

The next version of ITIL



ITIL today is globally accepted best practice in service management

- Actively practiced in most countries around the world
- Responsible for generating a user forum for IT Service Management (itSMF) with over 30 participating countries
- Supported by formal British, Hungarian and Australian Standards
- Used by Public and Private sectors
- HP, IBM, Microsoft and others use ITIL in their products and services
- Formal ITIL Qualification scheme at three levels recognised by IT industry world-wide

Roles



We are committed to a collaborative approach to achieving global best practice through:

Stewardship

- itSMF chapters, working on behalf of the ITIL community, and in partnership with OGC, should have a key role in stewardship by ensuring that the guidance is truly best practice and is scalable and international in its application.
- itSMF is non-profit organisation whose expertise, and commitment to the preservation and evolution of ITIL have propelled its global success.
- Examination Institutes and other partners also have an important stewardship role.

Ownership

- Ownership by OGC means that ITIL is perceived as free from commercial bias. OGC protects the core IPR and assures everything connected with it is conformant and licensed. This leads to a single identity in a coherent product/services set from multiple vendors.

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Why a need for improvements?



- **Outsourced procurement to suppliers using global standards**
- **Easier to partner with other organisations**
- **IT savings can contribute to Business efficiency targets**
- **Changes in marketplaces, technologies and business requirements have heightened the need for a review of ITIL® content.**
- **Enhance benefits for business efficiencies**
- **Outsourcing supplier compliance benefits**
- **Revitalise the ITIL® guidance to reflect the expanding global marketplace, the present and future trends of IT service management and the diversity of the global IT service workforce**

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Approach

- **6 month scoping and planning exercise**
 - **Secondment from the ITIL community to support**

- **Wide consultation with all stakeholders**
 - **Robust development process**
 - **Support from ITIL community**
 - **Support from corporate interests**

- **Publication revision cycle**
 - **New authoring and QA arrangements**
 - **Updated qualification scheme**
 - **Simultaneous translations**

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Our Stakeholders

- Qualifications
 - ISEB, EXIN, Examiners, Training Orgs
- Public Sector
- Vendors
- Managed Service Providers
- Research Bodies – Gartner, Forrester
- Best Practice Owners – CMU, ISACA
- itSMF Chapters
- IPESC
- itSMF International
- IoSM
- Business – Global and Local, large and small

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Overwhelming response

- Seven Workshops in two weeks
- Over 100 companies and public sector organisations represented
- 530 survey respondents and 6000 comments
- itSMF Chapter led workshops
 - Norway,
 - Sweden,
 - Denmark,
 - Italy,
 - Germany
 - Japan
- Key industry players gave us their views
 - HP, Microsoft, Fujitsu, CA, Osiatis, to name a few



