

WHAT IS ITIL?

Since 1989, and across 180+ countries, ITIL® has been the globally-recognized leader in IT Service Management (ITSM).

It is the go-to IT qualification for professionals looking to realize their full potential, take a career leap, and deliver empowering change for ambitious organizations.

And for those who want to build (and rebuild) the foundations of the digital world, it all starts with training and certification.

For world-shaping brands like IBM, NASA, Shell, HP, British Airways and Disney, ITIL-certified professionals are the lifeblood of seamless business operations.

What is ITIL?

The ITIL concept emerged in the 1980s, when the British government determined that the level of IT service quality provided to them was not sufficient.

Large companies and government agencies in Europe adopted the framework very quickly in the early 1990s.

In 1990 Microsoft used ITIL as the basis to develop their proprietary Microsoft Operations Framework (MOF).

Initially there were 36 volumes on IT Service Provisioning.

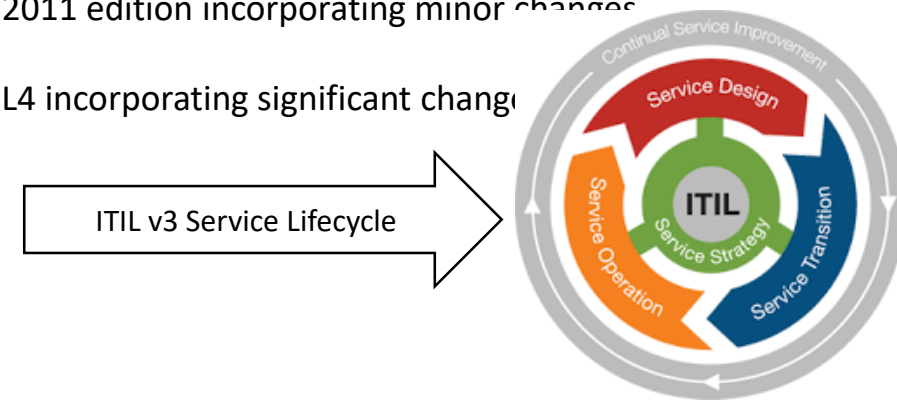
In 2001, version 2 of ITIL was released and it had only 2 volumes called

1. Service Support and
2. Service Delivery

In 2007, version 3 of ITIL was published. This adopted more of lifecycle approach towards Service Lifecycle Management.

In 2011, ITIL came up with 2011 edition incorporating minor changes

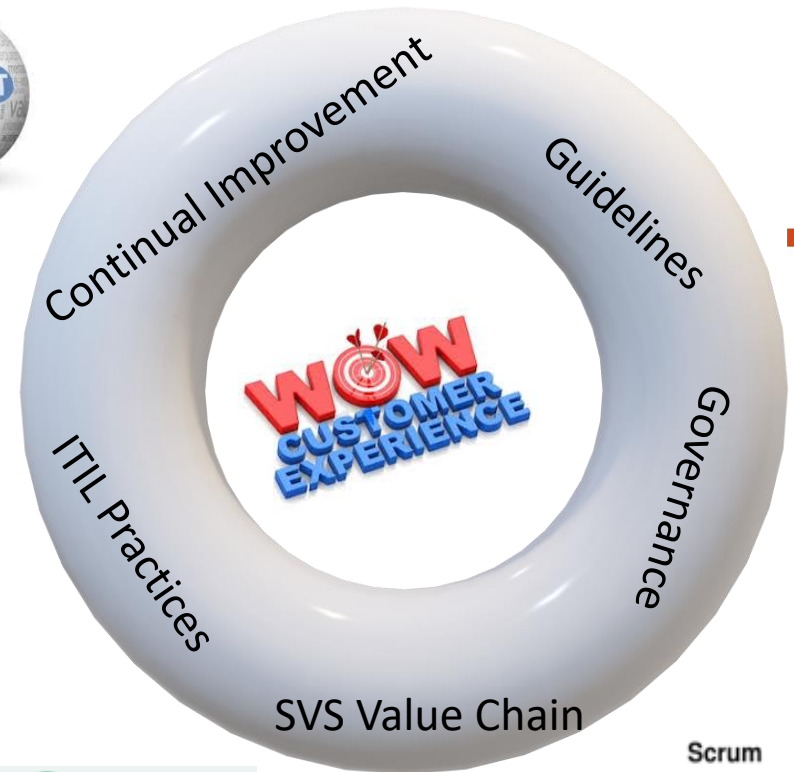
2019 saw the release of ITIL4 incorporating significant changes

