

ITIL® eNewsletter 3rd Edition – Just Published

ITIL 2011 Editions Just Published

Welcome to this 'Just Published' edition of the ITIL eNewsletter, introducing the ITIL 2011 Editions and exploring the improvements made to the core guidance and their impact on you, the ITIL community.

This eNewsletter takes you through all aspects of the 2011 Editions and includes contributions from the Cabinet Office; official accreditor, the APM Group (APMG); plus official publisher and project manager, TSO (The Stationery Office).

We start with a description of 'Your ITIL Library' on page 3, introducing all the new publications available, including translations and electronic products. You can find out more about the content of the five core titles on pages 4 to 8. The authors themselves provide a unique insight into the content of each, and show how the goals of clarity, completeness, correctness and consistency were achieved. We've also brought you profiles of the authors, to give you a flavour of the breadth of knowledge and expertise that was dedicated to this Update Project.

Best practice never stands still, and the enhancements to ITIL won't stop here. If you haven't already signed up to our ITIL elert service, maybe now is the time to do so. The details are on this page, and signing up means that you'll be among the

first to know when new publications or translations become available.

New announcements tend to generate an undercurrent of rumour and suggestion. On page 10, you'll find 'Myths and Rumours Exploded', which is our way to make sure you're well informed and know the real facts about the ITIL Update Project.

It may be that you have other queries that we haven't addressed. Don't forget that this is your eNewsletter; a dialogue covering the issues that matter the most to you. Let us know about topics you'd like to be covered, or questions that you'd like us to answer. If you are keen to share some thinking of your own, why not send us an article, or a white paper?

Email us with your thoughts. We'd be delighted to hear from you.

Jevin Mercer-Tod
Editor
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#ITIL2011

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Keeping you informed

The ITIL Elert Service is a valuable tool ensuring you are automatically kept up-to-date with news as and when it happens.

If you haven't already done so, please register for the elert service at www.best-management-practice.com/ITILRegister to ensure you receive the latest news straight from the source.

All you need to know!

The ITIL 2011 Editions have just published and who better to inform you about the publications and examinations and provide an overview of the recent project, but the key stakeholders.

We will soon be releasing educational Vodcasts delivered by Frances Scarff (Head of Best Management Practice), Lucy de Best (TSO), and Shirley Lacy (ITIL Update Project Mentor) covering each element of the project on www.best-management-practice.tv

Sign up to the ITIL elert service or Follow us on Twitter **@BMP_Publishers** and read all about the latest news and developments **#ITIL2011** to ensure that you are among the first to receive these.



Cabinet Office

The aim of ITIL (part of the Best Management Practice portfolio) is to provide the best possible guidance to promote the development of highly effective IT service management. One of the core values we advocate is that of continual service improvement and the updated guidance in the core publications is an example of our commitment to this core value.

Ever since the last major revision in 2007, the Office of Government commerce (whose functions including Best Management Practice have now moved into Cabinet Office, part of HM Government) has looked for opinions, issues, comments and suggestions from many sources including businesses and the ITSM community. The recommendations have been carefully reviewed by a change advisory board and also approved by the Cabinet Office.

The result of this work is now available for all to see but this has been a large team effort and I would like to take this opportunity to thank everyone who has given so much of their time and energy to ensuring that this project has achieved what was originally proposed. There are far too many people to mention by name but we would particularly like to thank the authors, mentors and all the reviewers for their hard work and dedication. It is a constant revelation for us to see the level of expertise and commitment that these people show. We would also like to thank the project board members including those from the Cabinet Office, TSO and APMG who have worked with such dedication to ensure that these new publications continue to provide the high quality content that ITIL is renowned for. Now as these new books are released we hope that you too will feel that this project has maintained ITIL's reputation for high-quality content and that we have indeed met our mandate of continual improvement.

Phillip Hearsom
ITSMF Portfolio Manager
Best Management Practice
Cabinet Office

The APM Group Limited

In four years as the official accreditor we have seen many significant achievements of which we are very proud, but we have not done this alone.

