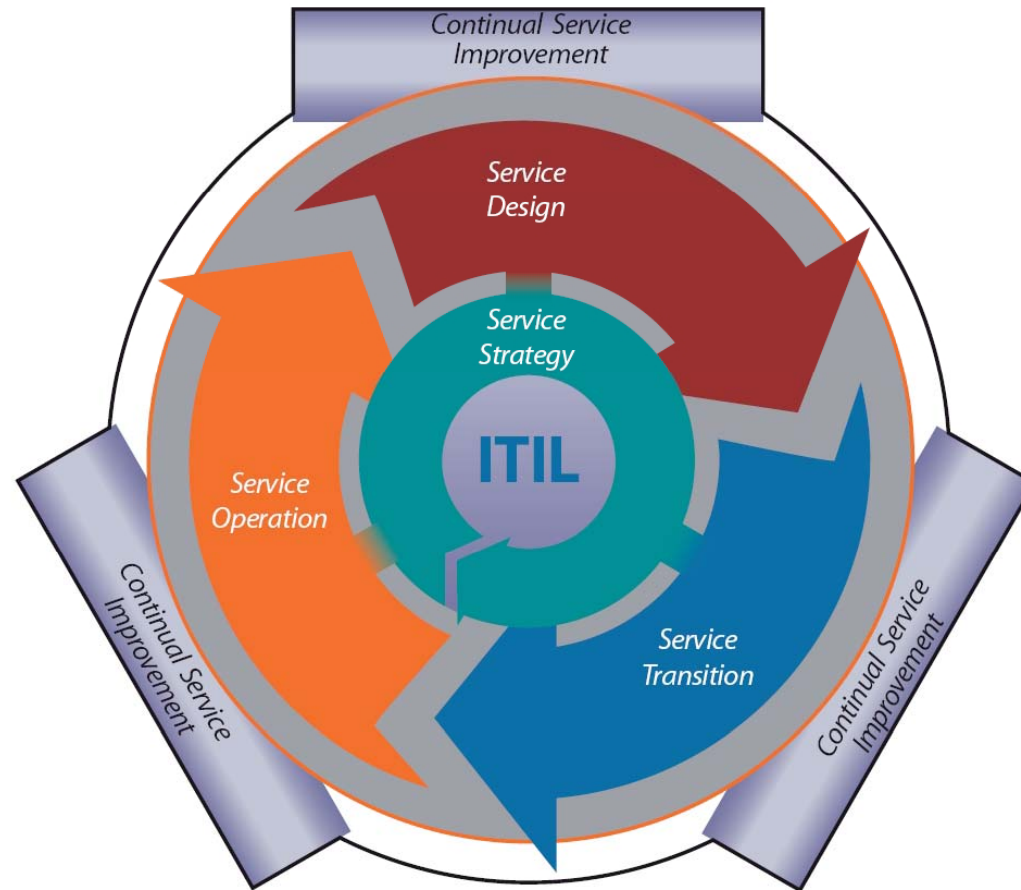
## Why a "Version 3"?

- To take into account:
  - The new technologies
  - The increasing tendency to "outsource"
  - Corporate & IT Governance Rules
  - The alignment with New (or Changed) Standards and Frameworks (ISO 9000, COBIT, etc ...)
- "ITIL Refresh" project launched in 2004
- Worldwide consultation of Experts in 2005

