



ITIL[®] 4 and the future - What's in it for me?

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Agenda

1. What is ITIL®
2. ITIL® 4 Foundation
3. What's next?
4. What's in it for me?



What is ITIL®?

Once: IT Infrastructure Library – Now: ITIL®

- ITIL is a source of *good practice* in IT Service Management
- By *good practice* we mean guidance that is
 - validated across a diverse set of environments
 - widely distributed.
- ITIL is not a standard
- ITIL is non-prescriptive - must be *adopted* and *adapted*

Where does ITIL® come from?

- **ITIL Version 1 – 1986**

Function-based practice of 40+ books dealing with a variety of IT practices developed by Central Computer and Telecommunications Agency (CCTA) in the United Kingdom.

- **ITIL Version 2 – 1999**

Process-based practice of 10 books and the globally accepted best practice framework for IT Service Management. The most popular books were “Service Support” and “Service Delivery”

- **ITIL Version 3 – 2007**

Service lifecycle-based practice incorporating five lifecycle titles forming the core of ITIL practice

- **ITIL 2011 – 2011**

Updated for consistency and clarity

- **ITIL 4 – 2019**

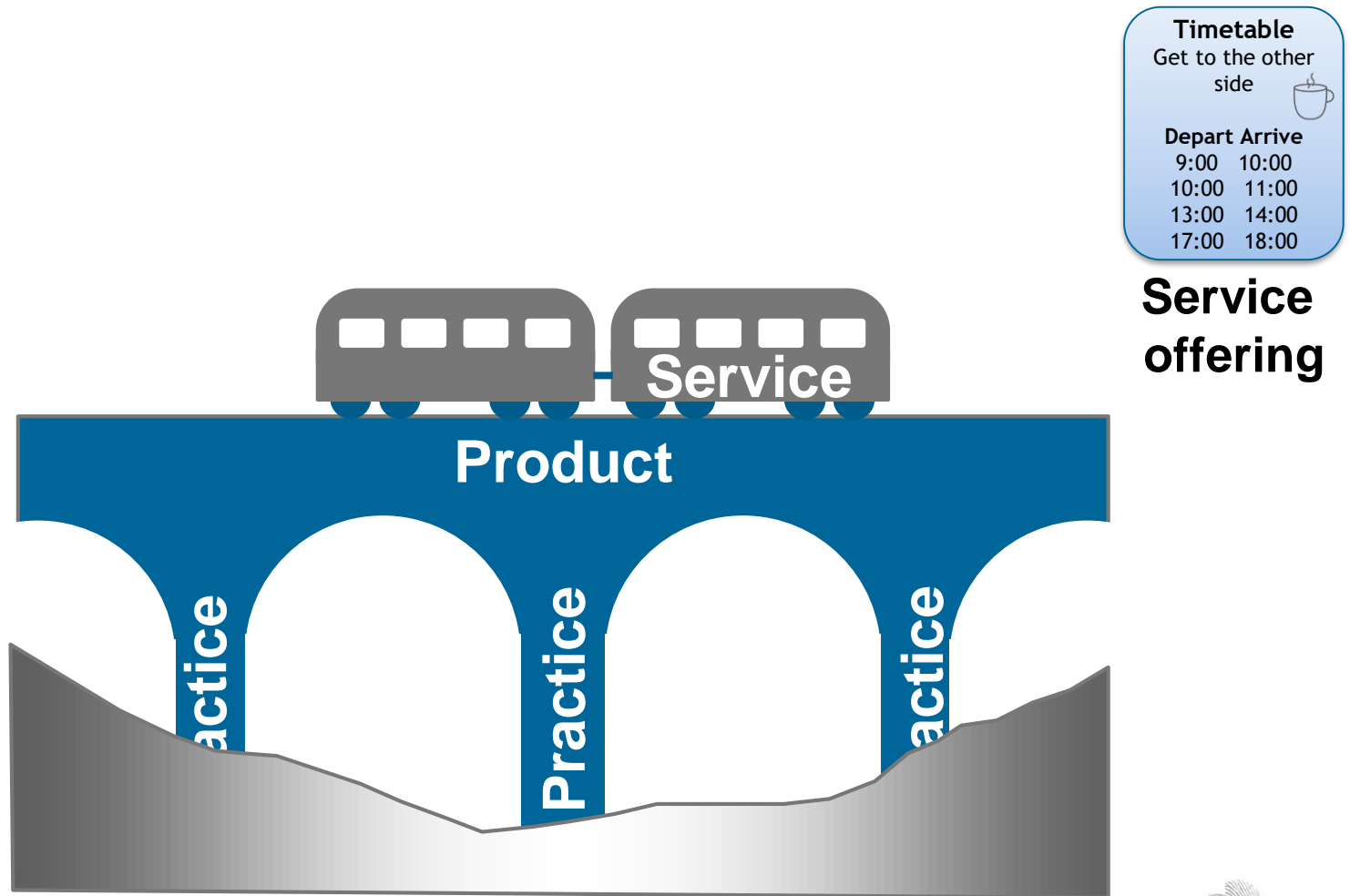
Value driven services and capability based practice

Agenda

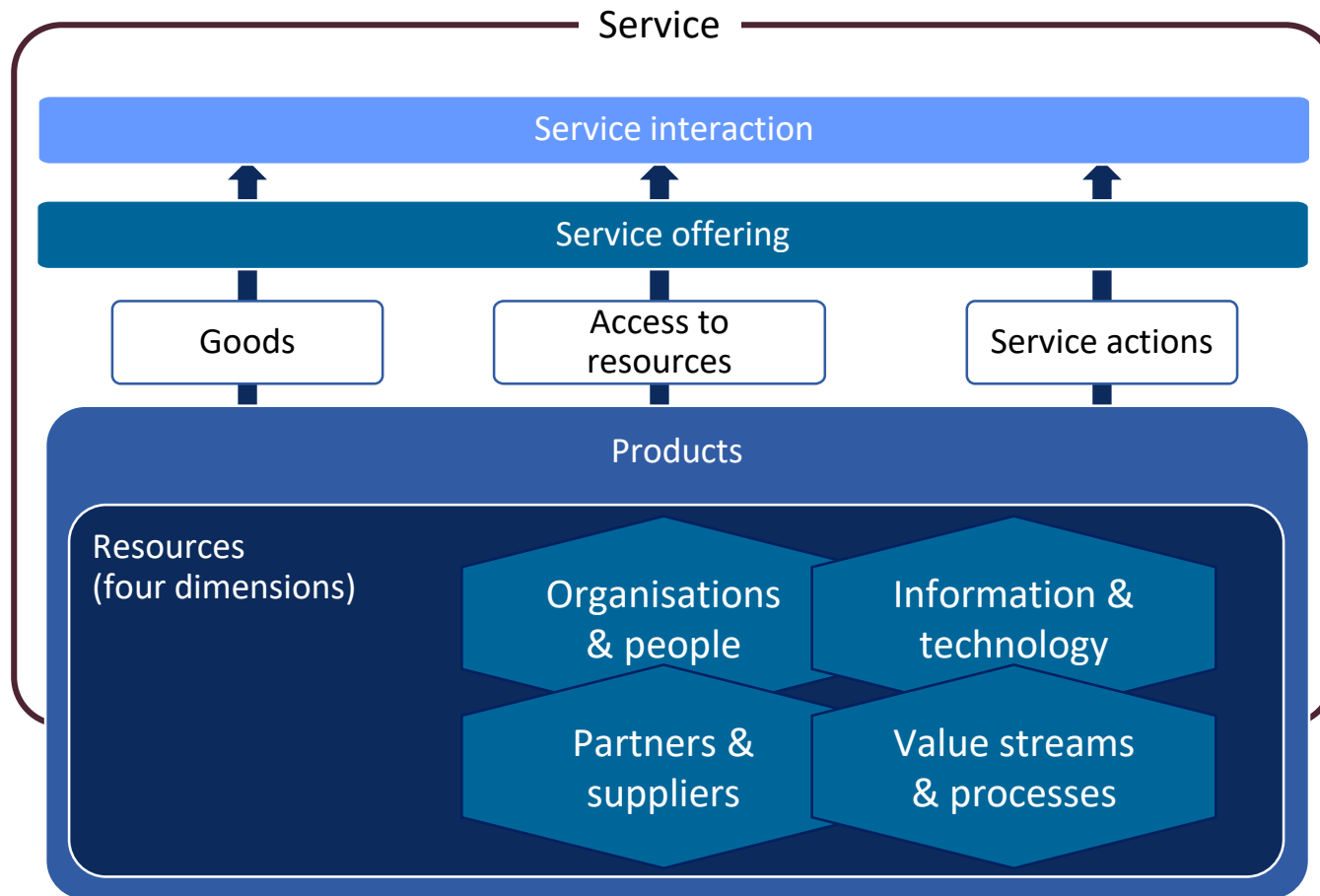
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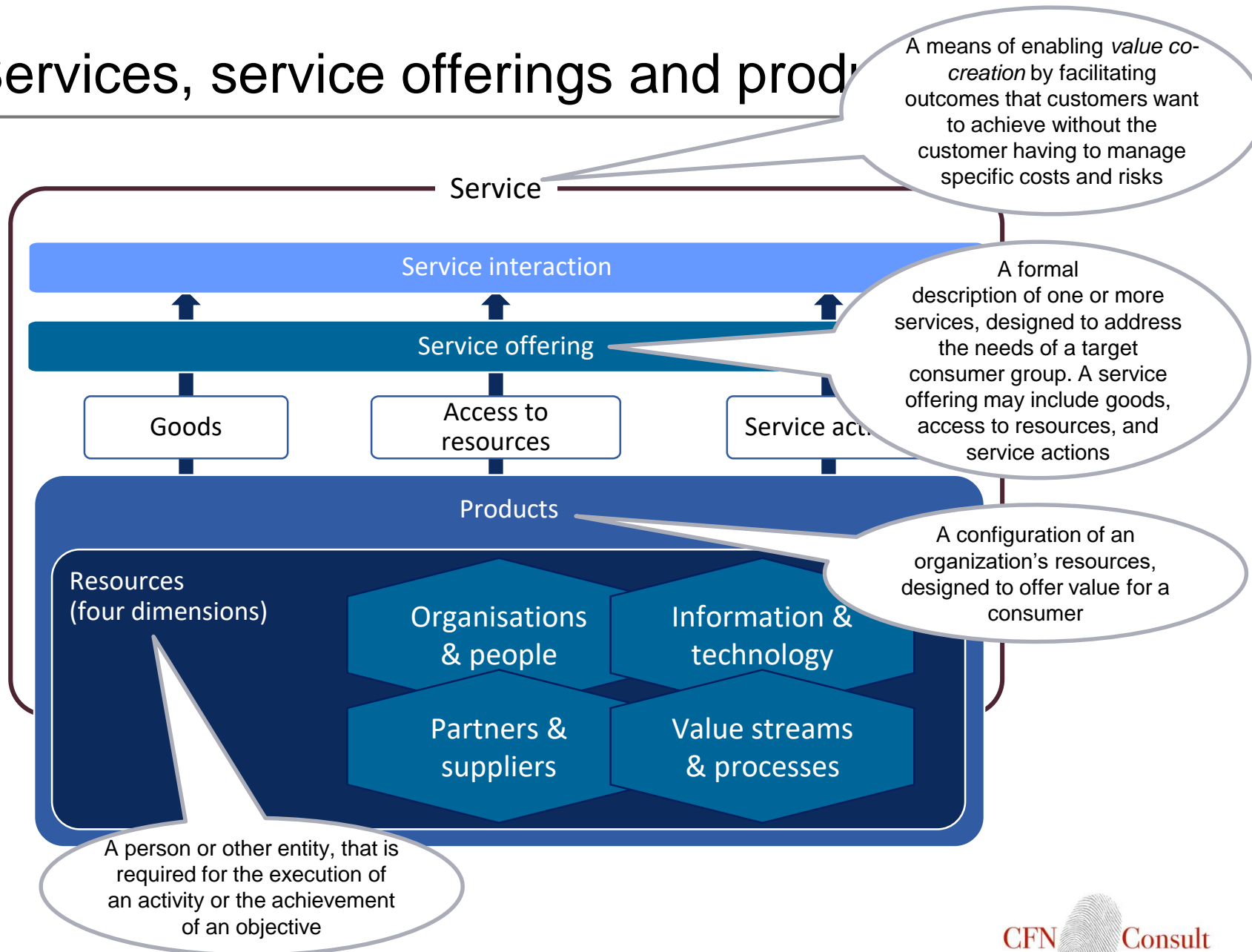
Services, service offerings and products