We owe much to the support and commitment of the ITIL Examiners – most notably, Sharon Taylor, Chief Examiner – itSMF and their translators, the Examination Institutes and the Accredited Training Organizations. All have helped bring the ITIL qualifications to where they are today.

Thirteen ITIL qualifications have been launched, the success of which is evidenced by the number of examinations taken each year: over 270,000 ITIL worldwide last year, and 2011 should be higher.

ITIL is truly international and we have translated the core qualifications into 20 languages – more languages than ever before – and intend to continue as national markets demand localization.

The delivery model we established has raised and unified delivery standards for accreditation and examinations services. The number of ITIL Licensed Examination Institutes has increased to 10 and the number of Accredited Training Organizations now exceeds 420. This dynamic market provides more choice and flexibility in training and certification options whilst assuring quality of provision.

We look forward to continued collaboration and success. To you all, thank you.

Richard Pharro
CEO
APM Group Limited

TSO (The Stationery Office)

As official publisher for the Best Management Practice portfolio, TSO has project managed and brought to market a range of new publications for the ITIL 2011 update. TSO's responsibilities have included the recruitment of the authors through an international procurement process, conducting an international public review, and gaining global endorsement through the IT Service Management Forum International (itSMFI). Our team of experts has contributed full editorial, graphic design, production, printing and publishing services. We have processed over 500 suggested changes, with a constant eye on our goals of clarity, correctness and completeness.

TSO would like to thank all involved in the project, specifically project mentors Shirley Lacy, ConnectSphere; Colin Rudd, ITEMS; David Wheeldon, IT Service Management; and Ashley Hanna, HP. We extend particular thanks for the commitment and dedication of our team of authors, including David Cannon, HP; Lou Hunnebeck, Third Sky; Stuart Rance, HP; Randy Steinberg, Migration Technologies inc.; Vernon Lloyd, FoxIT; and Anthony Orr, BMC.

We now look forward to the further consolidation of ITIL 2011 through the development of additional materials to support this new guidance.

Janine Eves
Client Services Manager
TSO

The Core Library

The ITIL 2011 Editions will be available in a number of formats to ensure that all user needs and demands are met.

Hard Copy

Available individually or as the lifecycle suite.

PDF Single User

This non-networkable basic PDF, this format is fully searchable, offering immediate access to the publication and is available individually or the lifecycle suite.

eBook

Downloadable to most handheld devices, eBooks allow you to look up terms, copy text, highlight and modify by adding your own text, and add bookmarks. eBooks will shortly be available for a number of readers, including Kindle™, iPad, Nook, Sony Reader and Kobo. For further information visit www.best-management-practice.com/eBooks

Online Annual Subscription

The online subscription is the only way to get instant access to the latest authoritative text including access to all amendments and impressions issued throughout the year. The online subscription's basic functionality includes: dynamic content, easy navigation, bookmarking, history, cross-linking between chapters and a pop-up glossary of terms.

To embed the guidance into your organization, easy access is vital. The most practical way of providing this to all core users is via electronic access, allowing you to broaden availability throughout your organization.

Multi-user licences offer the greatest access to the guidance and are based on the number of users accessing the content at the same time. For example, if your company has 500 employees but only expects 10 to access the guidance simultaneously, a licence for 10 concurrent users would be appropriate.

For further information on corporate subscriptions, to discuss your requirements or to obtain a quote please email Digital@tso.co.uk

To place your order visit: www.best-management-practice.com or call +44 (0) 870 243 0123 quoting reference IQB

ITIL Lifecycle Publication Suite

2011 Editions

Hard Copy Suite

9780113313235 **£299.00**

PDF Suite Single User †

9780113313242
£299.00 (£358.80 inc. VAT)

Online Subscription – Individual Access

7003158
£265.00 (£318.00 inc. VAT) ↑

ITIL Service Strategy



Hard Copy

9780113313044 **£85.00**

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9780113313105
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Online Subscription – Individual Access

7003147
£75.00 (£90.00 inc. VAT) ↑

ITIL Service Design



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7003148
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ITIL Service Transition



Hard Copy

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7003155
£75.00 (£90.00 inc. VAT) ↑