**Too many changes!!! → Complete rewriting**

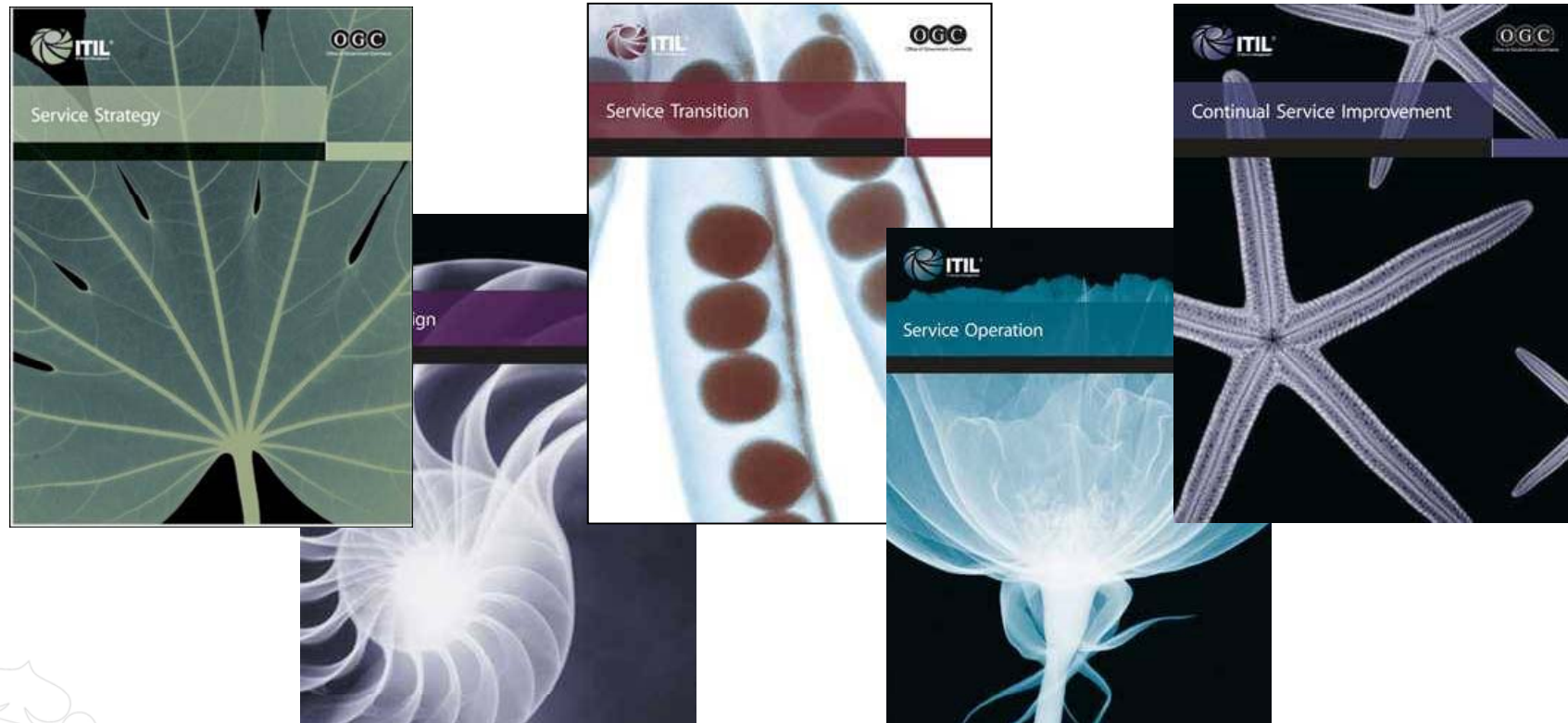
# ITIL v3 MASTER : From "Anakin" to "Obi Wan"

## ITIL v3: The New Framework



# ITIL v3 MASTER : From "Anakin" to "Obi Wan"

## ITIL v3: The Official Core-Books



**ALL 5 BOOKS TOGETHER = +/- 2000 pages!!!**



# ITIL v3 MASTER : From "Anakin" to "Obi Wan"

## From v2 to v3: The target has changed

Most common structure for an IT organisation:

LEVEL:

ITIL V3

VISION & PLANS:

Strategical



1 to 3 years or +

Tactical

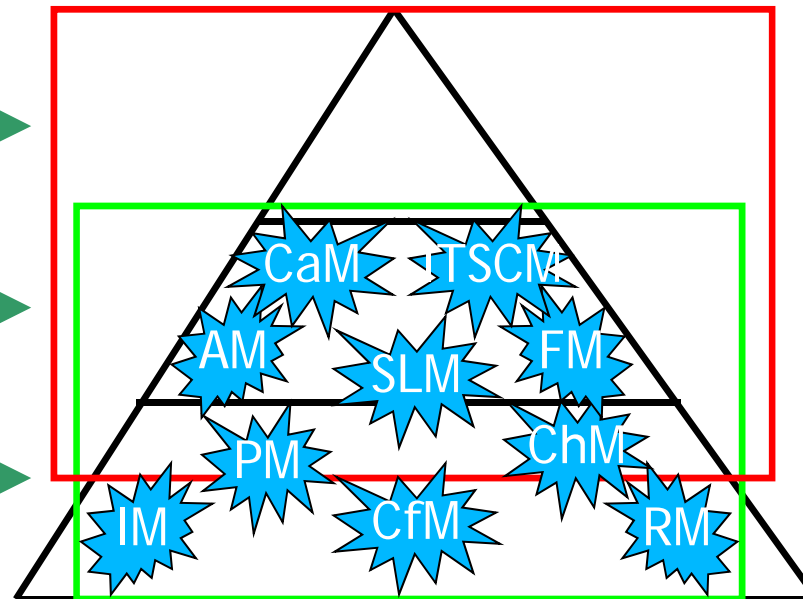


3 to 12 months

Operations



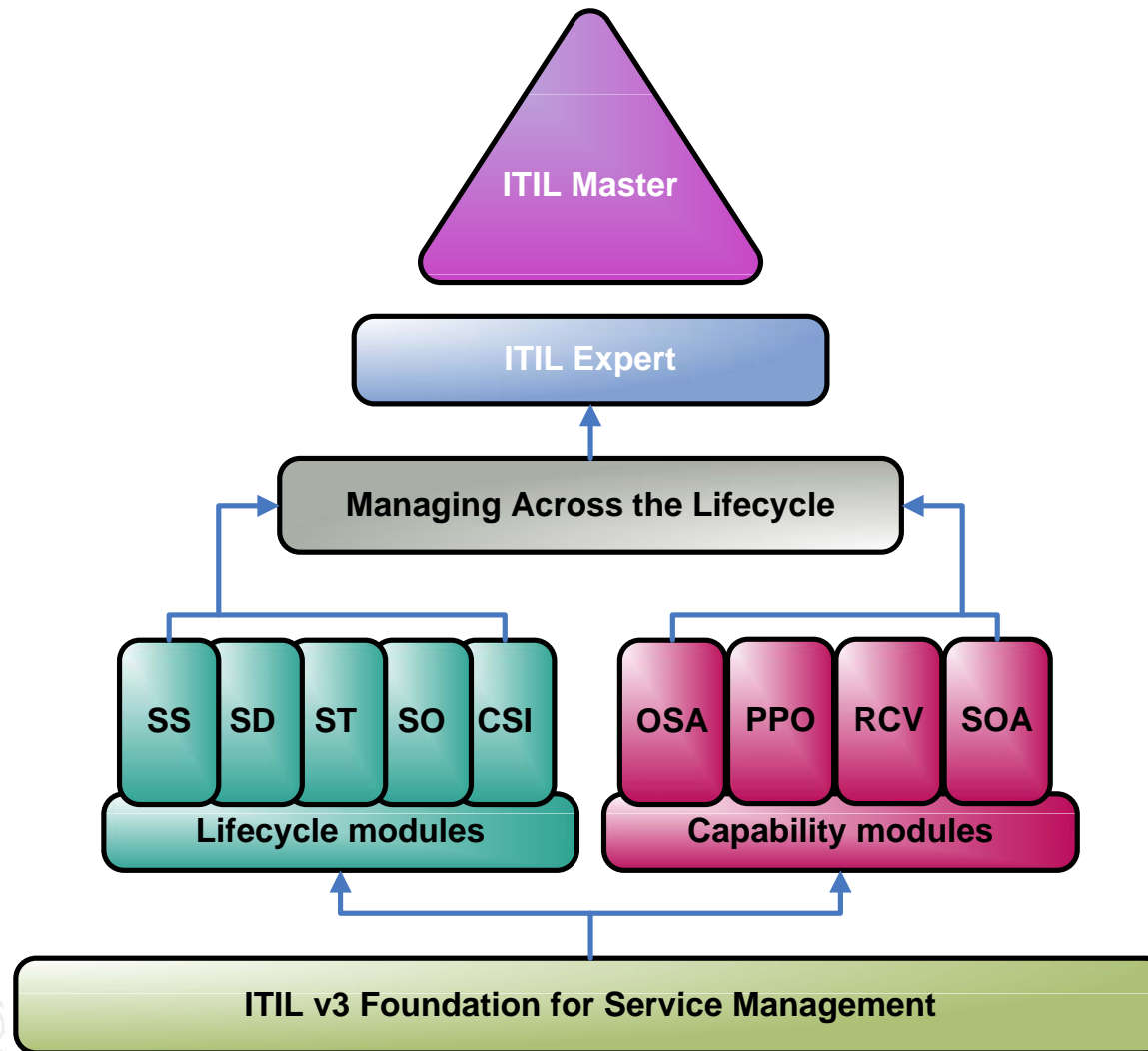
0 à 3 months



ITIL V2  
(SS & SD)

# ITIL v3 MASTER : From "Anakin" to "Obi Wan"

## The New Certification Scheme



® OGC's Official Accreditor – The APM Group Limited 2008

## Main Aspects of the "ITIL Master"

- Advanced Qualification on ITIL v3 **as a whole** (the 5 core-books)
- Level: « Bloom's Taxonomy » 5 & 6 [1]
- Articulated on the writing of a « Work Package » based on **Candidate's real life experience**.
- Evidence of real, personally faced situations by the Candidate and no longer learned and artificially applied.
- Description of a real solution, but also the demonstration of its relevancy and continued effectiveness with time.

[1] see <http://www.officeport.com/edu/blooms.htm>

## THE FOUR STEPS:

- ❖ The « Candidature »
- ❖ The « Proposal »
- ❖ The « Work Package »
- ❖ The « Final Interview » by the Assessors

## ITIL v3 MASTER : From "Anakin" to "Obi Wan"

### The "Candidature" Step

#### ❖ Prerequisites

- « ITIL Expert » certification
- 5 to 10 years in an active role as ITSM Manager or Senior Consultant / Coach

#### ❖ Format

- Candidature form + CV
- Copies of appropriate certificates + other relevant certificates (ISO 20000, Six Sigma, etc ...)

