




ITIL® V3 – Old wine in a new bottle?

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Control Slide

Hidden Slide

- **The ITIL® V3 Old wine in a new bottle?**
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- **Issuance Approval:** N/A
- **Date:** N/A
- **History**
 - Version 0.1 ... 11 Sept 2007 ... Initial Draft



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About itilics ...

- **Providing software, consulting, and training services, itilics is an IT Service Management company with a results orientated and phased approach to help organizations rapidly adopt ITIL® best practices.**
 - Established in 2001.
 - Offices in Melbourne (HQ), Sydney, Singapore & Hong Kong.
 - Customers across Australia, NZ and Asia Pac.
 - Accredited ISEB Training provider.
 - Actively involved in ITIL® 3 accreditation development.
 - Government Endorsed Supplier, VIC Government eServices supplier.
 - BRW fast 100 (2006).
 - Assisted 1st Australian organisation achieve ISO/IEC 20000 Certification.
 - Exclusive Marval Service Management software Asia pacific partner.
 - Proven track record implementing Service Management projects.



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What itilics does ...

Leaders in Service Management Practice

Consulting

Software

Training

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Consultancy

- ITIL® Assessment
- Service Improvement Programs
- Reusable templates for rapid process implementation
- ITIL® Coach to support continuous improvement
- Interim staff placements
- Cultural and Organisational Readiness Assessment and planning

Education

- Executive briefings
- ITIL® Awareness
- ITIL® / ISO 20000 Accreditation

Customised Learning

- Reference (role and task) based training programmes
- Performance support technologies
- Service Management tool training

Software

- Marval
- Integrated Service Management
- Activate
- IT Self Provisioning

Glenn Schwarz

- Service Management Consultant and Trainer
- 18 years in the IT industry
- ITIL® Foundation 2000
- ITIL® Manager 2004

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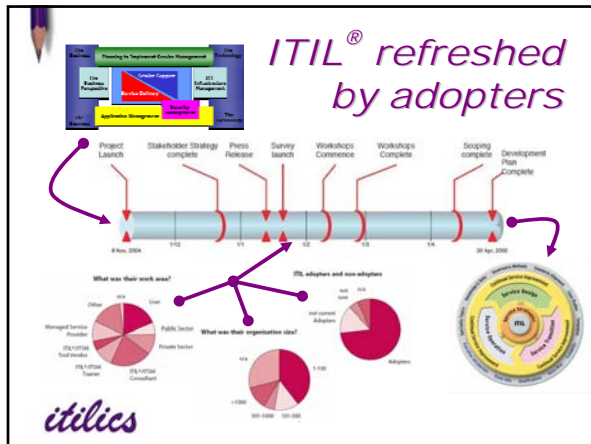
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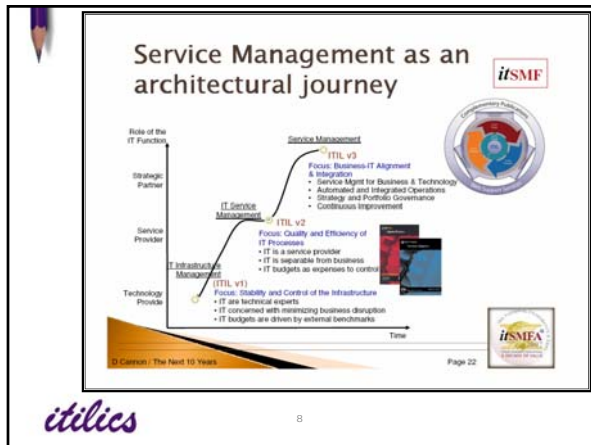
About the presentation

- Background Information
- Sneak Peek at ITIL® V3
- ISO20000
- Certification
- Business Benefits and Recommendations

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- ### Why?
- The Purpose of V3
 - Meet the needs of today and tomorrow
 - Evolve SM practices to next level of maturity
 - Address current practice gaps
 - Embed solid processes into a service lifecycle
 - Stronger connection to converging frameworks
 - Governance
 - Standards
 - Management
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Core Structure