Services, service offerings and products

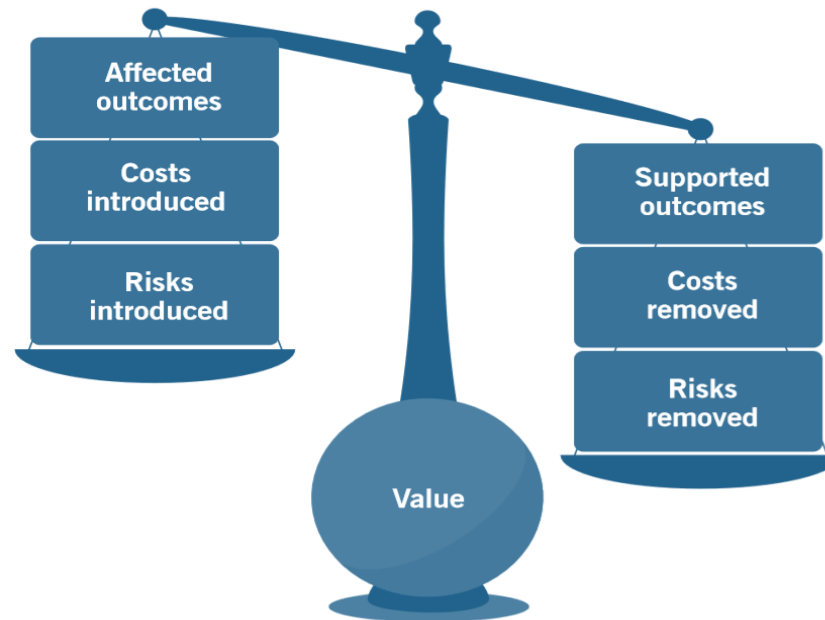


Services, service offerings and products



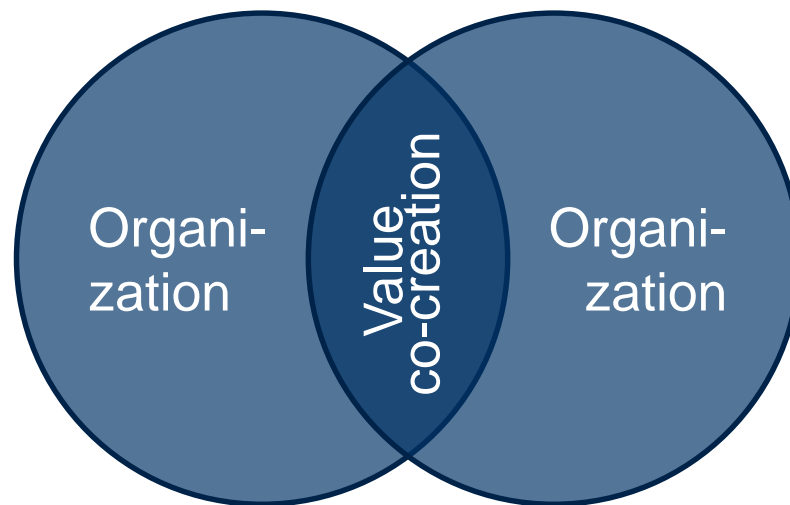
Service value – outcome, cost and risk

Achieving desired outcomes requires resources and is associated with risk

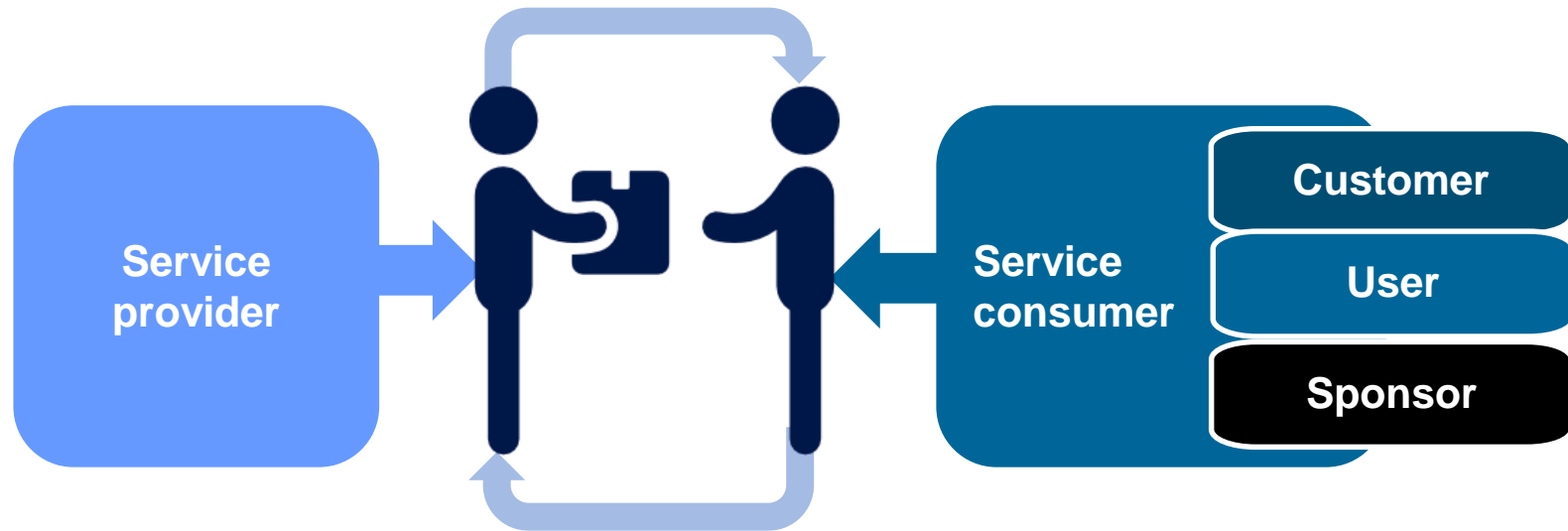


Service relationship

Value is co-created between two or more interacting organizations



Stakeholders involved in value co-creation



Shareholders