ITIL Service Operation



Hard Copy

9780113313075 **£85.00**

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9780113313136
£85.00 (£102.00 inc. VAT)

Online Subscription – Individual Access

7003156
£75.00 (£90.00 inc. VAT) ↑

† Only available to order online

↑ Available as a multi-user licence, email Digital@tso.co.uk to find out more

ITIL Continual Service Improvement



Hard Copy

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PDF Suite Single User †

9780113313143
£85.00 (£102.00 inc. VAT)

Online Subscription – Individual Access

7003157
£75.00 (£90.00 inc. VAT) ↑

Translations

Translations of the five core titles will be available in early 2012 in the following languages:

- French
- German
- Japanese
- Portuguese
- Spanish.

2011 Glossary

The 2011 Edition glossary is free to download via a free click use licence at: www.best-management-practice.com/Glossaries-and-abbreviations

Work has begun on updating all 23 translated glossaries and they will be made available on the official site as soon as they are ready. Among the first to be published will be:

- Chinese (simplified)
- French
- German
- Brazilian Portuguese
- Latin American Spanish.

All candidates sitting translated examinations must continue to refer to the 2007 until the update exams are released.

Automatically updated

The ITIL 2011 edition online subscription will go live on 30 August and this new edition will supersede the 2007 version. If you have an active subscription on this date you will automatically receive this at no additional cost. If you have any queries please contact Digital@tso.co.uk.



Author review

ITIL Service Strategy provides guidance on the importance for all organizations of a well-defined business strategy, underpinned by an effective IT strategy. ITIL Service Strategy is the starting point in the ITIL service lifecycle, setting the vision, direction and many of the goals, objectives, policies, requirements and targets for the other lifecycle stages and the processes and functions within them.

Put simply, the strategy will ultimately decide and justify what services will be provided to whom, when, in what way and at what cost – easy to say, but a lot more complex to achieve!

When ITIL was first introduced in the late 1980s it rightly concentrated on the operational areas where focus was needed at that time. The scope was later widened and when the lifecycle approach was introduced it broke new ground by including guidance on the vital area of service strategy for the first time. The aim of this updated edition has been to provide greater clarity regarding the practical activities involved with the development, introduction and ongoing management of an effective strategy.

A clearer definition has been drawn between an organization's business strategy and its IT strategy – the business strategy (amongst other things) defines the IT strategy and the IT strategy supports the business strategy.

The processes within service strategy have now been more clearly named and defined: strategy management for IT services; service portfolio management; financial management for IT services; demand management; business relationship management.

Greater clarification has been provided around value creation with a sharper differentiation between value added and value realized, including a new table to give better examples of utility and warranty. Financial management guidance has been reinstated regarding budgeting, accounting and charging.

Business relationship management is now covered as a process as well as a role. The differentiation between business relationship management for a Type I, II and III service provider is better explained and clarified. Greater detail of how customers differ from users and consumers is provided, and internal and external customers are more clearly defined and

explained. The role of business units and other IT departments as customers has also been clarified. IT as an external service provider has been expanded and clarified.

More detail has been included regarding governance, including a fuller definition of what governance means, the difference between governance and management, a governance framework, and how service management relates to governance.

By way of an update, some coverage has been added on how IT service management is impacted by the prevalence of cloud computing and a new appendix has been added specifically covering service strategy and the cloud; characteristics, types of services, components of cloud architecture.

In summary, an effective IT strategy is essential for all IT service management organizations. It is hoped that this publication now gives improved, more practical guidance on how strategy can be assessed, planned, implemented and managed.



David Cannon

With more than 20 years experience in IT service management, David is a Fellow of the Institute of Service Management. He is currently Global Director of ITSM Strategy for Hewlett-Packard. David has provided training and consulting services to virtually every industry sector and at every level of management. He was the founder of itSMF

South Africa, president of itSMF USA in 2008 and currently chairs the itSMF International Executive Board. He co-authored the Service Operation book for ITIL V3, and is the author of ITIL Service Strategy.