ITIL V3	SS Service Strategy 70% new	SD Service Design 40% new	ST Service Transition 40% new	SO Service Operation 30% new	CSI Continuous Service Improvement 70% new
70% Service Support	●	●	●	●	●
70% Service Delivery	●	●	●	●	●
40% App Mgmt	●	●	●	●	●
30% Software Asset Mgmt	●	●	●	●	●
20% Sec Mgmt	●	●	●	●	●
40% Business Perspective	●	●	●	●	●
40% ICTM	●	●	●	●	●

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Sneak Peek at ITIL® V3




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New ITIL Structure

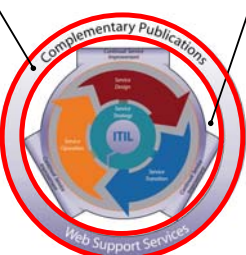
Complementary Portfolio
Supports the ITIL® Core

Publications / Online Portal complementing the core publications

Generated by both OGC and ITIL® partners in the ITSM industry.

Subjects and titles will range widely, including for example:

- Pocket guidance
- Case studies
- ITIL® practice working templates
- Governance methods
- Certification based study aids



CORE PUBLICATIONS
The Lifecycle of the practice

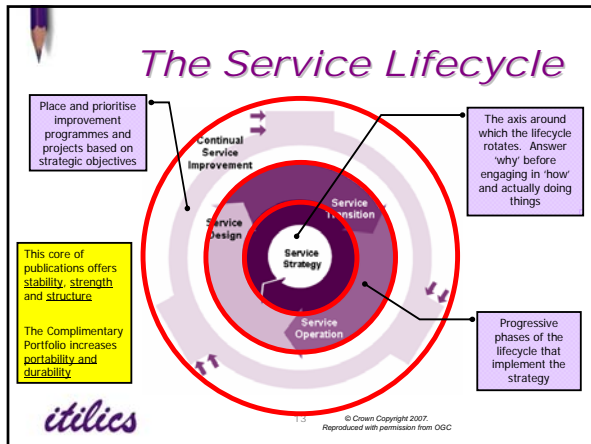
Title series - 5 Books. Each building on the work of the other

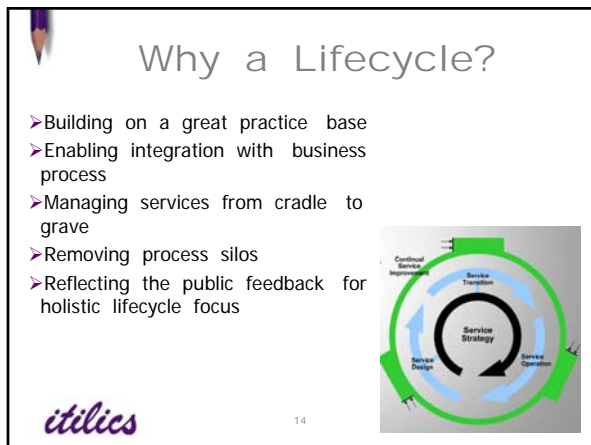
Based on a consistent structure:

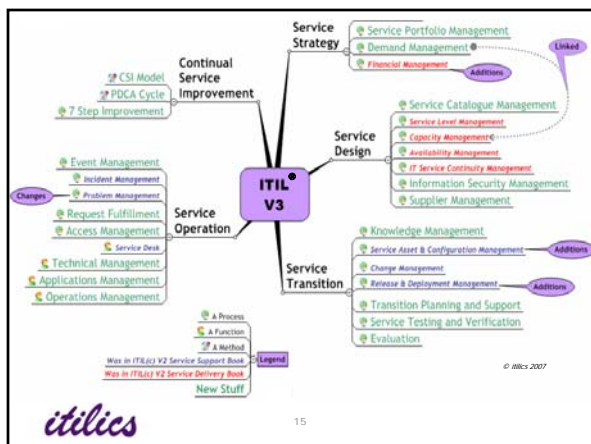
- Introduction, overview, context
- SM as a practice
- Service lifecycle
- Role of processes in the lifecycle
- Role of functions in the lifecycle
- Practice fundamentals
- Practice principles
- Processes
- Organisational structures
- Roles and responsibilities
- Challenges, critical success factors, risks
- Supplemental guidance
- References