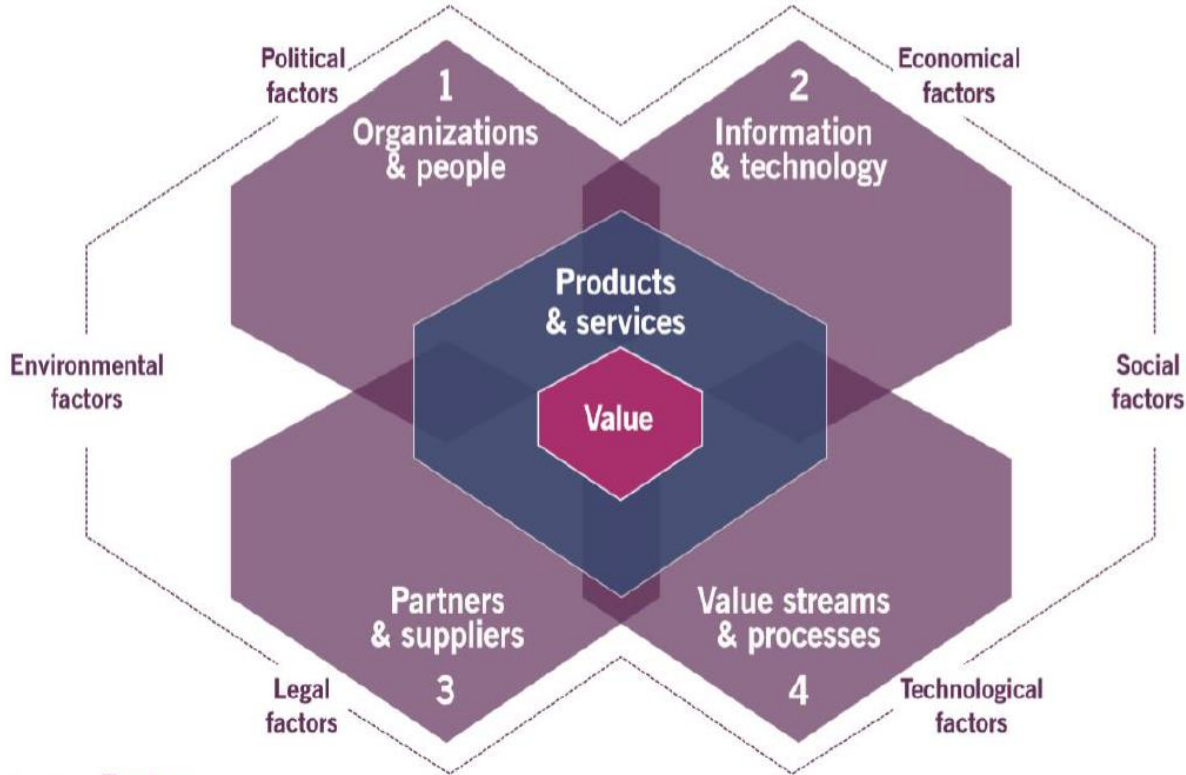




Why ITIL4?

ITIL 4 brings ITIL up to date by re-shaping much of the established ITSM practices in the wider context of customer experience, value streams, and digital transformation, as well as embracing new ways of working, such as Lean, Agile, and DevOps