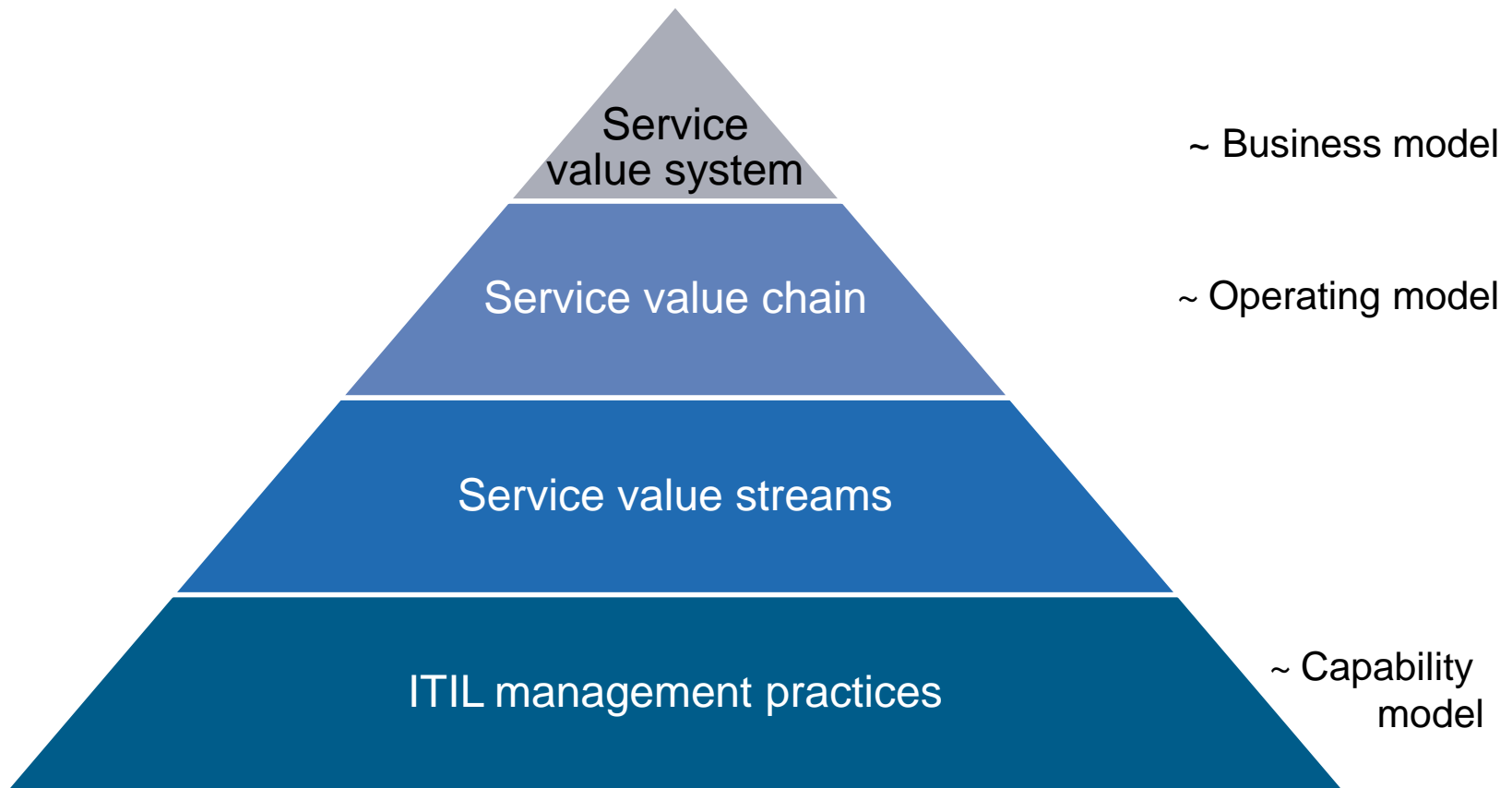


Employees

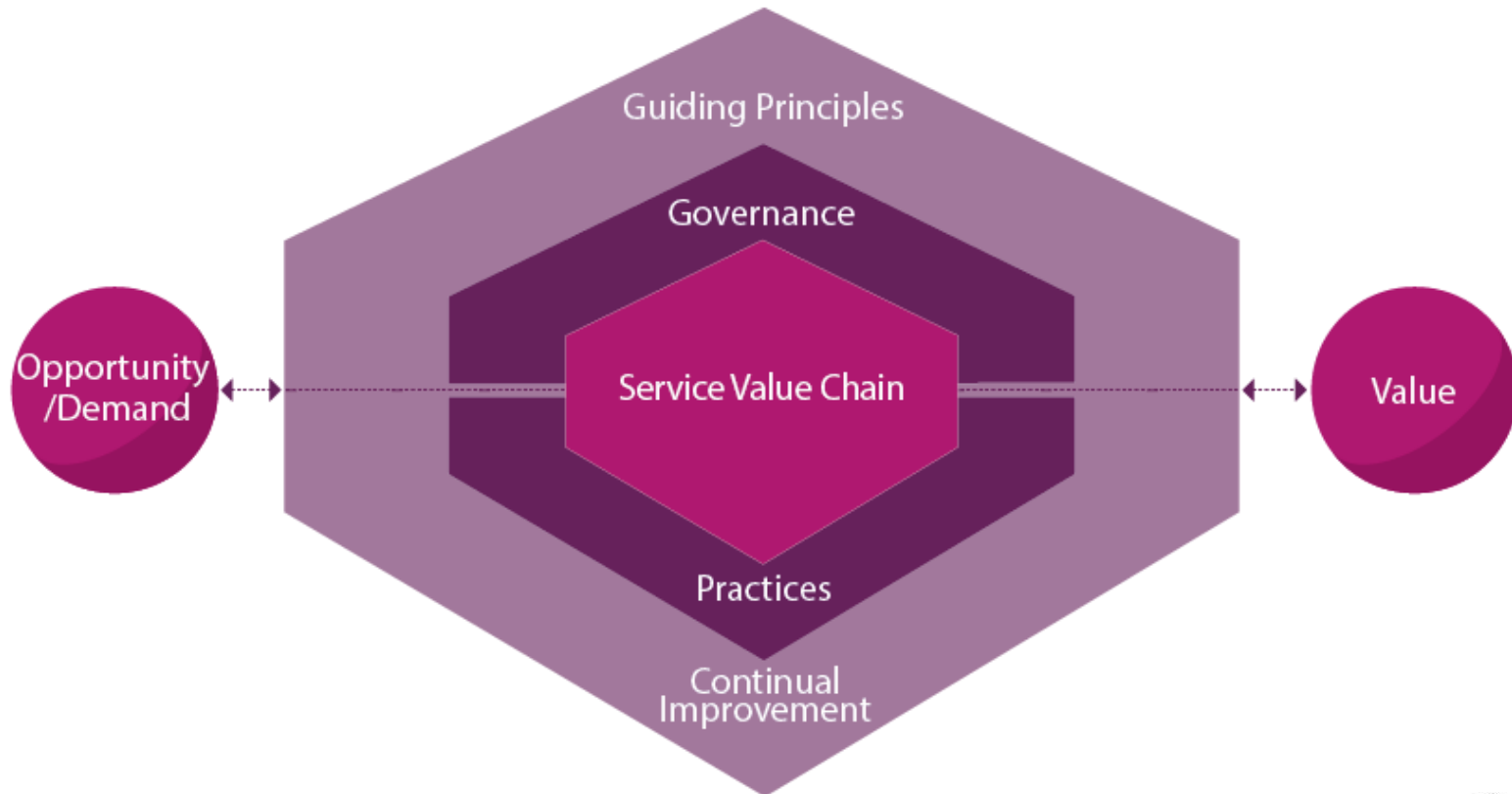


Community

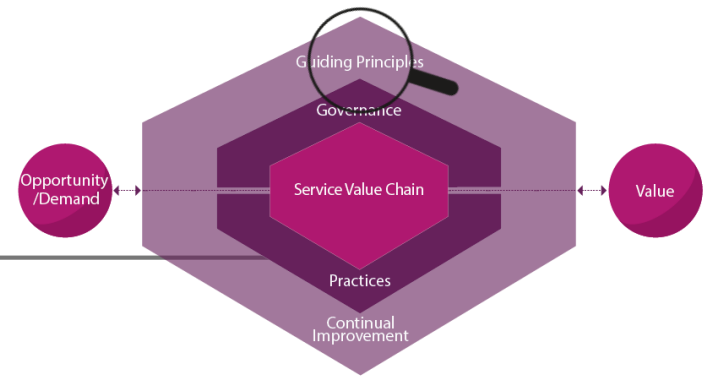
ITIL® 4 – Service management in 4 layers



The ITIL® Service value system (SVS)



ITIL® Guiding principles



1. Focus on value

2. Start where you are

3. Progress iteratively with feedback

4. Collaborate and promote visibility

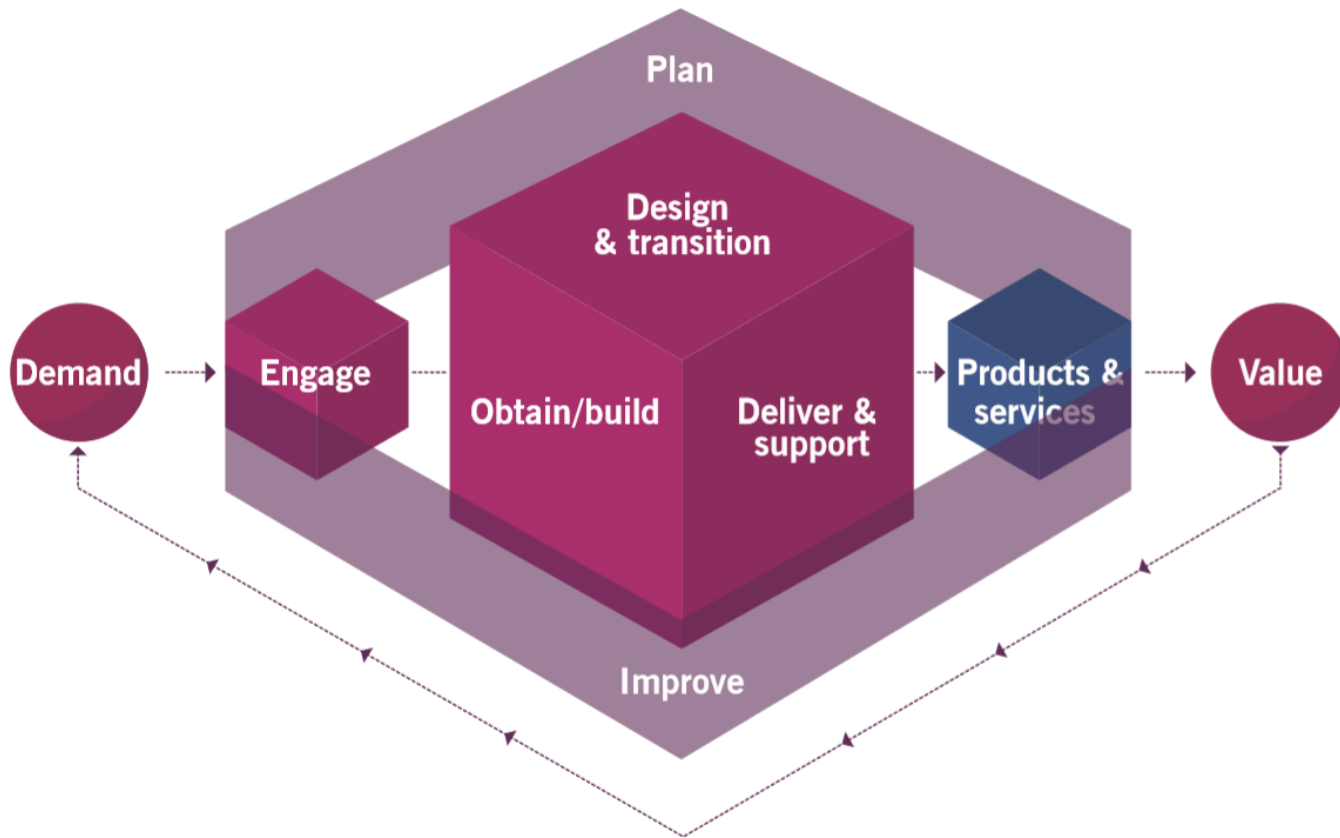
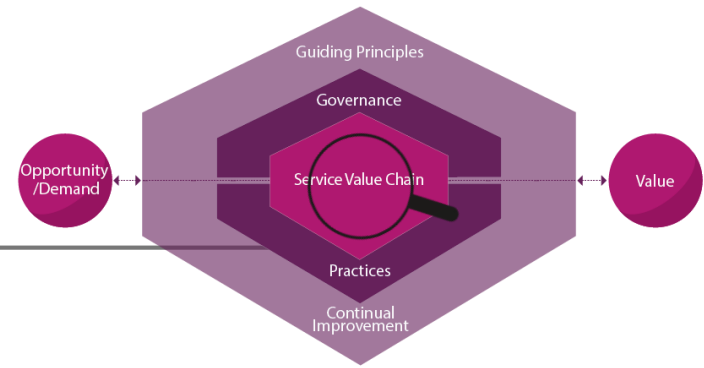
5. Think and work holistically