ITIL® Refresh News 1st to 3rd Editions
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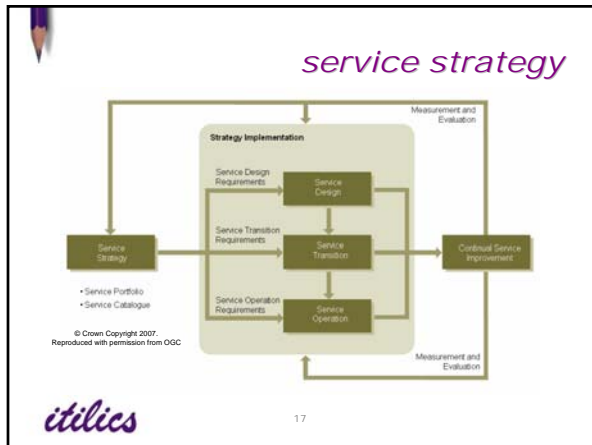


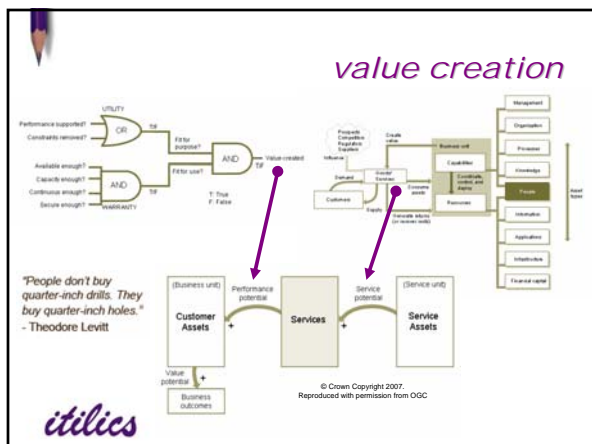
Service Strategy



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The Value to the business

Business outcomes and performance of customers assets are the basis for valuing services and service management

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Service Portfolio Management

Learn, Refine, Innovate Services

Services in operation

Redeploy scarce assets

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The crucial element

Context to value creation

4 Aspects

- Define the market
- Develop the offerings
- Develop strategic assets
- Prepare for execution

Service Portfolio Management Process

Demand Management Process

Financial Management Process

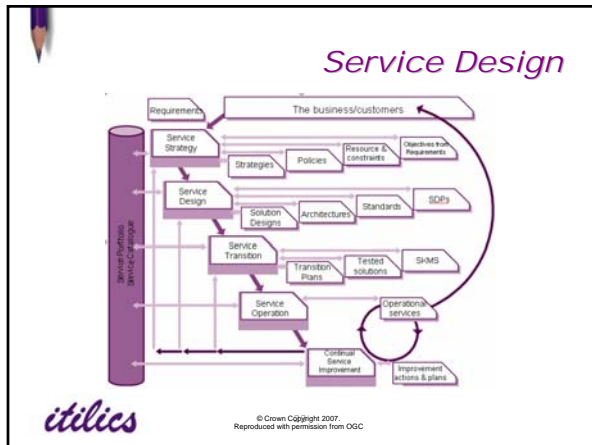
competent people make all the difference ...