#### ❖ Acceptance criteria

- Compliance with prerequisites
- Written autorisation for the candidate to use the information provided in the Work Package

#### ❖ Piece of Advice

- *Letters of recommandation (company, mentor, etc...)*

## The "Proposal" Step

### ❖ Prerequisites

- Candidature validated by Examination Board
- Fees have been paid

### ❖ Format

- Proposition form, specifying the ITIL Key Elements chosen
- From 1,000 to 1,500 mots (2~4 pages A4) in English

### ❖ Acceptance criteria (cf. « ITIL Master Proposal Requirements »)

- Compliance with prerequisites
- Good description of the real situation / project(s) chosen
- Formal declaration by the Candidate that he/she is the one who managed the project(s) / situation(s) described
- List of the ITIL Key Elements with enough points
- ***A least one element from each of the 5 core-books***

## The "Work Package" Step

### ❖ Prerequisites

- Proposal validated by the Examination Board

### ❖ Format

- Work Package document (several templates available)
- From 10K to 15K words (25~40 pages A4) in English

### ❖ Acceptance criteria (cf. « ITIL Master Work Package Req's »)

- Compliance with prerequisites
- Submitted 14 months max. after Proposal acceptance

### ❖ Piece of Advice

- Develop WP on a regular basis, by **at least** ½ day chunks
- Think and write directly in English
- Proof-reading by an ITSM mentor (at least ITIL Expert)
- Have the « English » checked by a non-IT person
- Think « **Why?** », again and again « **Why?** » ...

## The "Final Interview" Step (1)

### ❖ Prerequisites

- Provision of any additional information (or partial rework) according to possible request from your two Assessors
- Work Package validated by the Examination Board

### ❖ Format

- Interview « Q&A » ~45 mins by the two Assessors
- 5 mins to answer each question, no more!
- Closed book, only your Work Package
- Physically (UK) or video-conference with local Invigilator
- Assessors decide of the questions according to what they have read from your Work Package ...
- **Objective:** To ensure you are the person whose role has been described and the genuine writer of the Work Package

### ❖ Acceptance criteria (cf. « ITIL Master Work Package Req's »)

- Compliance with prerequisites



## The "Final Interview" Step (2)

### ❖ Piece of Advice

- *Keep cool, don't stress*: the hardest is behind... ;o)
- Re-read your Work Package several times before the Final Interview, leaving some days between each re-reading session
- If Final Interview by videoconference:
  - Ensure it takes place from a **quiet**, fresh & well ventilated room
  - Have some water with you
  - You will have an invigilator in the same room
  - If the quality of the communication is not good, don't hesitate to mention to the Assessors

## ITIL v3 MASTER : From "Anakin" to "Obi Wan"

### The Main Difficulties

#### ❖ Command of the English Language

- Written and spoken (***you must be fluent in English!***)
- The only possible language for the moment (pilot phase)

#### ❖ Amount of Work, Efforts & Self-organisation

- « Work Package » = +/- 130 pages A4
- Work spread over a loooong period of time (up to 14 mth)
- Develop your Work Package on a regular basis according to a well-defined planning
- Don't do more than proofreading or a few corrections if less than ½ day available to work uninterrupted

#### ❖ Gathering of the Supporting Documents:

- Availability (seeking, archives, quality...)
- Autorisation to use them for the certification & possible Non-Disclosure Agreements (NDA)

## ITIL v3 MASTER : From "Anakin" to "Obi Wan"

### The Motivations

- ❖ ITIL = the most well-know and universally accepted ITSM framework
- ❖ ITIL Master = the highest level of individual ITSM certification to date and ...
- ❖ The undisputable, *proven from the field* evidence of your professional expertise

And .....

- ❖ Certification is for life! 😊

## The Prospects

### ❖ Consultancy

- Evidences of an holistic expertise on everything in & around IT Services

### ❖ Teaching / Lecturing

- ITIL Trainer (***not automatically!***)
- Universities (Masters,... )
- Management Schools

### ❖ Management

- Recognition of your management capacities
- New career evolution's prospects (CIO?)

## ITIL v3 MASTER : From "Anakin" to "Obi Wan"

### Would I do it again?

- ❖ Extra constraints of the the « Pilot Phase »:
  - Timing: only 2 months for the WP!
  - Amount of work
  - Coordinated across 3 continents
  - Overall planning very, very « elastic »
- ❖ To have actively contributed to the validation & testing of the new ITIL certification
- ❖ To be one of the very first...



My gift to You: The « ITIL Master Kit »





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