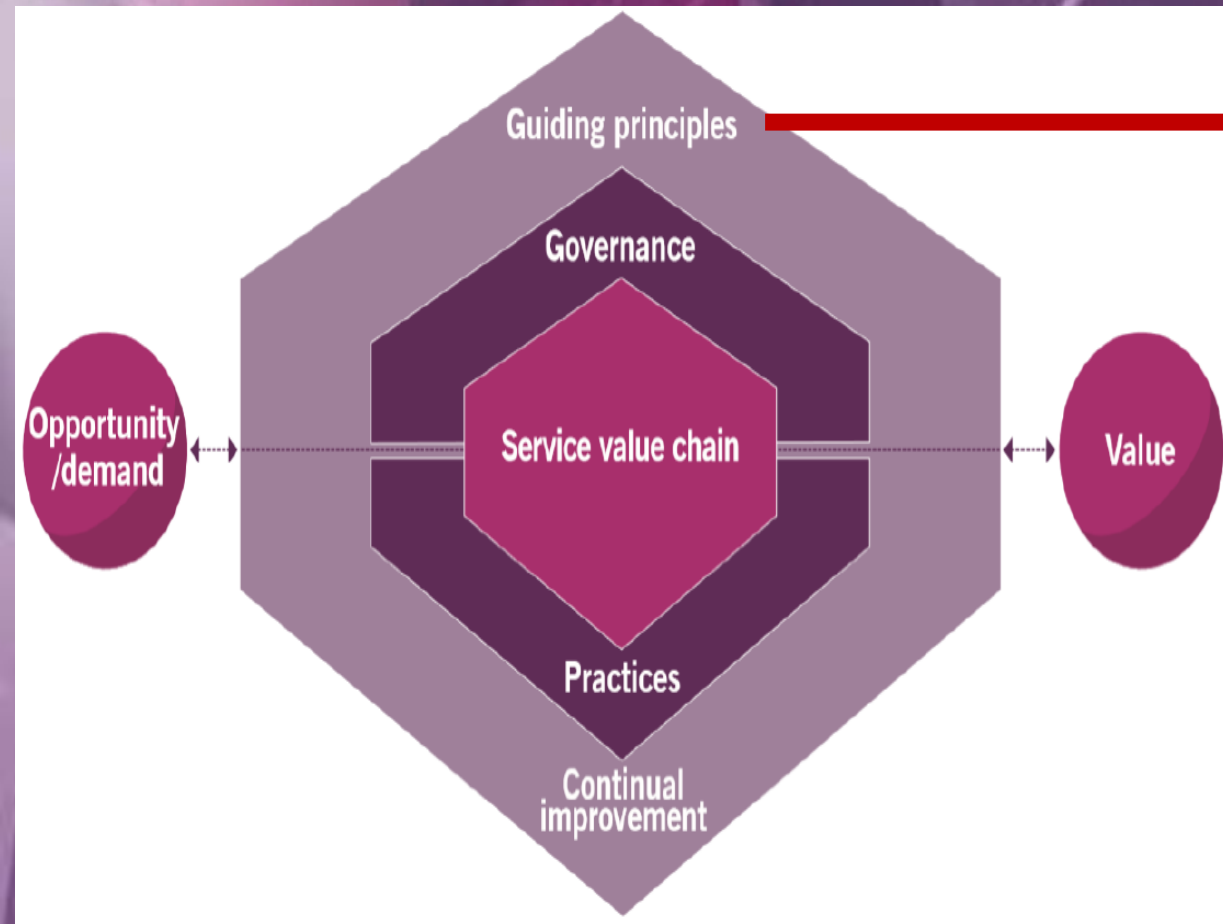


Factors
Every dimension is affected by multiple factors

The Four Dimensions of Service Management

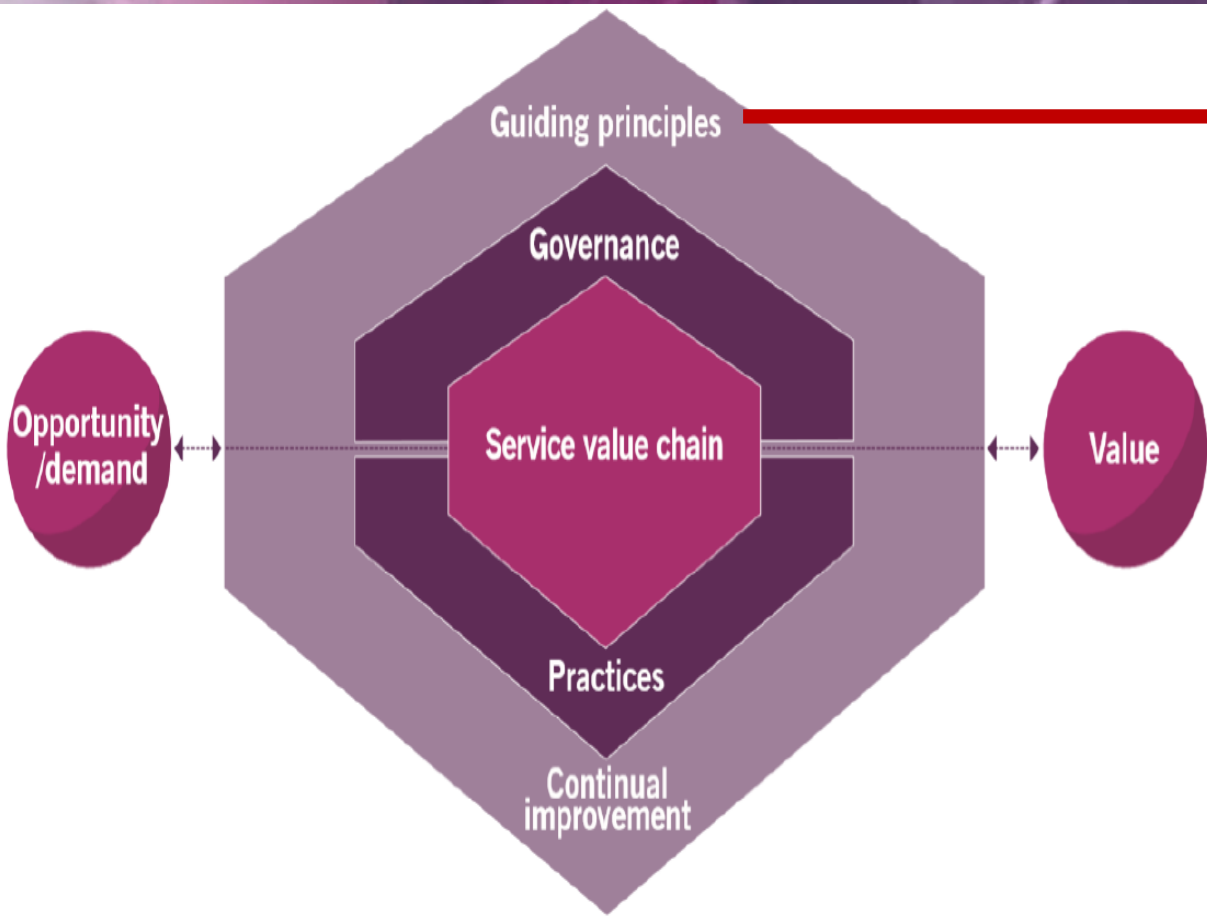
To support a holistic approach to service management, ITIL defines four dimensions of service management that collectively are critical to the effective and efficient facilitation of value for customers and other stakeholders in the form of products and services. These are:

- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes.