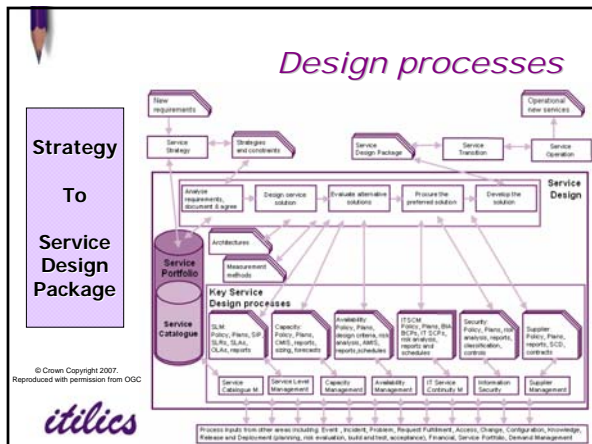
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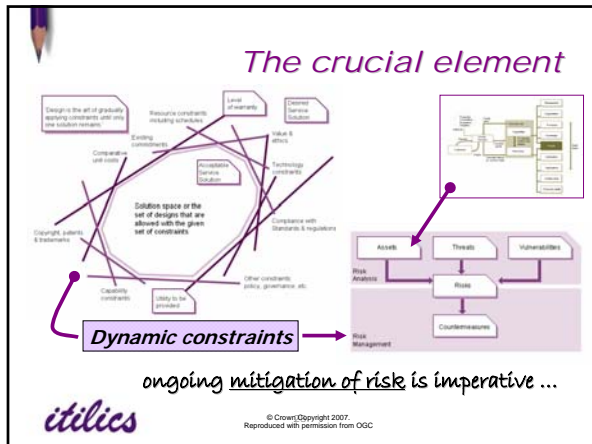
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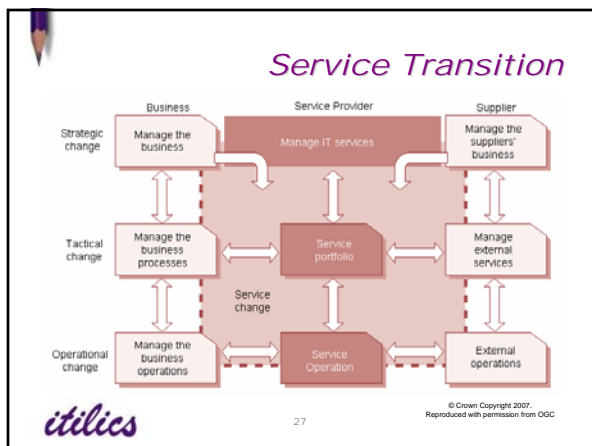