6. Keep it simple and practical

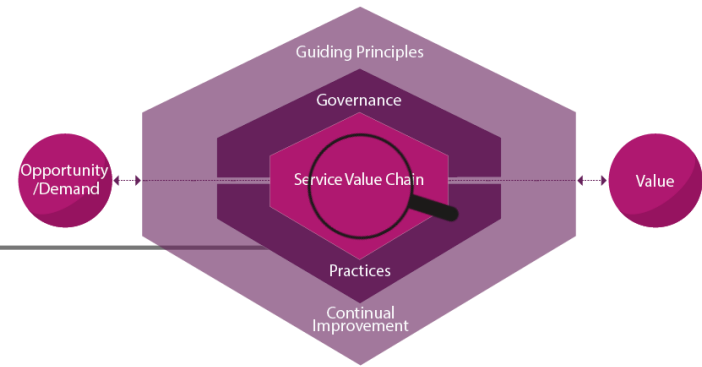
7. Optimize and automate



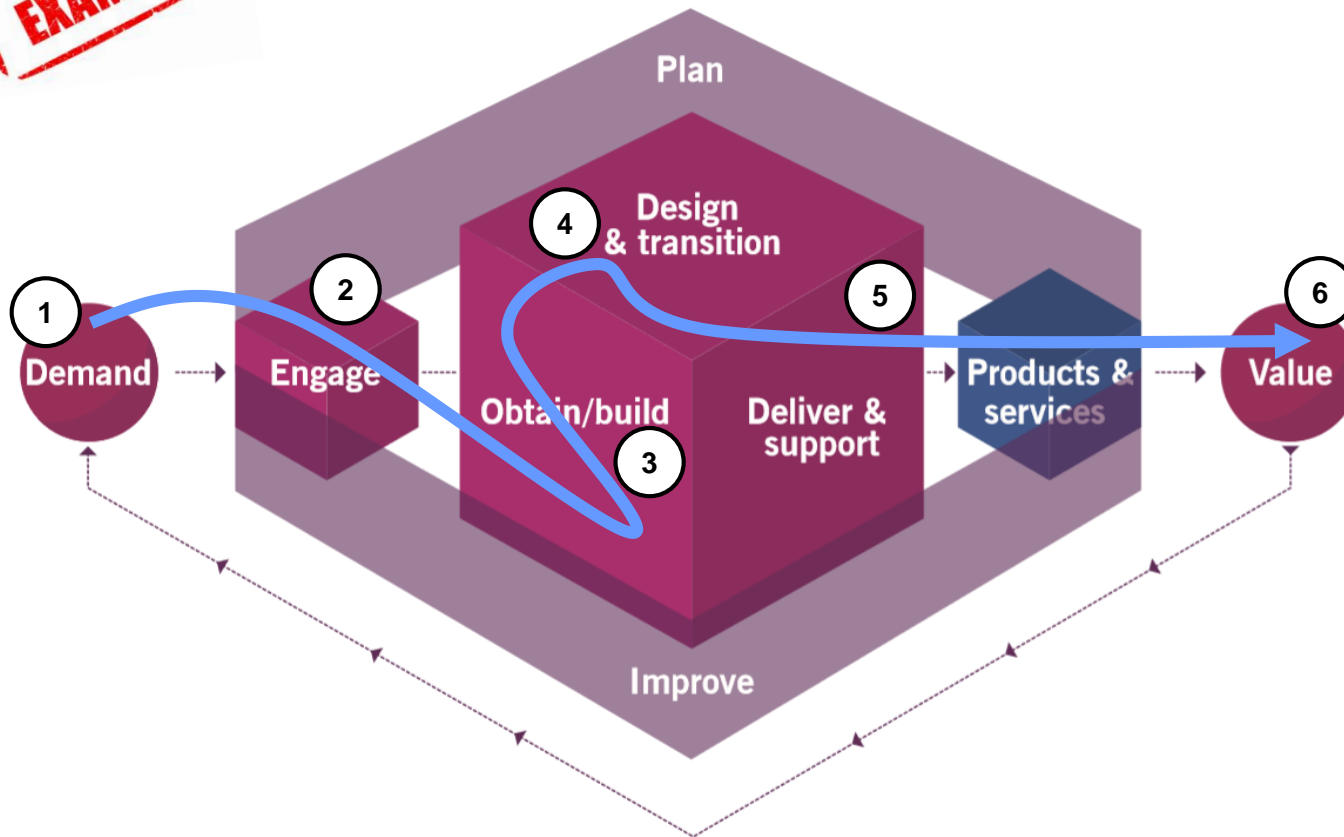
The ITIL® Service value chain



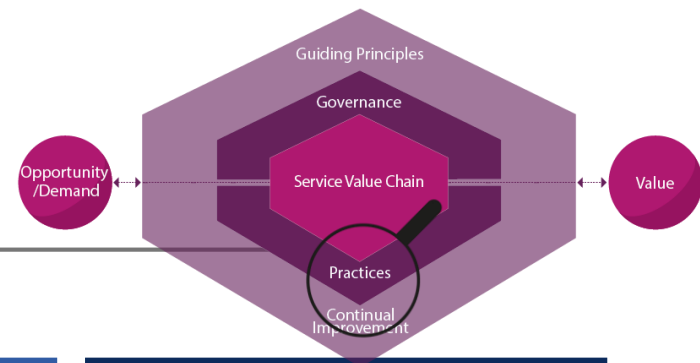
Value stream: Resolve issue



EXAMPLE



ITIL® management practices



General management practices

- Architecture management
- Continual improvement
- Information security management
- Knowledge management
- Measurement and reporting
- Organizational change management
- Portfolio management
- Project management
- Relationship management
- Risk management
- Service financial management
- Strategy management
- Supplier management
- Workforce and talent management

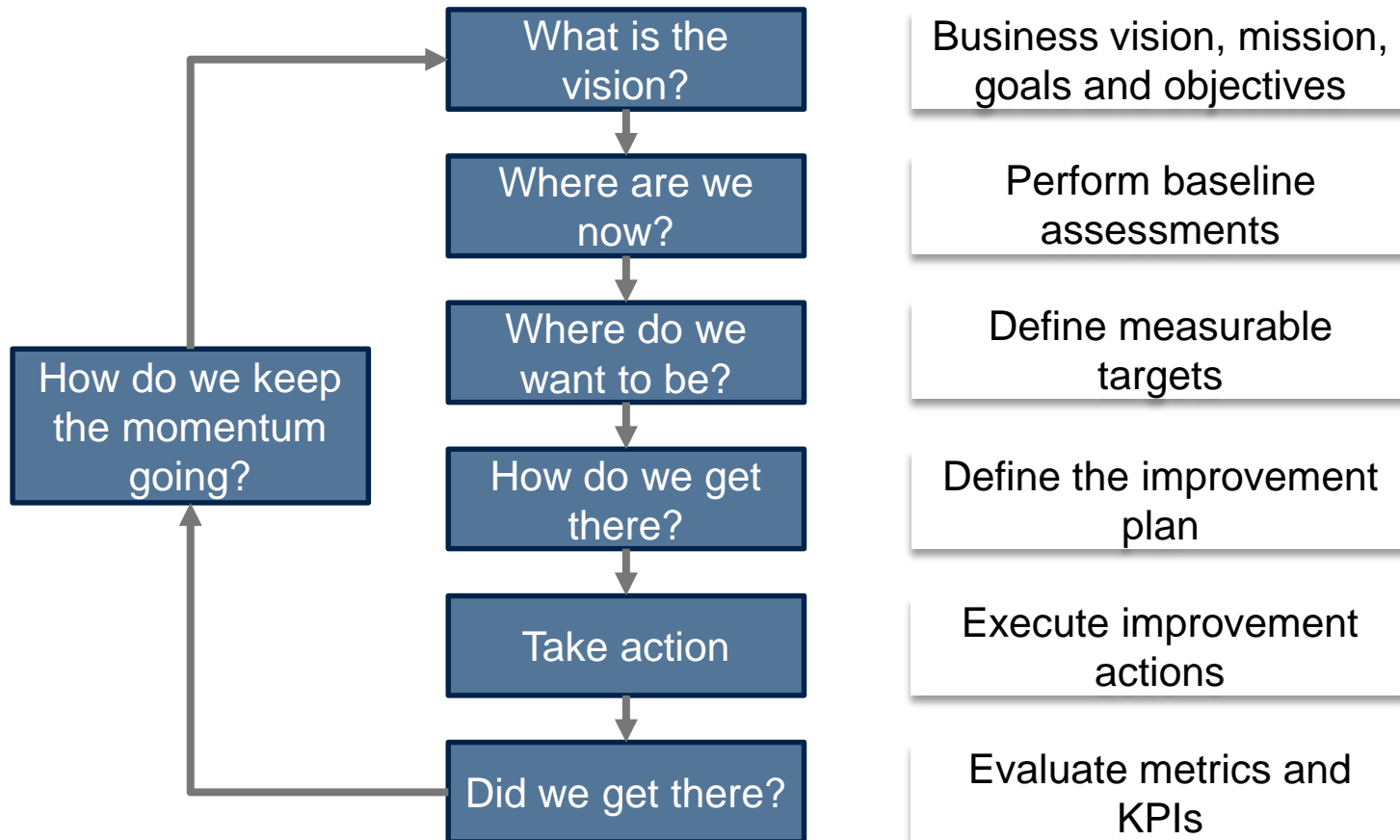
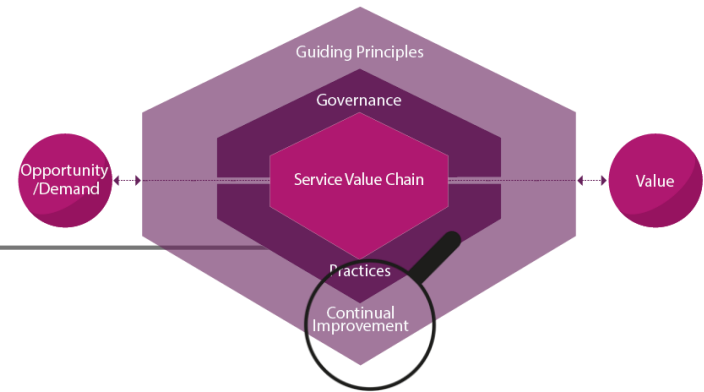
Service management practices