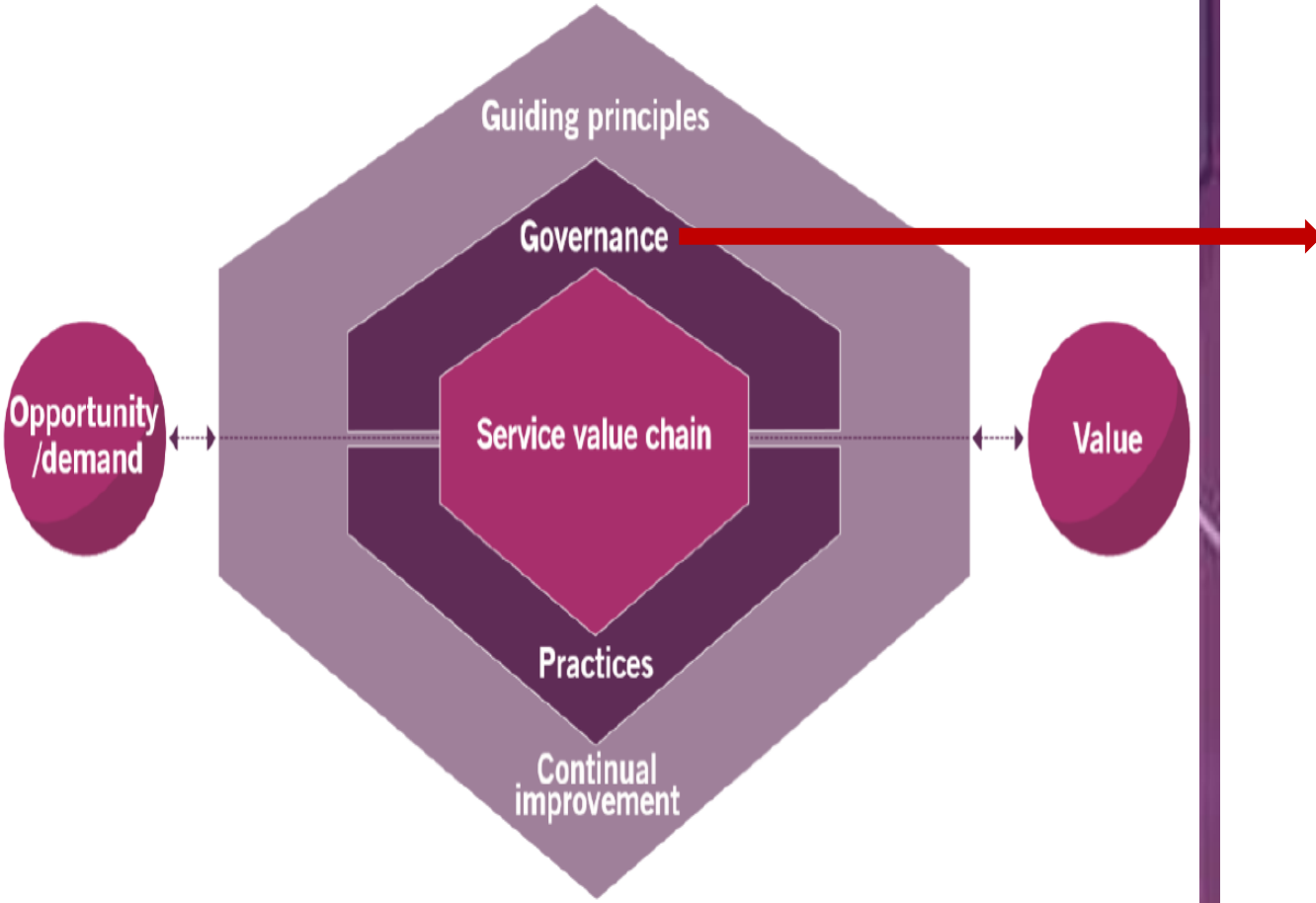
The components of the ITIL SVS are:

- The Guiding Principles
- Governance
- The Service Value Chain
- Practices and
- Continual Improvement



The elements in a Guiding Principles:

1. Focus on value
2. Start where you are
3. Progress iteratively with feedback
4. Collaborate and promote visibility
5. Think and work holistically
6. Keep it simple and practical
7. Optimize and automate