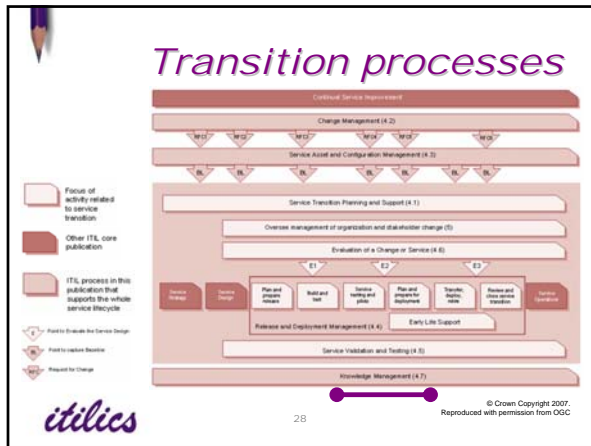


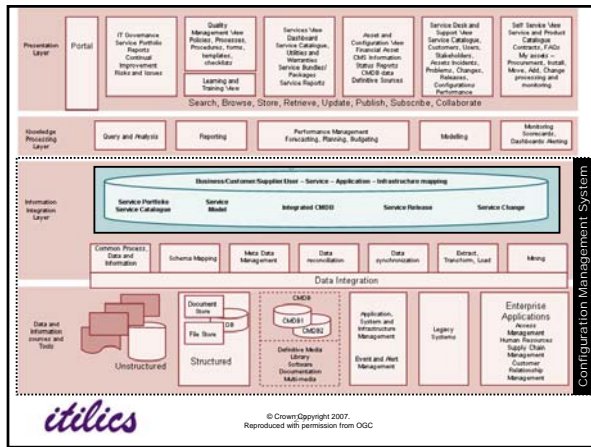


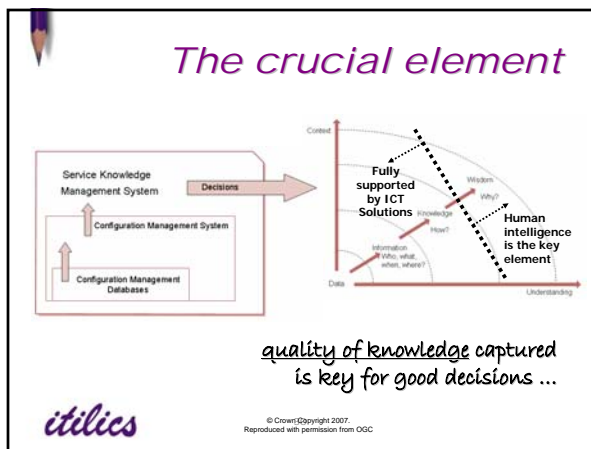










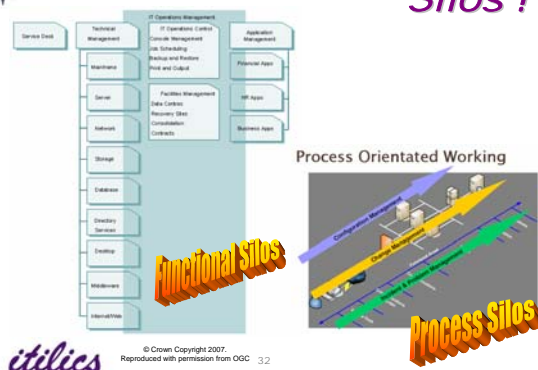


Service Operation



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Guided knowledge

Silos !



Process Orientated Working

Functional Silos *Process Silos*

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Technology vs Service A balancing act

Technology vs Service

An organisation here is out of balance and is in danger of not meeting business requirements.

Extreme Focus on Internal Extreme Focus on External

An organisation here is out of balance and is in danger of getting changing business requirements.

Extreme Focus on Stability Extreme Focus on Responsiveness

Quality vs Cost

An organisation here is out of balance and is in danger of losing service quality because of being cost cutting.

Extreme Focus on Cost Extreme Focus on Quality

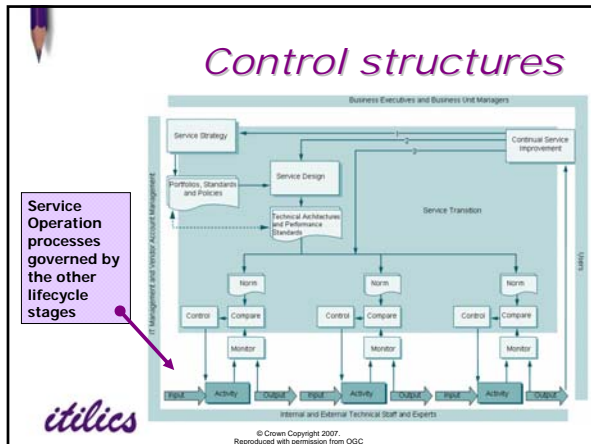
Stability vs Response

An organisation here is out of balance and is not able to effectively support the business strategy.

Extremely Reactive Extremely Proactive

Operations Management

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The crucial element

**Service Operations
is where the value is seen**

- Services run within budget and ROI targets
- Design flaws fixed and unforeseen requirements satisfied
- Efficiency gains achieved
- Services optimised

*value realisation depends on
your Controls architecture ...*

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Continual Service Improvement

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Training
Guided knowledge

Metric me crazy

Do you vision this when you look at your SM reports?

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Here is the documentation are you comfortable now ?