- Availability management
- Business analysis
- Capacity and performance management
- Change control
- Incident management
- IT asset management
- Monitoring and event management
- Problem management
- Release management
- Service catalogue management
- Service configuration management
- Service continuity management
- Service design
- Service desk
- Service level management
- Service request management
- Service validation and testing

Technical management practices

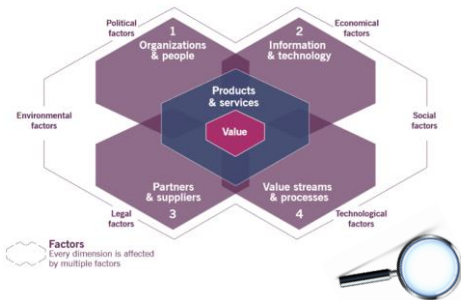
- Deployment management
- Infrastructure and platform management
- Software development and management

Continual improvement

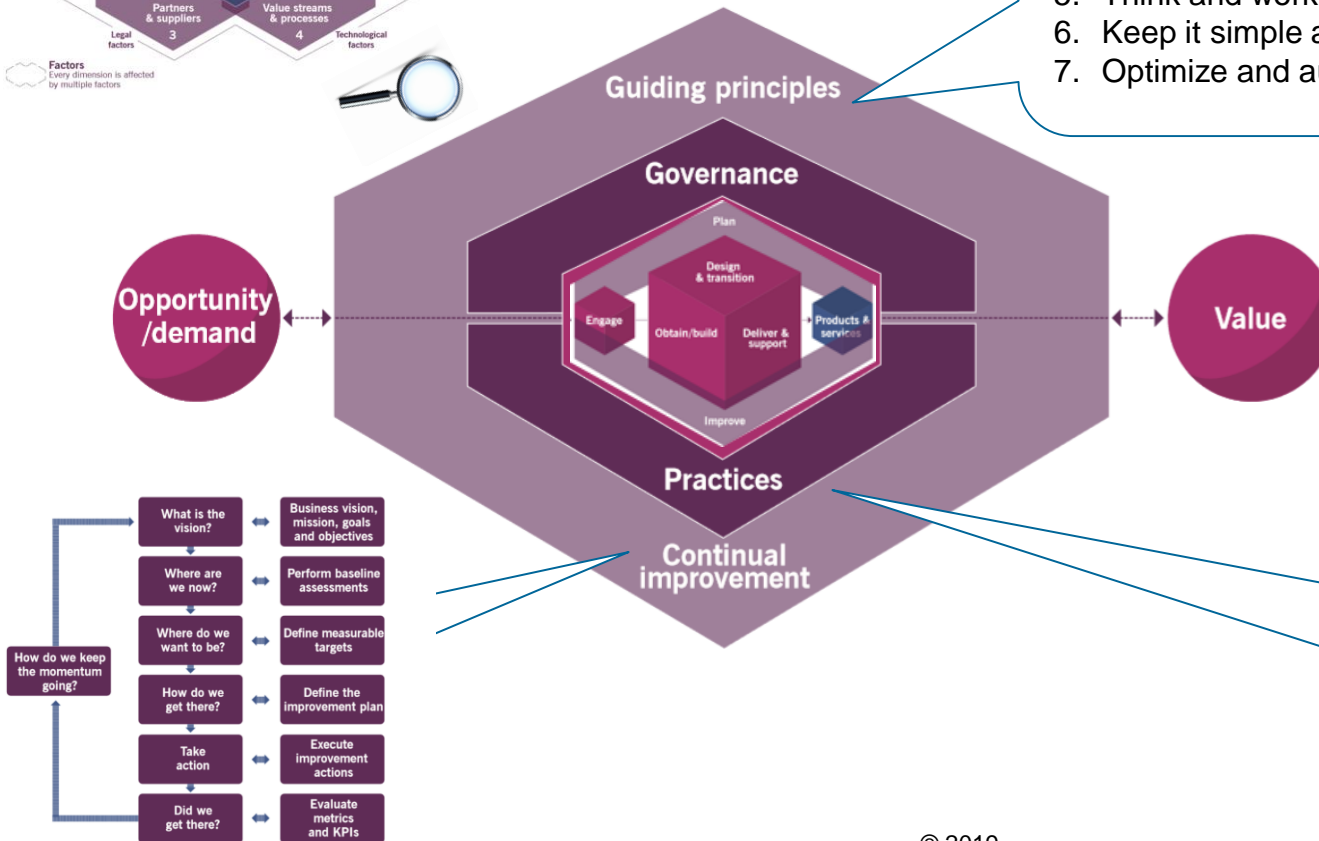


ITIL® 4 foundation on a page

The four dimensions of service management



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



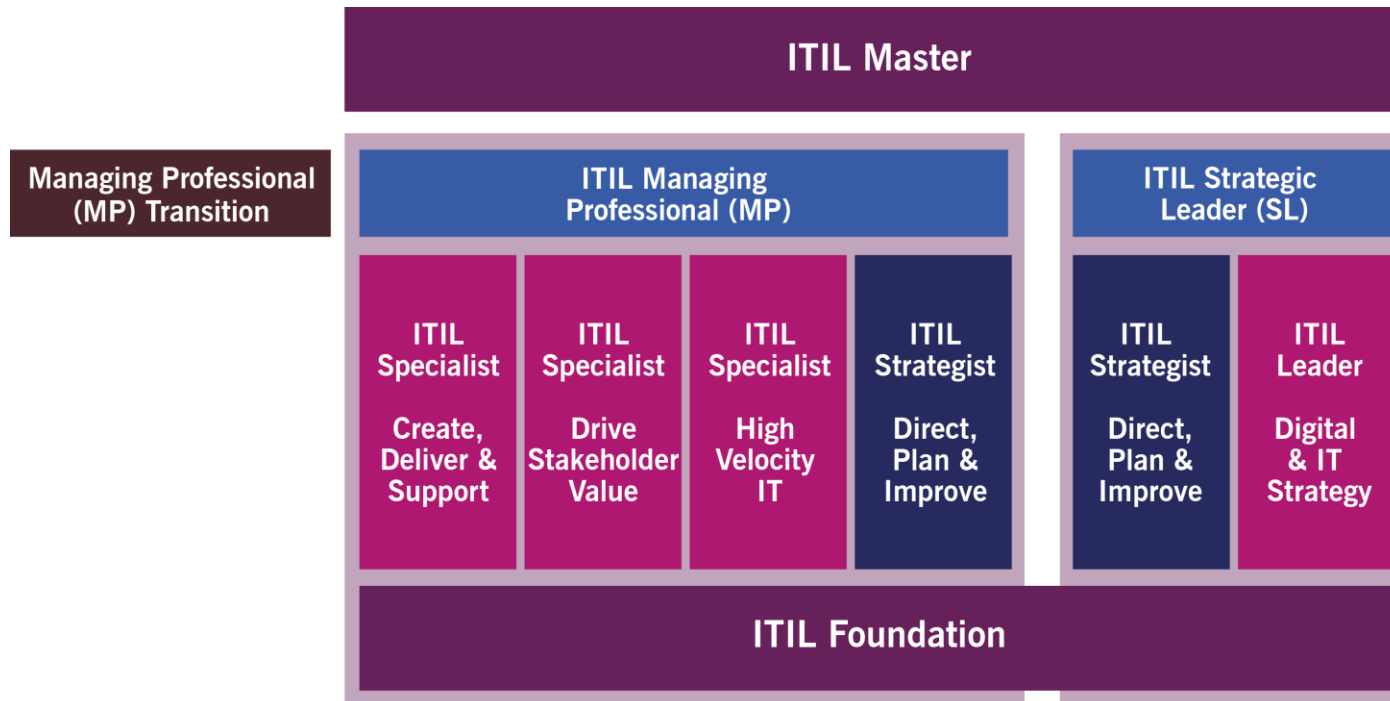
General management practices (14)	Service management practices (17)
Architecture management	Availability management
Continual improvement	Business analysis
Information security management	Capacity and performance management
Knowledge management	Change control
Measurement and reporting	Incident management
Organizational change management	IT asset management
Portfolio management	Monitoring and event management
Project management	Problem management
Relationship management	Release management
Risk management	Service catalogue management
Service financial management	Service configuration management
Strategy management	Service continuity management
Supplier management	Service design
Workforce and talent management	Service desk
Technical management practices (3)	Service level management
Deployment management	Service request management
Infrastructure and platform management	Service validation and testing
Software development & management	