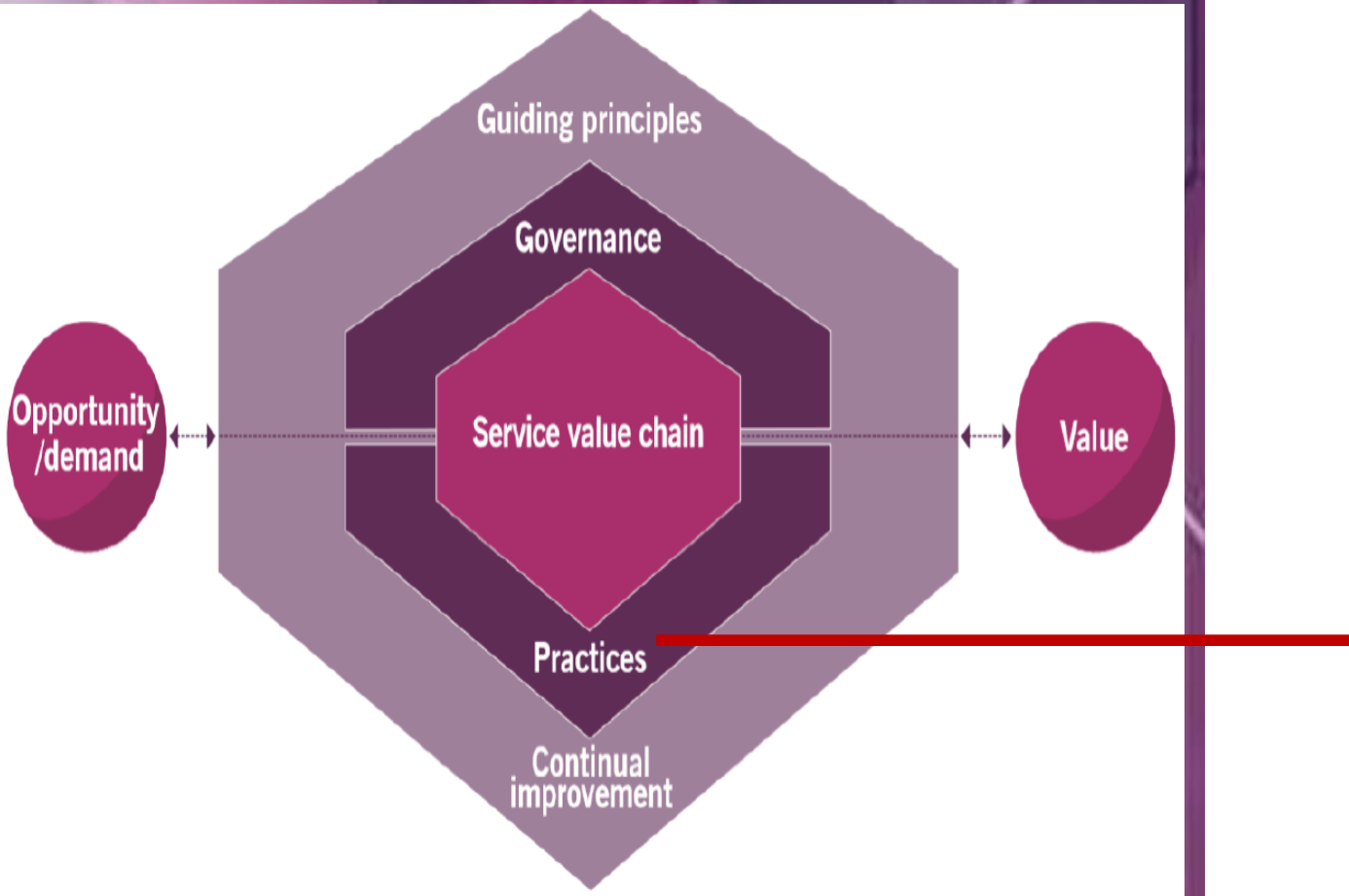


Governance

Every organization is directed by a governing body – a person or group of people who are accountable at the highest level for the performance and compliance of the organization.

Organizational governance is a system by which an organization is directed and controlled. Governance is realized through the following activities:

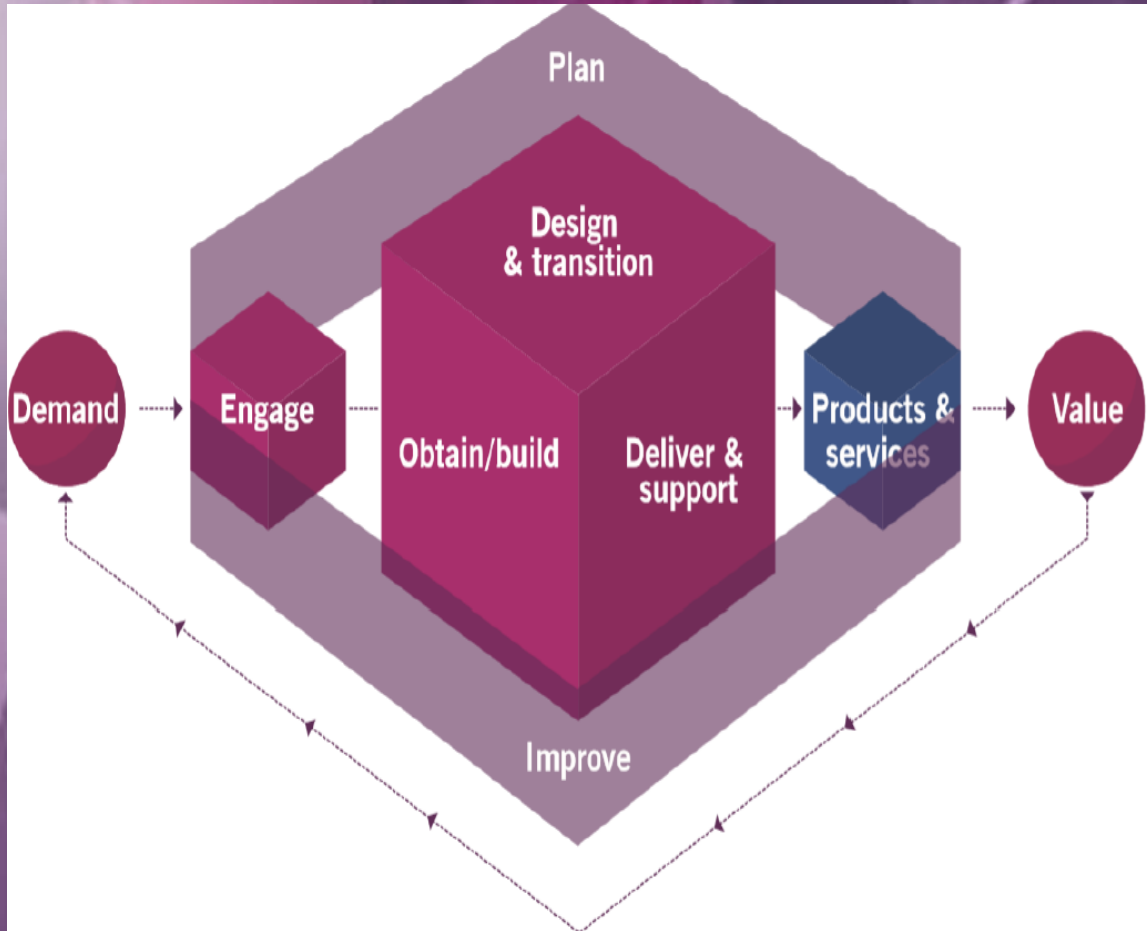
Evaluate	Evaluates the organizational strategy, portfolios and relationship with other parties
Direct	The governing body assigns responsibility for, and directs the preparation and implementation of, organizational strategy and policies. Sets direction & prioritization of organizational activity, future investments etc...
Monitor	The governing body monitors the performance of the organization and its practices, products and services.