MIG-23 FLOGGER

1. SIRENA Indicator
2. Angle of Attack Indicator
3. Heading Indicator
4. Airspeed Indicator
5. Altimeter
6. Artificial Horizon
7. Mach Meter
8. Vertical Speed: Slewably Indicator
9. Electronic Measuring Equipment
10. Clock
11. Radio Altimeter
12. Main Brake Hydraulic Pressure Gauge
13. Wing Position (Lower) Indicator
14. Ramp Position Indicator
15. RPM Gauge
16. Fuel Flow Meter
17. SFC Indicator
18. Ground/Elevation Rhinostat
19. Warning Light Panels
20. Short Range Brake (Up/Down)
- 20A. Range To Target
21. Combining Glass
22. HUD Opacity
23. Start Warning Light
24. Fuel/Over Fuel Light
25. Head Protective Pad
26. Annunc. Rhinostat, Quartz
- 26A. Standby Light Rhinostat
27. Annunc. Rhinostat, Quartz
28. Annunc. Master Switch
29. High/Low Drag Mode Switch
30. Arm/Rate Switch for Standby
31. Emergency Brake Release
33. Fire Extinguisher and Landing Lights Switches
34. Range To Target
35. Emergency Ramp Control Switch
36. Missed Approach Button
37. Emergency Radio Antenna Switch
38. 50/50 Paradox Voice System Test
39. Navigation Control Panel
40. Fuel Panel
41. Utility Switch Panel
42. VHF Radio Channel Selector
43. AKA 11 Radio Compass Control
44. Master Gun Switch
45. Wing Lock (Fuel) Selector Switch
46. Airspeed System Switch
47. Master Lockout Switch
48. Weapons Switch
49. Wing Emergency Brake Release
50. Paradox Emergency Brake Release
51. JPF Control Panel
52. SIRENA Visual Control
53. SIRENA Master Control
54. JPF Electronic Box
55. Wing Release Lever
56. Oxygen System Switches
57. Fuel Control
58. Fuel Control
59. Laser Range Finding Control
60. Engine Bleeding Switch
61. Bleeding/Overheat Switch
62. Utility Switch Panel
63. Check Display Switch
64. Counter Switch

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Why Metrics ?

Your Measurement Framework

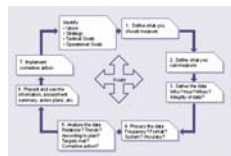
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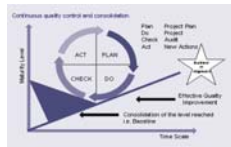
How to architect Metrics ?



CSI Model



CSI Process

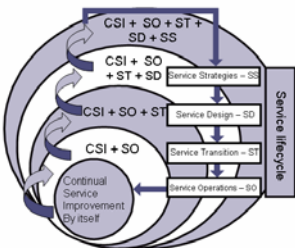


PDCA Cycle

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Architect for value creation



Value grows in integrating metrics between all:

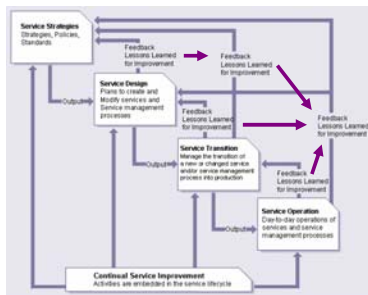
- Services,
- Components
- Processes

across the lifecycle stages

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The crucial element



ability to institutionalise learning to expedite improvement ...

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Summary of ITIL® V3 Implications

competent people make all the difference ...

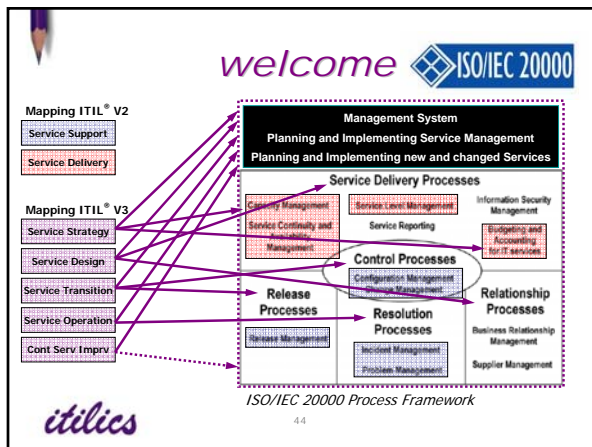
ongoing mitigation of risk
is imperative ...