Overview of changes – David says:

“The concepts within the publication have been clarified, without changing the overall message. The updated publication includes more practical guidance and more examples where relevant.

The newly defined process of strategy management for IT services is responsible for developing and maintaining business and IT strategies, and there are now separate descriptions of business strategy and IT strategy. Financial management has been expanded, and business relationship management and demand management are now covered as processes”.



Author review

ITIL Service Design provides guidance for the design of appropriate and innovative IT services to meet current and future agreed business requirements. It describes the principles of service design and looks at identifying, defining and aligning the IT solution with the business requirement. It also introduces the concept of the service design package and looks at selecting the appropriate service design model. This publication covers the methods, practices and tools to achieve excellence in service design. It discusses the fundamentals of the design processes and attends to what are called the 'five aspects of service design'.

The accurate identification, documentation and agreement of customer and business requirements are fundamental to the production of good service solution designs. ITIL Service Design enforces the principle that the initial service design should be driven by a number of factors, including the functional requirements, the requirements within service level agreements (SLAs), the business benefits and the overall design constraints.

ITIL Service Design concerns itself with the design of:

- New or changed IT services (including designs to retire IT services)
- Governing IT practices, processes and policies
- Everything needed to facilitate the successful introduction of IT services into supported environments.

Continual improvement should be embedded in all service design activities to ensure that the solutions and designs become even more effective over time, and to identify changing trends in the business that may offer improvement opportunities. Service design activities can be periodic or exception-based when they may be triggered by a specific business need or event.

The processes considered important to successful service design are design coordination, service catalogue management, service level management, availability management, capacity management, IT service continuity management, information security management and supplier management. Although these processes are described in detail in ITIL Service Design, it should be noted that almost all of them are also active throughout the other stages of the

service lifecycle. All processes within the service lifecycle must be linked closely together for managing, designing, supporting and maintaining the services, the IT infrastructure, the environment, the applications and the data.

The guidance in ITIL Service Design is relevant to all IT organizations, from the smallest internal IT department to the largest external service provider, in both public and private sectors, and in all kinds of industry. It is concerned not just with the technical aspects of service design, but also with the non-technical aspects such as the design of training, documentation and communications and marketing.

Service design produces a service design package (SDP) that enables the build, test and release activities of service transition, and the operation, support and improvement activities of service operation and continual service improvement to occur.

Any IT service provider who is expected to deliver quality to the business customer must have the capability to design services that meet the customer's expectations, and then go on to continually improve further over time. The guidance in this publication will help organizations to do this consistently.



Lou Hunnebeck

An IT service manager and ITIL V3 Expert with over 25 years experience in service industries, Lou is based in New York City, where she is currently Third Sky Inc.'s Vice President of IT Service Management Vision & Strategy. Lou has led global teams in best practice and methodology design and was the driving force behind Third Sky's core accredited ITIL certification courses. She served on the public QA team for ITIL V3, is a member of the Senior Examination Panel for ITIL V3 and is the author of ITIL Service Design.

Overview of changes – Lou says:

"Throughout the updated ITIL Service Design publication, there has been particular focus on alignment with ITIL Service Strategy. A number of concepts and principles have been clarified, most significantly the flow and management of activity throughout the overall service design stage with the addition of the 'design coordination' process. Other significant clarifications include the five aspects of service design, the design of the service portfolio, and the terminology related to views of the service catalogue".



Author review

ITIL Service Transition provides guidance on how to manage many different kinds of transition. Following this guidance will help to ensure that the requirements from service strategy, developed in service design, are effectively realized in service operation while controlling the risks of failure and subsequent disruption.

The main focus of this publication is on the introduction of new and changed services, but the scope also includes transition of service provider capabilities such as management information systems and tools, technology and management architectures, processes, and measurement methods and metrics. For each new or changed service, all of these aspects are defined in a service design package which is created during the service design stage of the service lifecycle and implemented during the service transition stage. ITIL Service Transition also discusses insourcing, outsourcing and retirement of services, and aspects of organization and stakeholder management needed to ensure the success of service transitions.