List of Practices

1. Information Security Management
2. Relationship Management
3. Supplier Management
4. Availability Management
5. Capacity And Performance Management
6. IT Asset Management
7. Service Continuity Management
8. Monitoring And Event Management
9. Release Management
10. Service Configuration Management
11. Deployment Management
12. Continual Improvement
13. Change Control
14. Incident Management
15. Problem Management
16. Service Request Management
17. Service Desk
18. Service Level Management

The ITIL service value chain

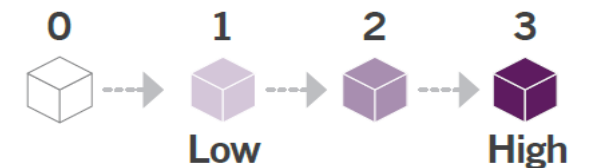


Service Value Chain

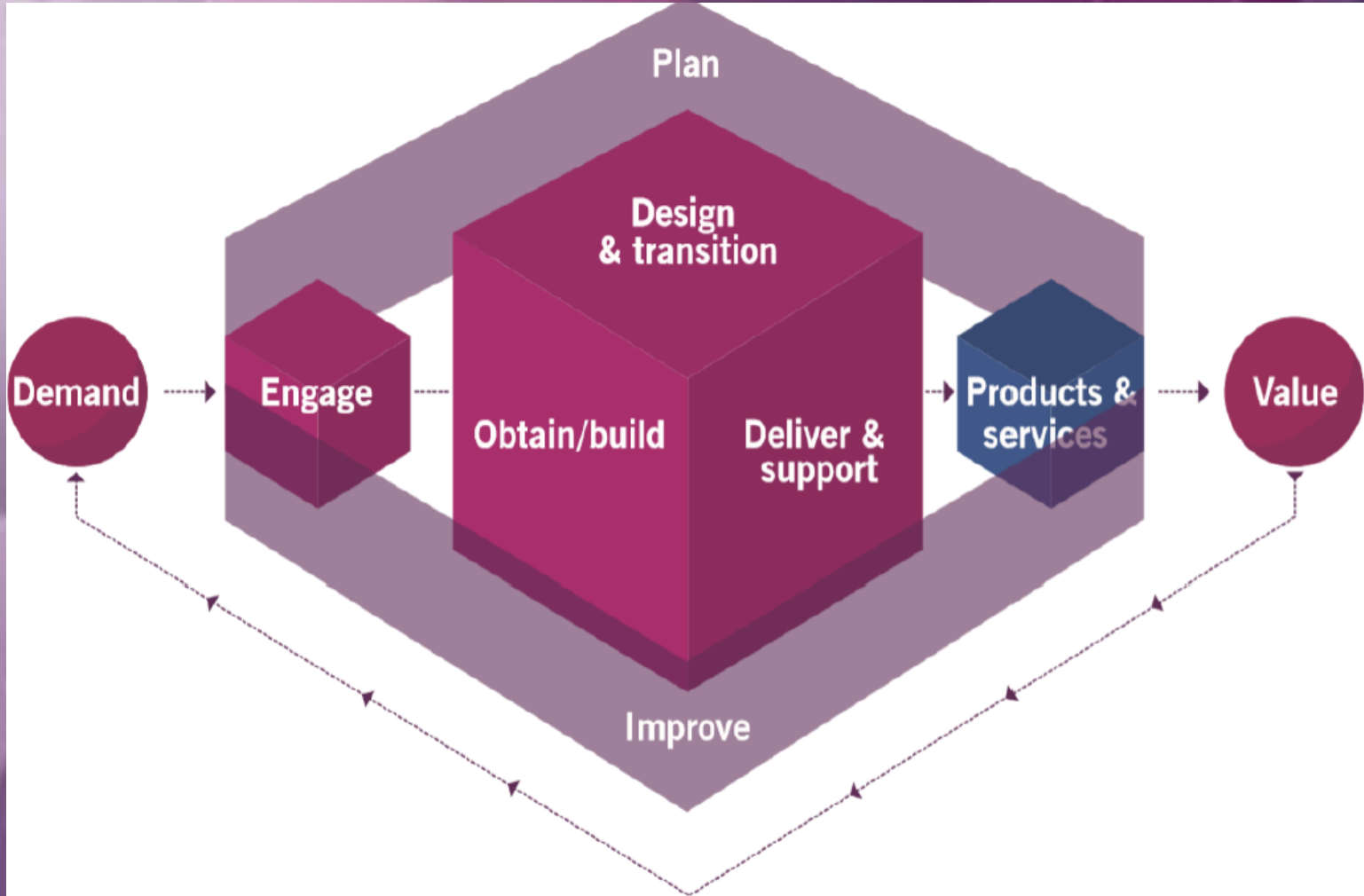
The central element of the SVS is the service value chain, an operating model which outlines the key activities required to respond to demand and facilitate value creation through the creation and management of products and services.