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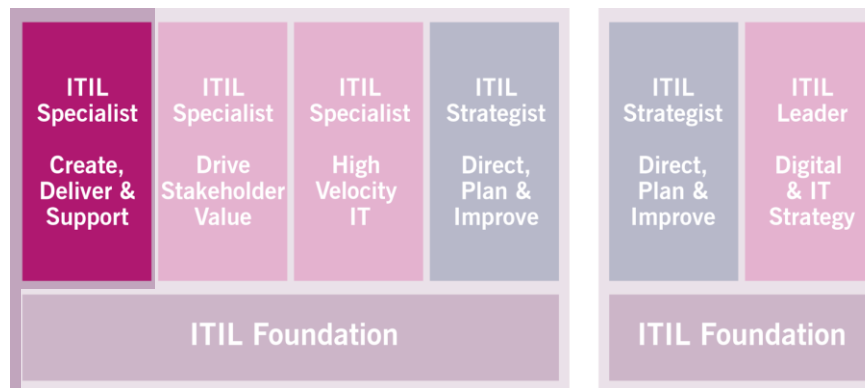
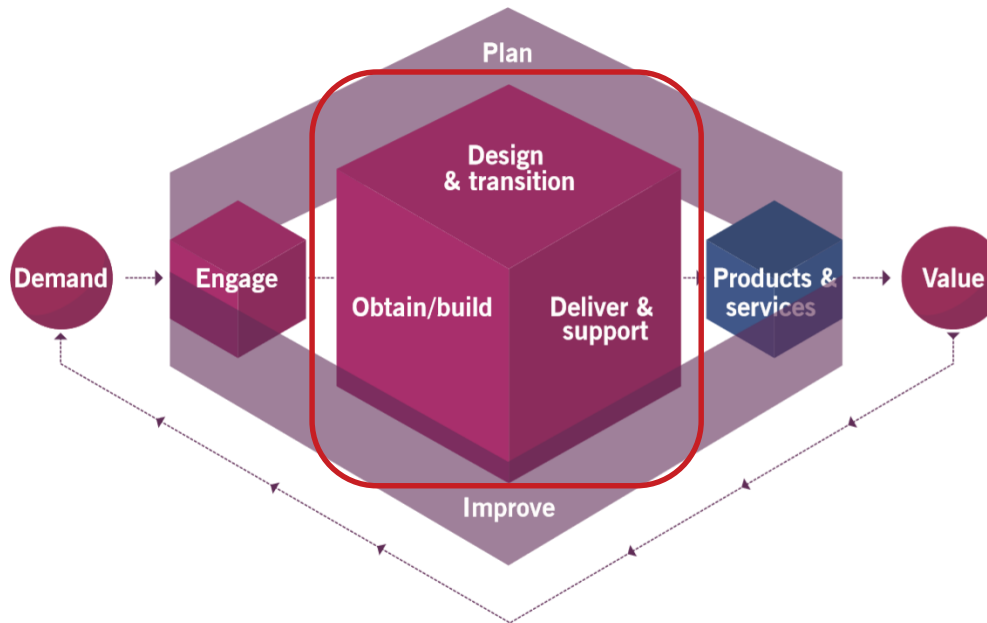


The ITIL® Certification Scheme



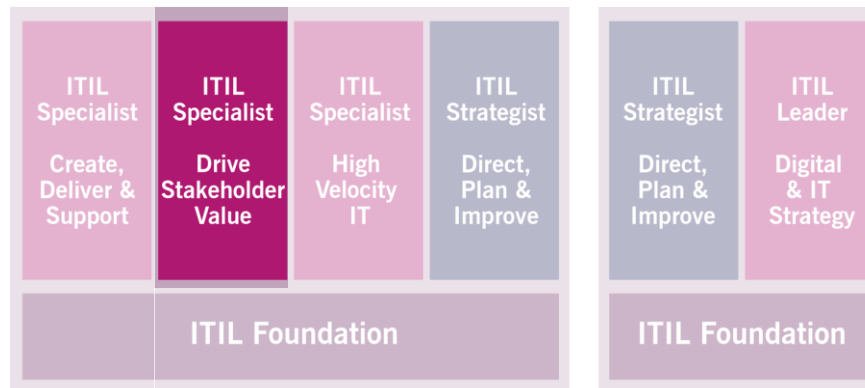
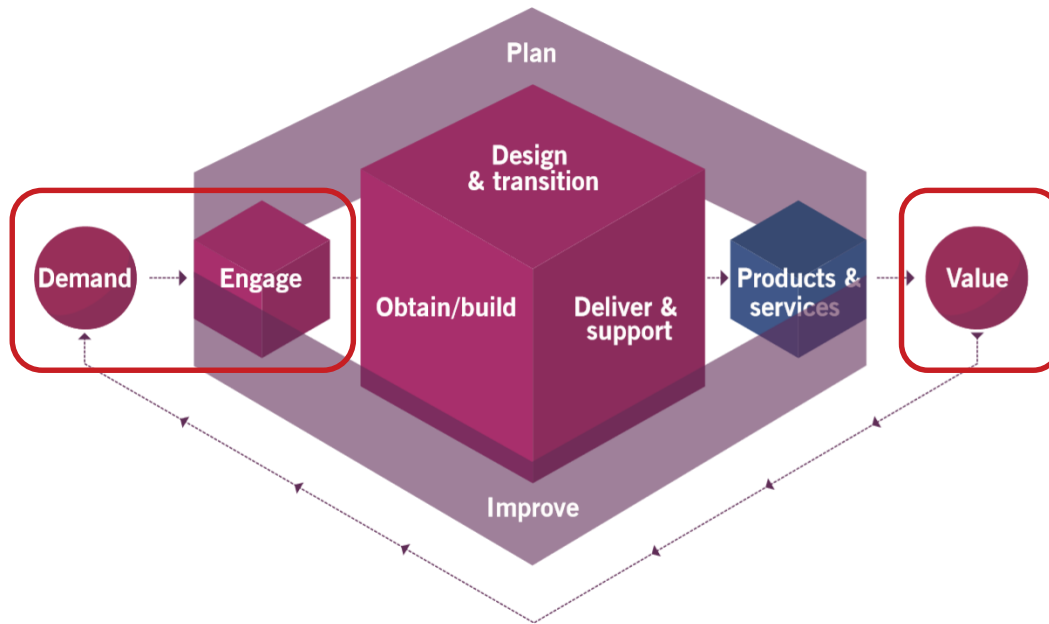
- Designation achieved once completed all relevant examinable modules in each stream
- Examinable modules towards ITIL Managing Professional and ITIL Strategic Leader
- Examinable module applicable to both ITIL Managing Professional and ITIL Strategic Leader
- Transition module for v3 ITIL Experts or those with 17 credits or more to gain ITIL Managing Professional designation

ITIL® Create, Deliver and Support



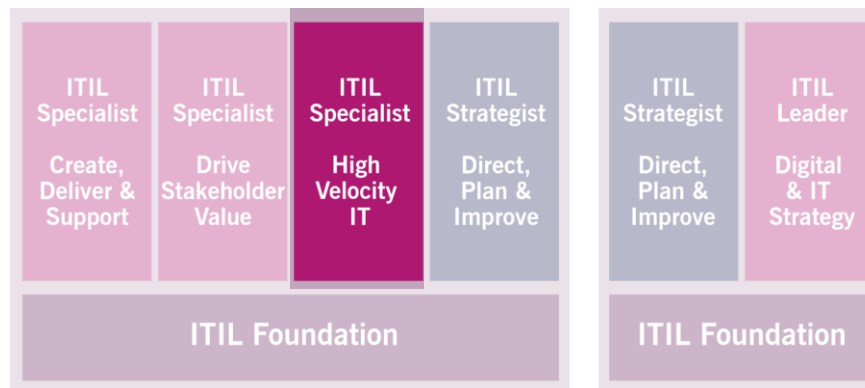
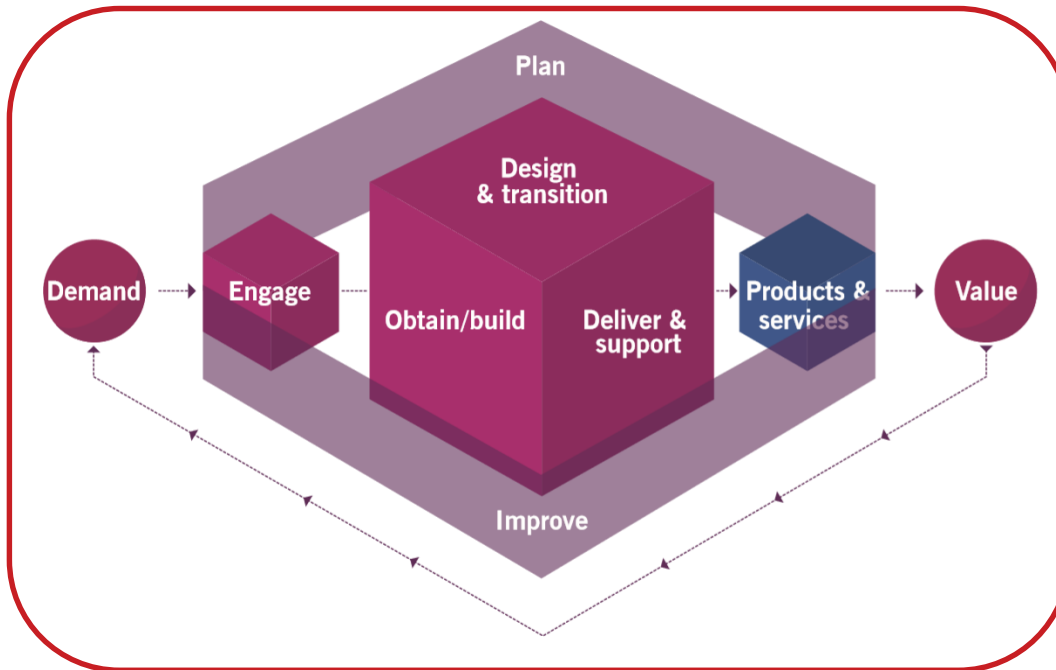
- Integration of value streams and activities to design & transition, obtain/build and deliver & support products and services and components
- Measuring service performance
- Key practices