The configuration management system (CMS) and service knowledge management system (SKMS) described in this publication underpin all aspects of

service management, throughout the entire service lifecycle. They provide controlled access to up-to-date data, information and knowledge that IT staff need to provide services and to make informed decisions, and support organizational learning and development.

Some service transition processes have a wide scope with interaction across the whole of the service lifecycle:

- Change management
- Service asset and configuration management
- Knowledge management.

Other service transition processes are concerned specifically with the management of service transitions:

- Transition planning and support
- Release and deployment management
- Service testing and validation
- Change evaluation.

All of these service transition processes interact with each other, to provide value to the service provider and their customers. This value can be seen in:

- Improved estimation of cost, timing, resource requirements and risks for new and changed services

- Improved expectation setting for all stakeholders, including customers, users, suppliers, partners and projects
- Reduced risks and increased numbers of successful changes
- Reduced cost and impact of failed changes
- Improved control of service assets and configurations.

The guidance in ITIL Service Transition is relevant to all IT organizations, from the smallest internal IT department to the largest external service provider, in both public and private sectors, and in all kinds of industry. It is concerned not just with operational aspects of change, but with the full lifecycle management of all aspects of service transition.

Large-scale IT change is often driven through project or programme initiatives. These may be seen to be outside 'change management', and not considered a service management concern until it is time to implement. However, experience teaches us that this approach rarely yields the best possible benefit to the business. Programme and project managers will find the guidance in ITIL Service Transition useful when planning service testing and validation, and release and deployment.



Stuart Rance

Stuart is a strategic service management consultant working for Hewlett Packard. He is a senior ITIL examiner for APM Group and an examiner for BCS ISEB. He is a Chartered Fellow of the British Computer Society (FBCS CITP), a Fellow in Service Management (FSM), and a Certified Information Systems Security Professional (CISSP).

He was a co-author of the ITIL V3 glossary and of a number of service management pocket guides, including the ITIL V3 Foundation Handbook and the Key Element Guide for Service Operation. He is the author of ITIL Service Transition.

Overview of changes – Stuart says:

"The structure, content and relationships of the configuration management system (CMS) and service knowledge management system (SKMS) have been clarified to help the reader to understand these key concepts. There is new content explaining how a change proposal should be used. The evaluation process has been renamed 'change evaluation' and the purpose and scope have been modified to help clarify when and how this process should be used. The service asset and configuration management process has additional content relating to asset management, and there are improvements in the flow and integration of a number of processes, including change management, release and deployment management, and change evaluation".



Author review

ITIL Service Operation is where the business finally realizes the value of its IT investments. It achieves this by delivering IT services to the business, customers and users day-to-day ensuring that quality levels agreed with them are met or exceeded. IT delivery organizations face many challenges with this objective. Whether to focus more on being proactive versus being reactive, delivering high quality while reducing costs, or focusing on stability versus responsiveness to the business – all present a delicate balancing act that occurs every day.

This publication provides valuable guidance on meeting those challenges. Careful details are provided for organizing service delivery through the functions of operations management, technical management, and applications management integrated with the service desk that provides a key link between their activities and the business. It identifies how to link operational activities to the value of the organization and how to couple infrastructure and service management for optimum service quality and value.

Details are provided that also address the day-to-day operational activities for running an operational infrastructure. These include activities around job scheduling, backup/restore, print and output management, server and mainframe support, network management, storage management and management of databases, middleware, desktops and internet technologies. In addition, management of the physical facilities that house IT service assets is also addressed.

The cornerstone of the publication centres on the five key service operation processes that hold all of these support and delivery activities together:

- **Incident management** which focuses on returning users to normal state service operation as quickly as possible to minimize the impact of incidents on the business.
- **Problem management** which focuses on reducing or eliminating incidents altogether through proactive techniques, presented in this publication, for

identifying their root causes and removing those causes from the infrastructure.

- **Request fulfilment** which focuses on efficiently managing the lifecycle of service requests from users.
- **Event management** which focuses on monitoring and deciphering the continuous flow of information about the status of service components to detect changes in their state or service performance, recognizing service events before they impact the business.
- **Access management** which focuses on protecting the confidentiality, integrity and availability of assets by ensuring that only authorized users are able to access or modify them.