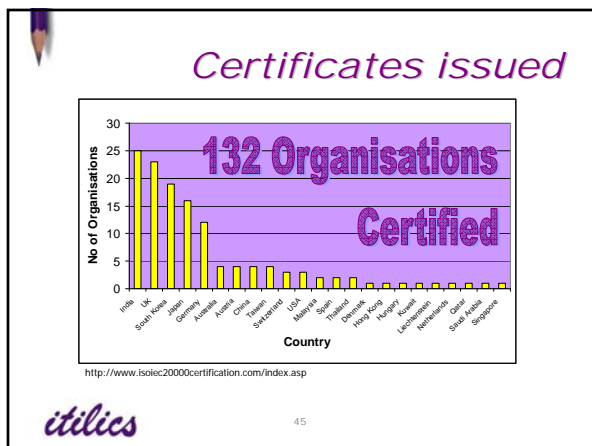
quality of knowledge captured
is key for good decisions ...

value realisation depends on
your Controls architecture ...

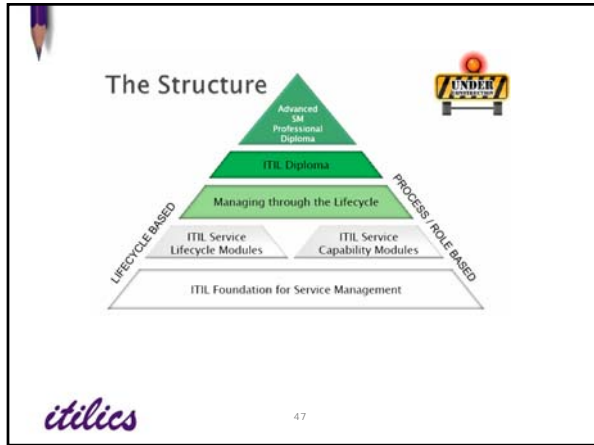
ability to
institutionalise
learning
to expedite
Improvement ...

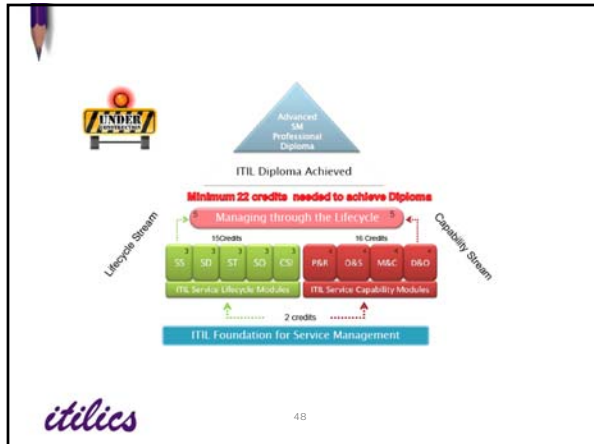
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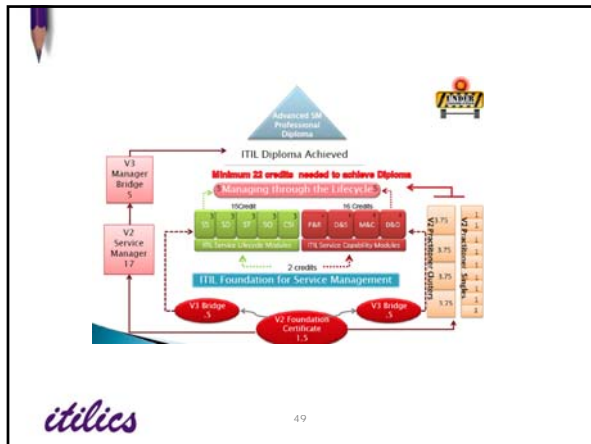












Business Benefits of V3

- Improved use of IT investments
- Integration of business and IT value
- Portfolio driven service assets
- Clear demonstration of ROI and ROV
- Agile adaptation and flexible service models
- Performance and measures that are business value based
- IT Service Assets linked to business services

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Training Recommendation Competent Workforce

- Any Leadership Roles
 - ITIL® Diploma / ITSM Managers Level
- Any Process Owner
 - ITIL® V2 Practitioner Courses
 - ITIL® V3 Capability Stream
- Any other IT Staff Member
 - ITIL® V3 Foundation

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Questions Time

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