ITIL® Drive Stakeholder Value



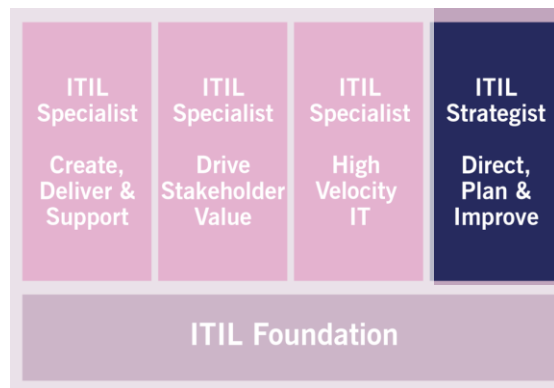
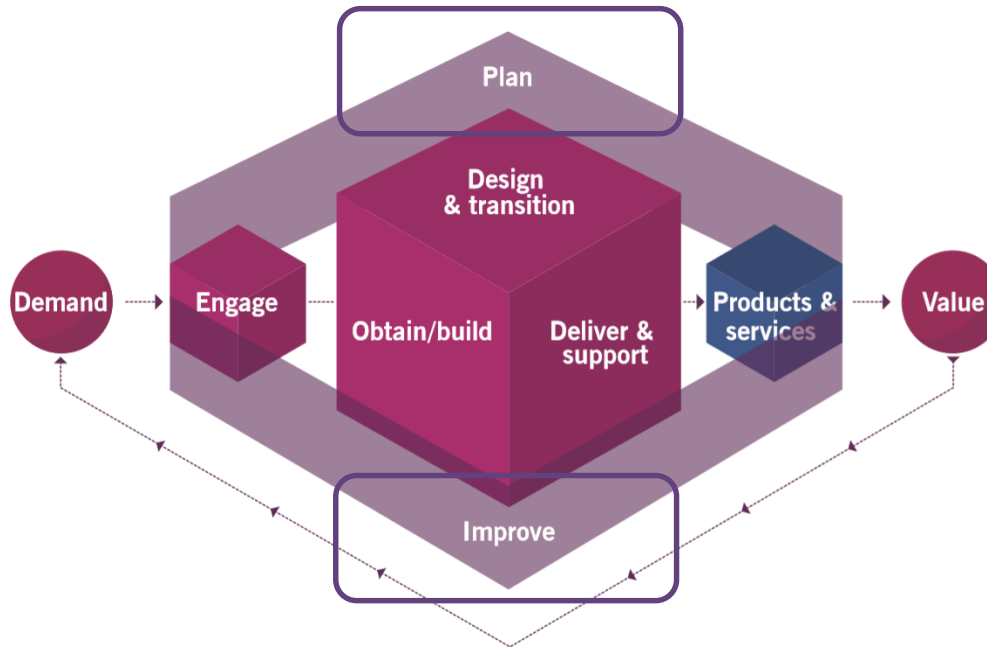
- Managing engagement and interactions between the service provider, customers, users and partners & suppliers
- Measurement and management of value
- Key practices

ITIL® High Velocity IT



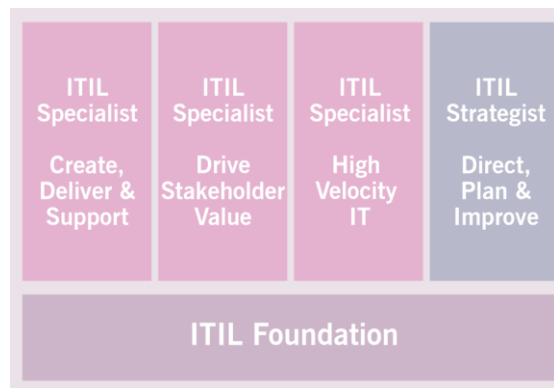
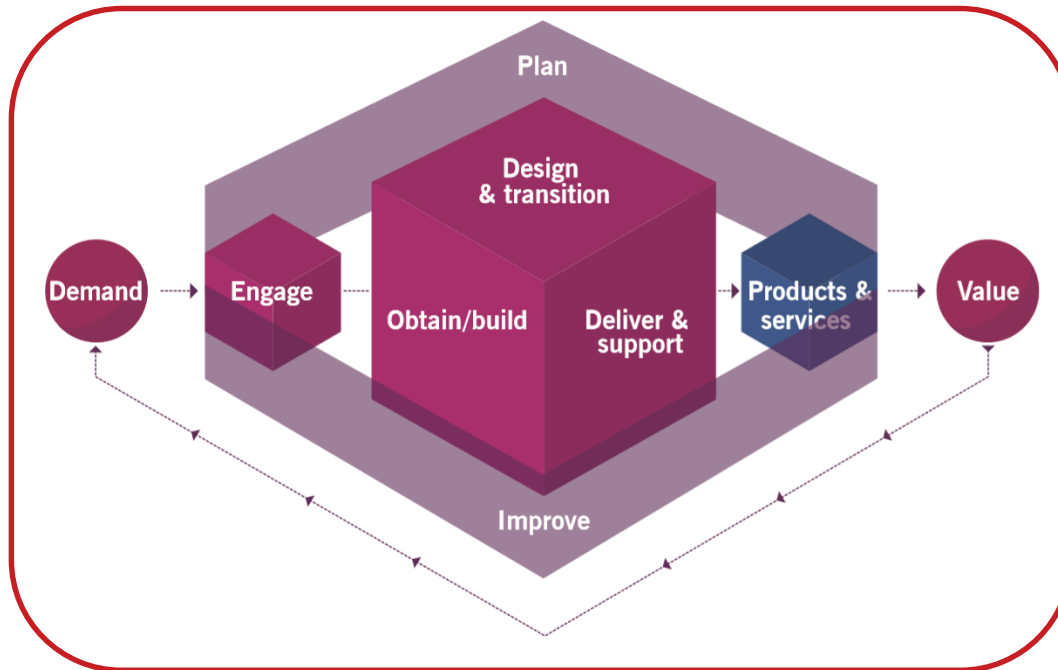
- Differences between traditional and digital operating models
- How to adapt and adopt ITIL 4 concepts to a
 - Lean/Agile environment
 - highly automated environment
- Key practices

ITIL® Direct, Plan and Improve



- Creating a “learning and improving” organization
- Influence of Lean/ Agile ways of working on ITSM
- Managing the interface with the governing body
- Key practices

ITIL® Digital and IT Strategy



- Aligning digital business strategy with IT strategy
- New ways of working in complex business conditions
- Key practices

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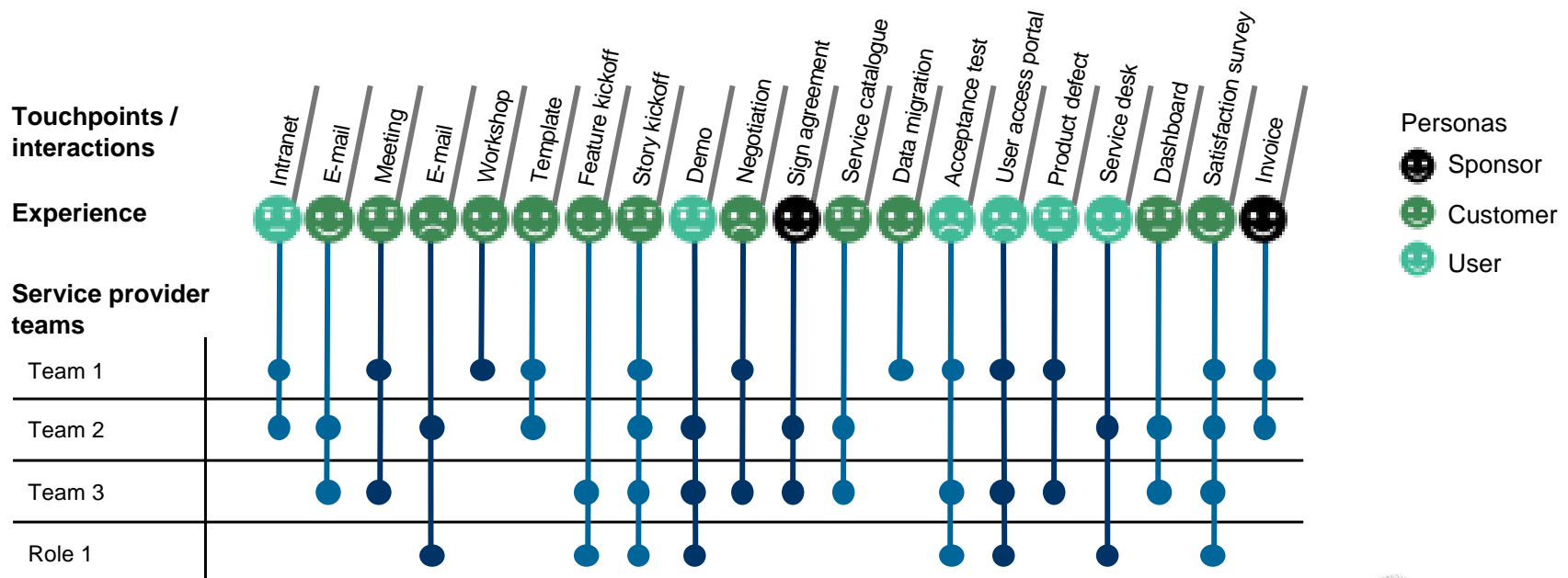
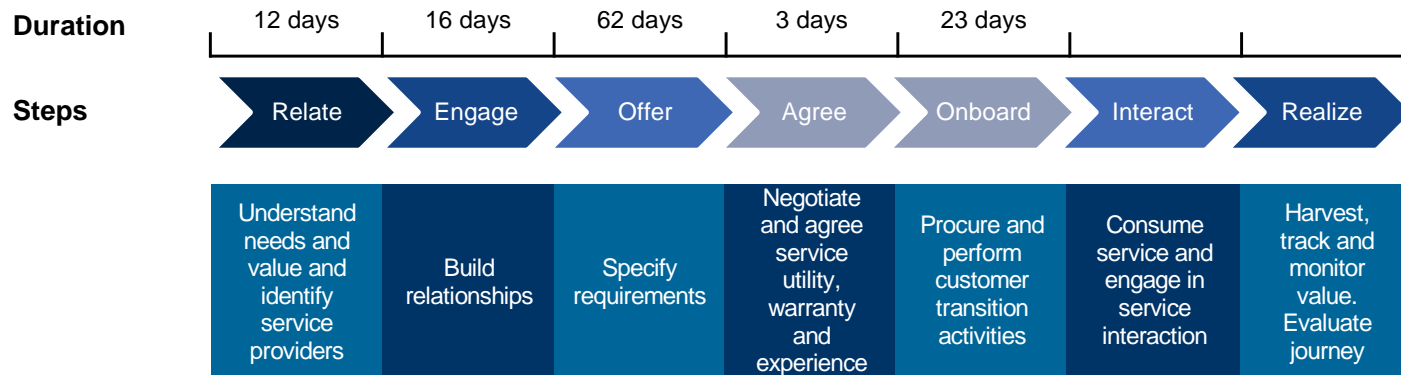


What's in it for me?