In addition, this publication also provides guidance around service operation support roles, measurements, reporting and supplemental guidance with the objective of linking service operation to business value and optimum service quality.



Randy Steinberg

Randy is a co-Principal with Migration Technologies and has over 25 years of international IT service management and operations experience. He co-authored an ITSM methodology and operational framework formerly used by a major Big 4 consulting firm worldwide and was Global Head of Service Management for a

worldwide media company with 176 operating centres. Randy holds ITIL V3 Expert and ITIL V2 Service Manager certifications, along with many others. He has been a frequent speaker around the US and Europe for a number of national organizations that focus on IT service management. He was past President of the Chicago itSMF Local Interest Group (LIG) chapter and was a reviewer for the ITIL V3 Service Transition book and the author of ITIL Service Operation.

Overview of changes – Randy says:

“Process flows have been updated or added for all processes including request fulfilment, access management and event management. Key principles – including guidance around service requests and request models, and proactive problem management – have been clarified.

The publication has been updated to explain how basic events flow into filters and rule engines to produce meaningful event information. The relationship between application management activities versus application development activities is also clarified.

Other improvements include an expanded section on problem analysis techniques, procedure flow for incident matching, and further guidance for escalating incidents to problem management. In addition, the guidance for managing physical facilities has been expanded”.



Author review

ITIL Continual Service Improvement provides guidance for the identification of improvement opportunities in all aspects of the service lifecycle. Feedback from any stage of the service lifecycle can be used to identify improvement opportunities for any other stage of the lifecycle. ITIL Continual Service Improvement also looks at the changing business outcome requirements and suggests how these requirements can be met by the delivery of quality IT services.

From the very beginning, one of the cornerstones of ITIL has been that improvement opportunities should be sought and implemented. An integral part of every process has been the need to measure efficiencies and effectiveness with a view to analyzing these and seeking opportunities to do it better. If we don't continually improve then effectively we are losing ground on our competitors and others in our industry. We identify our strengths and build on these to ensure they remain our strengths but even more importantly we look for areas of weakness too so that we can rectify these and enhance our service provision.

ITIL Continual Service Improvement offers guidance on ways to measure, review and act to identify and adopt improvements in service provision.

Specifically, ITIL Continual Service Improvement uses a number of techniques to recognise what needs improving. It is not about improvement for improvement sake, but improvement for the benefit of the business so any initiatives must have a clear business case which will show either a financial return on investment or a return in the shape of value to the business, of a non-financial nature. One technique used is outlined in the seven-step improvement process which monitors performance data and analyses this to ultimately turn it into knowledge and wisdom, which can be applied to improve the way we deliver our services.

Also covered in the book is the CSI approach – once the business vision is understood, then we can assess how well we are delivering against this vision, and from this an improvement road map can be produced. A number of quality measures, such as the Deming Plan-Do-Check-Act

(PDCA) cycle, are looked at to ensure the appropriate ones are being utilised to support continual improvement activities.

ITIL Continual Service Improvement also looks at ways of assessing organizations and explores benchmarking an organization's maturity levels. Measuring and reporting is covered – including the balanced scorecard – as this is key to understanding where improvements can be made. 'You cannot manage what you cannot measure.'

If we are to consistently deliver quality services to the business customer, we must meet the customer's expectations and then improve over time. The guidance in this publication will help organizations to do this consistently.



Vernon Lloyd

With worldwide experience, Vernon has had a huge range of operational and management roles in the IT service industry. He has worked for Fox IT for 20 years and is currently International Client Director. Vernon was a lead author for several ITIL books including Service Delivery, Service Support and Planning to Implement Service Management. He was also a lead author of

the Service Design book in ITIL V3. Vernon is a senior examiner on the APM Group ITIL Examination Panel, and has filled many roles within the ITSMF including International Director. He has been awarded the Paul Rappaport Lifetime achievement award and has been made an honorary life vice president of the ITSMF. He is the author of ITIL Continual Service Improvement.