The six value chain activities are:

- Plan (planning at all levels)
- Improve (Improvements at all levels are initiated and managed)
- Engage (all incoming & outgoing interactions external to the value chain)
- Design and Transition
- Obtain/Build (all new resources are obtained)
- Deliver and Support

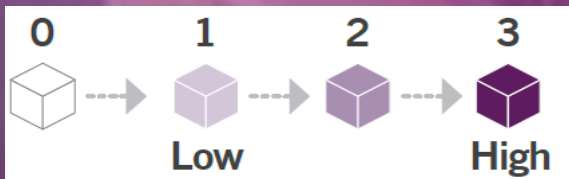


The ITIL service value chain



List of Practices

1. Information security management
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11. Deployment management
12. Continual improvement
13. Change control
14. Incident management
15. Problem management
16. Service request management
17. Service desk
18. Service level management



ONE
FUTURE.
OWN IT.



Certification Scheme

THE FUTURE IS BUILT ON ITIL



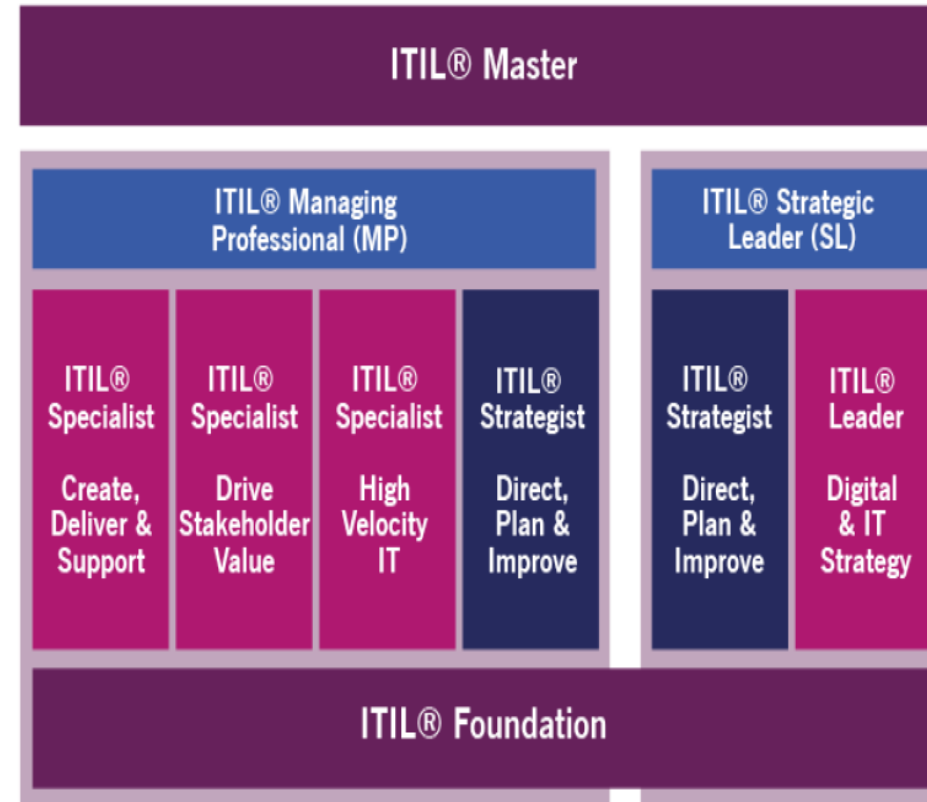
The digital infrastructure of our world is founded on ITIL®. And so is everything to come.

ITIL, the ultimate in IT best practice.

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ITIL FOUNDATION

- ITIL 4 Foundation will be released in Q1 2019.
- ITIL 4 Foundation is the entry level certification, offering end-learners a general awareness of the key elements, concepts and terminology used in ITIL 4.
- ITIL 4 Foundation is aimed at entry level IT professionals, those who need a basic understanding of ITIL, or would like to progress to higher levels within the ITIL 4 certification scheme.
- The purpose of ITIL 4 Foundation is to introduce candidates to modern IT-enabled service management.



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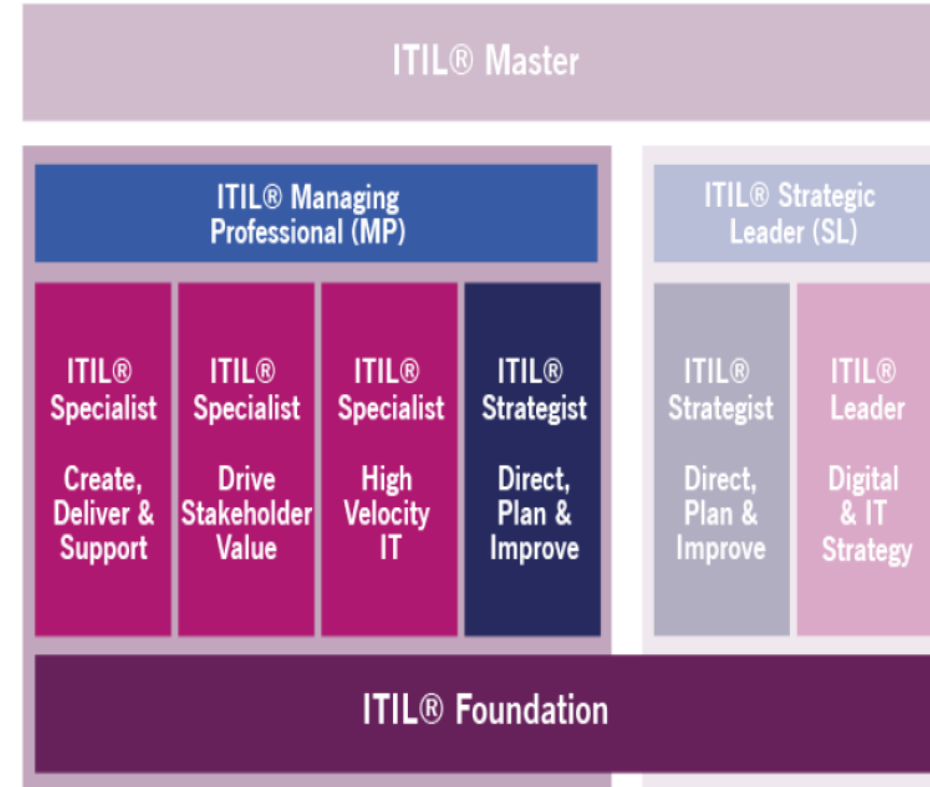
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ITIL MANAGING PROFESSIONAL (ITIL MP)

