

## ITIL<sup>®</sup> UPDATE FAQs - Summer 2010

### Is this an update or a new version?

It is an update. The changes to the publications are relatively minor and 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 analyzed and recommended by the CAB (Change Advisory Board) and approved by the Office of Government Commerce (OGC). 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 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.

By the time the update is published, ITIL V1 and V2 will no longer be in existence and therefore the core publications will remain just ITIL.

### When will the update of ITIL come out?

We anticipate the update to publish in the second half of 2011. The publication date is subject to the feedback from the two public reviews.

### Why is the Office of Government Commerce (OGC) updating ITIL?

The reason for the update is to incorporate comments and suggestions received from the Change Control Log, which is located at [www.best-management-practice.com/ChangeLog/](http://www.best-management-practice.com/ChangeLog/)

Since publication 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 are endeavoring to improve the guidance based on feedback from key stakeholders, and the end result will be guidance that is easier to navigate, read, translate, and teach.

### What are the confirmed improvement plans for the future?

A CAB has been established to monitor the changes that are logged for the ITIL core publications. The CAB reviews the comments placed on the Change Control Log and either accepts or rejects the issue. Accepted issues are discussed with OGC who balance the frequency of change against the need to keep the guidance up-to-date.

### Is Sharon Taylor involved?

Sharon Taylor is the Technical Adviser to the Board. The Project Board can call upon the Technical Adviser to review issues that have been escalated to the Project Board by the Authors and Mentors.

### Will my software tool need to be updated?

This update should not affect the tool vendors as the scheme is process based and major changes to the processes are out of the scope of this update. Any impact will be minor. The scheme is administered by APM Group (APMG), on behalf of the OGC. For full details on the Software License Scheme visit [www.itil-officialsite.com](http://www.itil-officialsite.com)

### How can I keep up-to-date with all developments?

Simply register for the ITIL Elert Service at [www.best-management-practice.com/ITILRegister](http://www.best-management-practice.com/ITILRegister)

### How can you be sure this update will stay in line with the original V3 principles?

The point of using new authors is not to give them carte blanche to change ITIL as they wish. It is to gain their new perspective as well as their ideas for the way the text can be improved to meet the new product descriptions. Maintaining the purity of V3 concepts, i.e. continuity from V3, is a prime responsibility of the mentors and Technical Advisor, who were all V3 authors or worked on V3 development in a key capacity. Finally, the project board will also consider the views of the Review Group before authorizing publication, so any concerns will have been raised and considered.

## ITIL<sup>®</sup> UPDATE FAQs - Summer 2010

### ITIL Publications

#### How will the update benefit the end user?

The updated publications will be easier to read and understand. However, there is no need to buy the new books. TSO and the OGC are working on a free, downloadable 'Summary of Changes' which will detail all the changes to the text. However, due to the nature of changes for Service Strategy a different briefing will be made available. The update has not been undertaken to generate more revenue; it is responding to users' feedback and requirements, and providing them with an improved product.

#### Will Online Subscriptions receive the update free of charge?

Yes. The update to the core text will be available to everyone with an active online subscription. Subscribers will automatically receive the updated text at no additional cost.

#### Will the publications look different?

Users will be able to distinguish between the current publication and the update by the cover which will be significantly different to reflect the OGC's new branding guidelines.

#### What will happen to the translations?

The priority languages are French, German, Japanese, Portuguese and Spanish. The aim is to have these available six months after the updated English edition is published.

#### Is the Version 3 Glossary going to be updated?

Yes. It is the intention that all 22 translated glossaries will be available at the same time as the English version. The glossaries can be found at [www.itsil-officialsite.com](http://www.itsil-officialsite.com)

#### What changes can we expect to Service Strategy?

The update does not make the guidance more complex. It is designed to ensure that the books relate more clearly to one another, anomalies are corrected and that the content is conveyed in a clear and concise manner. The feedback from users is that Service Strategy needed most improvement in this regard. Most of the concepts will remain the same, but the wording of these concepts and how they are explained will change.

ITIL is a constantly evolving framework for the implementation of Best Practice in the IT service management world. So it can be understood and used as effectively as possible, we need to ensure that it is accessible and understandable to all.

#### How will I find the amends to the titles?

TSO and OGC are endeavouring to provide a free of charge downloadable 'Summary of Changes' which will detail changes to the text where possible. This may not be possible with Service Strategy due to the large amount of text being reworded.

### ITIL Examinations

#### Do I need to be re-certified? Will I have to take a bridging exam for the update?

Candidates who hold existing ITIL certification will not need to become re-certified.

The Accreditor (APMG) also has no plans to introduce any bridging examinations for the impending update, as the core ITIL process areas and principles will not change significantly.

#### Will this affect the Intermediate exams?

Because the core ITIL processes and principles are not changing, we do not envisage that the syllabuses and examinations will undergo extensive changes.

As the scope of change to the Service Strategy publication is wider, the Service Strategy Lifecycle module will need a more extensive review to determine the degree of change required, if any.

However it is important to note that no resit will be required for any exams already taken as the principles remain the same. Only the way they are described is being changed and may alter some references within syllabuses and specific questions going forward.

APMG will ensure that the necessary impact analysis and review of the examination questions is conducted as soon as possible, so that any updates are made in a timely manner following the publication of the updated titles.

#### Will I still be able to take a bridging course?

The last of the bridging courses (the V3 Managers Bridge) will be withdrawn in June 2011. Depending on the final publication date for the updated titles, this course may still be available; however it will not be updated nor aligned to the updated publications.

## ITIL<sup>®</sup> UPDATE FAQs - Summer 2010

### How long can I continue to take ITIL V2 Qualifications?

The schedule for withdrawal of V2 Qualifications is:

- V2 Foundation expired 30 June 2010
- V2 Manager expired 31 August 2010
- V2 Practitioner expires 31 December 2010
- Foundation Bridge expires 31 December 2010
- Managers Bridge expires 30 June 2011.

After these dates you will no longer be able to sit an examination based on ITIL V2. However, V2 qualifications are still recognized by the industry and under the current scheme, and each certification has a credit value which candidates can reach ITIL Expert Certification.

### Should I take the V3 exam Foundation now or should I wait until the update is published in 2011?

Any examination candidate who is currently prepared to take their examination should take it now and not wait until the update has been published. In accordance with the scope for the update, core ITIL process areas and principles will not change significantly, so candidates' understanding of the ITIL principles will be the same regardless of when they take the exam.

## Acknowledgements

This document is copyright by TSO and APMG and should not be taken as constituting advice of any sort and no liability is accepted for any loss resulting from use of or reliance on its content. While every effort is made to ensure the accuracy and reliability of the information, TSO and APMG cannot accept responsibility for errors, omissions or inaccuracies. Content, diagrams, logos and jackets are correct at time of going to press but may be subject to change without notice.

## OGC Trade Marks

ITIL<sup>®</sup> is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries

The Swirl logo<sup>™</sup> is a Trade Mark of the Office of Government Commerce.

## Further information

Further information is available at:

**[www.Best-Management-Practice.com](http://www.Best-Management-Practice.com)**

**[www.ital-officialsite.com](http://www.ital-officialsite.com)**