Overview of changes – Vernon says:

"The seven-step improvement process and its relationship with the Deming Plan-Do-Check-Act cycle and knowledge management have been clarified. The CSI model has been renamed the continual service improvement approach and the concept of a CSI register has been introduced as a place to record details of all improvement initiatives within an organization.

Minor changes have been made throughout the book to clarify the meaning and to improve readability. Particular emphasis has been placed on documenting the interfaces between CSI and other lifecycle stages".

FAQs

Do I need to be re-certified? Will I have to take a bridging exam?

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

The update reflects the evolution of best practices. Whilst the basic principles and concepts of ITIL remain the same, the supporting processes and practices evolve to ensure they continue to be relevant and useful in today's service management environment. ITIL qualifications are continually evolving as well with new service offerings and improvements to the basic scheme, and the ITIL update will result in changes. The degree of change among the various qualification modules is aligned with the degree of change to the guidance. For example, ITIL Service Strategy has the largest number of updates to its structure and content. These updates will be reflected in the qualifications. It is important to note that structural changes predominantly include reorganizing existing content, as well as some new content. This means that while qualifications are being updated to reflect the updates to the publications, the changes often include moving the content within or between learning units of a qualification, rather than adding new content.

Because the basic principles of ITIL are intact, ITIL qualifications remain relevant for any prior and current released versions. There is no need to retake a qualification, and all qualifications will continue to be recognized across the industry.

When will the updated examinations be available?

The updated syllabuses and examinations will be available on 8 August 2011.

Accreditation Services

ITIL examinations are offered through accredited Examination Institutes. APM Group's role as official accreditor for the ITIL qualification scheme allows them to license other examination institutes (EIs) to administer ITIL qualification and accreditation activities. APM Group works in close partnership with these organizations to approve training and administer examinations. All approved EIs are assessed by independent auditors appointed by APM Group in accordance with the principles of international best-practice standards. The EIs have been granted permission to administer the scheme for ITIL accreditation and qualifications and have a place on the Qualifications Board. EIs undertake the following activities:

- Approve training organizations through the standards and mechanisms audited and agreed by APM Group.
- Administer examinations via those organizations they have approved using the standards and mechanisms agreed by APM Group.

For details on ITIL qualifications, the qualification scheme and credit system, visit www.ital-officialsite.com

Examination Institutes

Official professional qualifications based on ITIL are currently being offered by the following Examination Institutes (EIs):

APMG-International
www.apmg-international.com

BCS-ISEB
www.bcs.org

CERT-IT
www.cert-it.com

CSME
www.csme.us

DANSK IT
www.dansk-it.dk

DF Certifying AB
www.dfs.se/dfcertifying

EXIN
www.exin-exams.com

Loyalist Certification Services
www.lcsexams.com

PEOPLECERT Group
www.peoplecert.org

TÜV SÜD Akademie
www.tuev-sued.de



Myths and Rumours Exploded

Will my software tool need to be updated?

This update should not affect the tool vendors, any impact will be minor. The scheme is administered by the APM Group (the Accreditor), on behalf of the Cabinet Office. For full details on the ITIL Software Scheme visit www.itil-officialsite.com

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 from TSO, the Official Publisher of ITIL. Subscribers will be notified of when the updated subscription will be available and will receive the updated text at no additional cost.

How can I keep up-to-date with future developments?

Simply register for the ITIL Elert Service at www.best-management-practice.com/ITILRegister

Is this an update or a new version?

ITIL 2011 is an update, not a new version. The updates to the publications 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 analysed and recommended by the change advisory board (CAB) and approved by the Cabinet Office, part of HM Government. 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.

ITIL V1 and V2 will be actively removed from the market over a period of time, therefore the core publications are now referred to as ITIL. In order to distinguish between the 2007 and the 2011 editions, the latest edition carries a '2011 Edition' flash.

ITIL eNewsletter 3rd Edition

Editor: Jevin Mercer-Tod, TSO
Editorial Team: TSO. Cabinet Office, APM Group.

Many thanks to all who contributed to this eNewsletter.

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