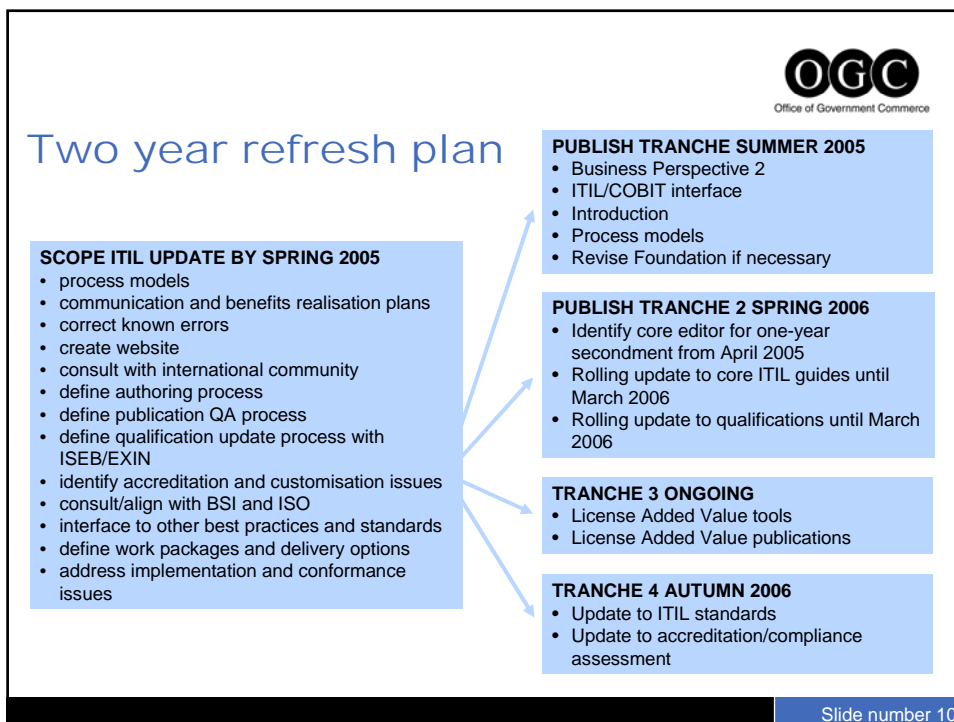
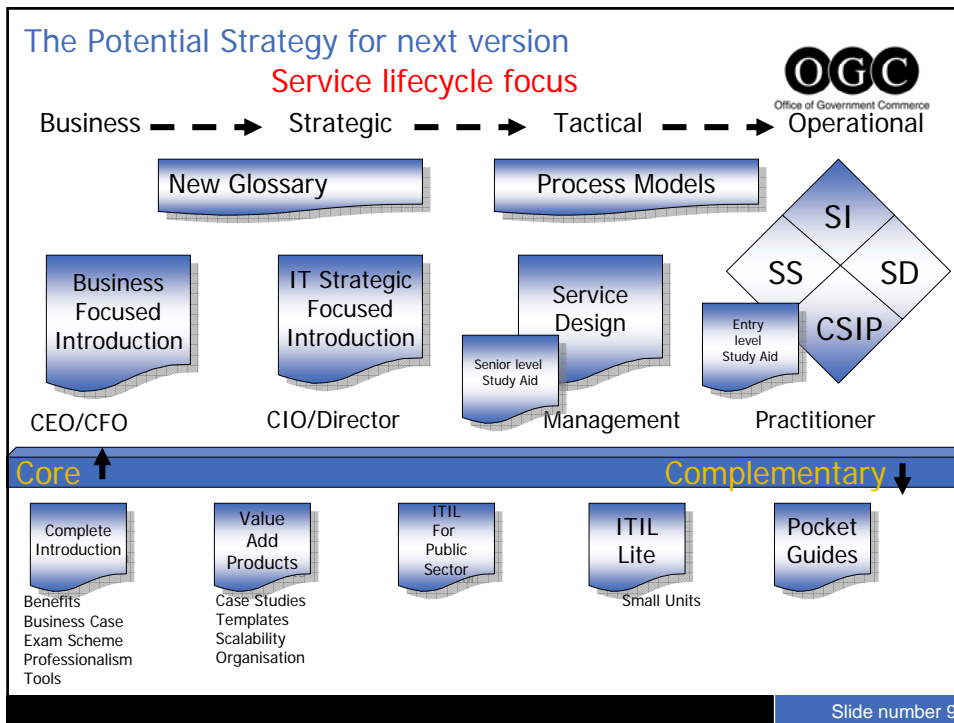
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The top 10 views

1. Consistency in all the guidance – structure, process, etc.
2. Add Process Models for every process
3. Include examples, case studies, templates
4. Implementation guidance – outsourced services
5. Scalability – address small, medium and large orgs
6. Hooks into other best practices – COBIT, CMM, etc.
7. Lots more on the business benefits, marketing
8. Better exams, more qualifications
9. Guidance on selecting good tools
10. Consistent terms and definitions



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Next Steps

- Complete detailed scoping – March / April
- Create Work Packages – March / April
- Partnership agreements - April
- Project Board formation - April
- Contracts awarded – April / May
- Launch Development – May / June