- ITIL Managing Professional (ITIL MP) targets IT practitioners working within technology and digital teams across businesses. The Managing Professional (MP) stream provides practical and technical knowledge about how to run successful IT projects, teams and workflows.
- ITIL Managing Professional integrates three specialist modules (Create, Deliver & Support, Drive Stakeholder Value, and High Velocity IT) and the ITIL Strategist Direct, Plan & Improve module. All modules are valuable independently but all 4 must be completed to obtain the ITIL Managing Professional designation.
- The ITIL Managing Professional modules mandates completion of ITIL 4 Foundation as a prerequisite.
- After achieving the ITIL Managing Professional designation, if the candidate is interested in pursuing the ITIL Strategic Leader stream, they would only need to complete the ITIL Leader Digital & Strategy module.



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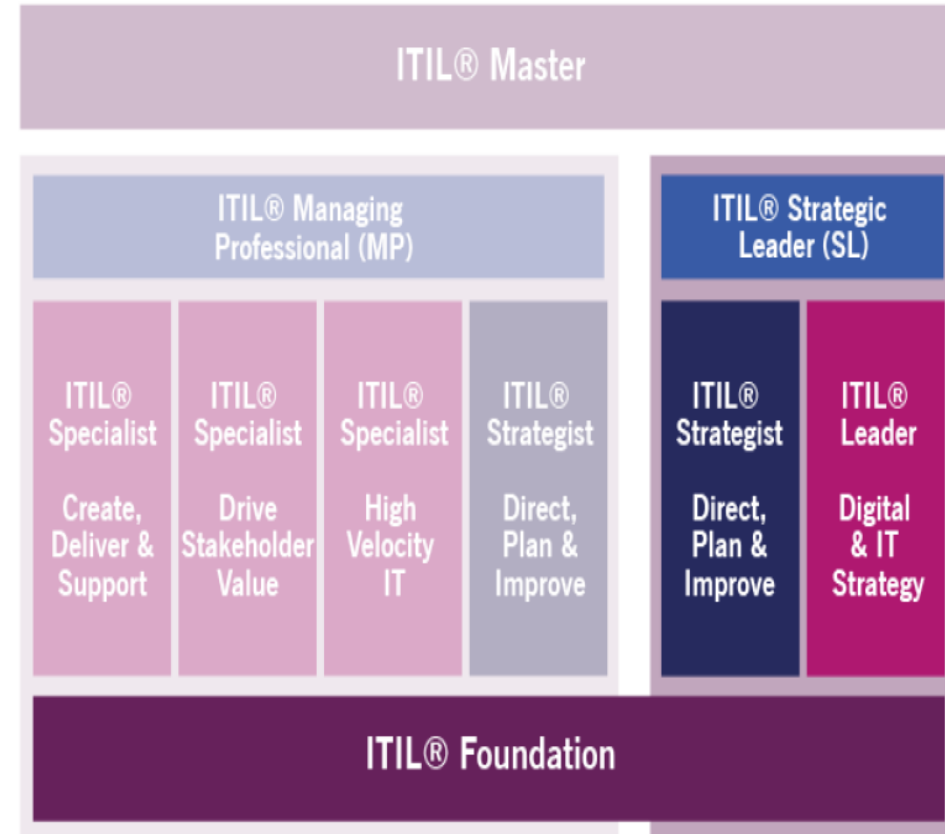
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ITIL STRATEGIC LEADER (ITIL SL)

- ITIL Strategic Leader recognises the value of ITIL, not just for IT Operations, but for all digitally enabled services. Becoming an ITIL Strategic Leader (ITIL SL) demonstrates that the professional has a clear understanding of how IT influences and directs business strategy.
- ITIL Strategic Leader integrates the ITIL Strategist Direct, Plan & Improve and ITIL Leader Digital & IT Strategy module. Both modules are valuable independently but both must be completed to obtain the ITIL Strategic Leader designation.
- The ITIL Leader Digital & IT Strategy module mandates 3 years of managerial experience as a prerequisite along with completion of ITIL 4 Foundation.



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TRANSITION FROM ITIL V3 TO ITIL 4

- We would like to recognise the achievements of individuals who have progressed through the ITIL v3 certification scheme. Therefore, we have created the ITIL Managing Professional Transition Module. Successful completion of this module will provide a candidate with the ITIL Managing Professional (ITIL MP) designation.
- The ITIL Managing Professional Transition Module is designed for ITIL v3 candidates who are ITIL Experts or who have achieved 17 credits from across the v3 scheme.
- After achieving the ITIL Managing Professional (ITIL MP) designation, if the candidate is interested in pursuing the ITIL Strategic Leader stream, they would only need to complete the ITIL Leader Digital & Strategy module to become eligible for ITIL Master.

Managing Professional (MP) Transition