ITIL® 4 – I couldn't care less, or?

- Value is something we co-create – take the customer journey
- Map and improve your value streams across practices (e.g. the three delivery streams)
- Improve capabilities (ITIL: Practices) – not only processes

Take the customer journey



Take the customer journey

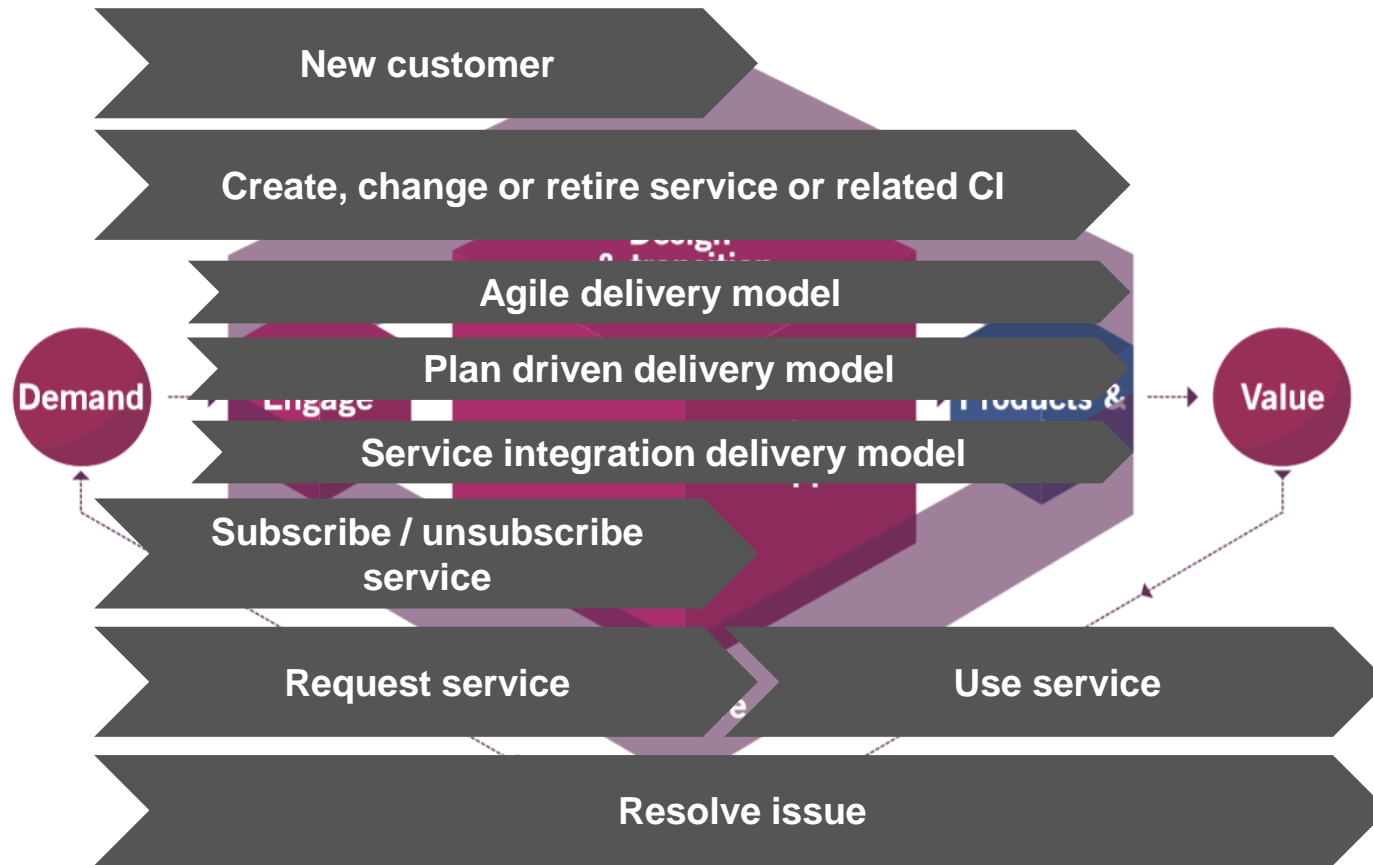
Introduce 5S to make the service act flow:

- Serve and support
- Smile
- Seize the “moment of truth”
- Save time for the unexpected
- Say sorry

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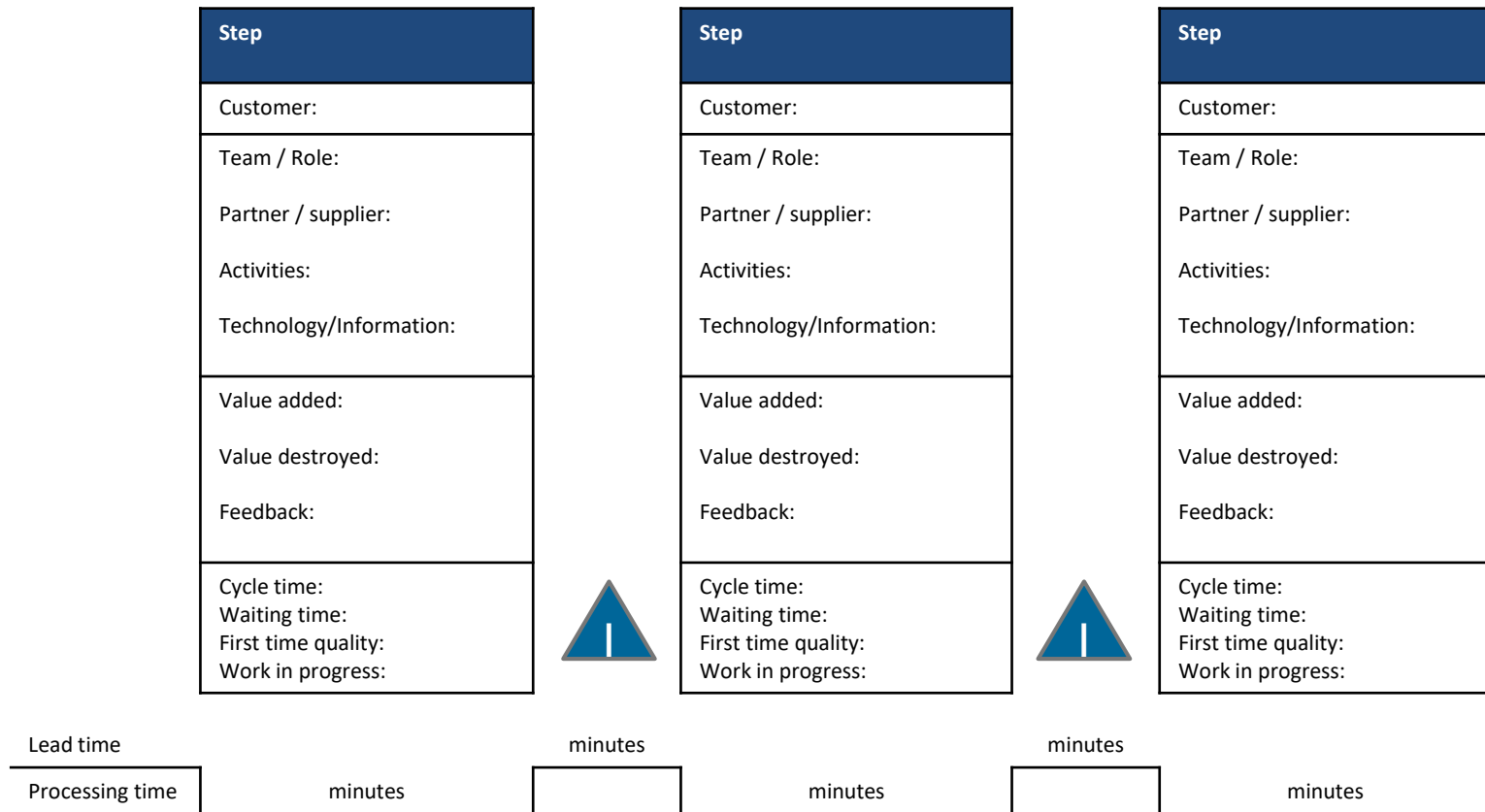
Map and improve value streams



What's in it for me?

Map and improve value streams

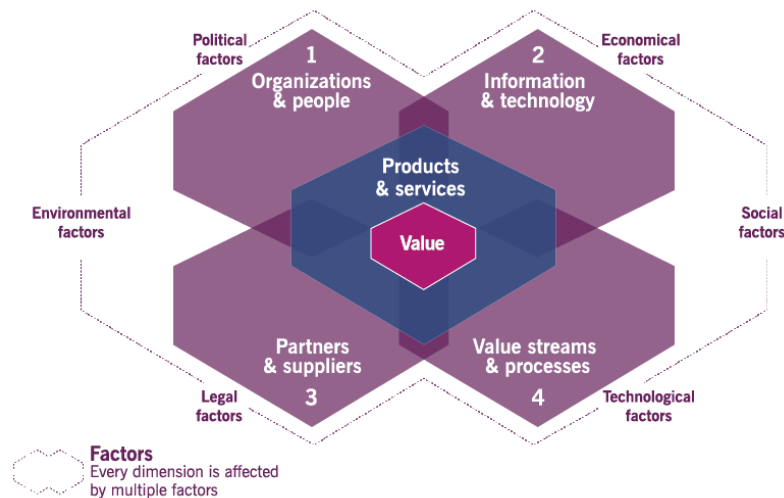
What's in it for me?



Improve capabilities – not only processes

Services are produced while consumed: The capability must be there when the customer needs it

The ITIL® management practices will be continuously released the coming year – use the guidance to improve your service management capabilities



Questions and comments



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