



1. What are the key differences between V2 and V3?

There is a greater focus on the strategy of IT within an organization and on continual improvement. The emphasis in the new books is that processes alone are not enough to guarantee business success. Processes have to form part of the overall strategy of the business, and have to be directly linked to business outcomes, to be effective. The lifecycle in the new books shows how this can be achieved

In addition, there are some significant differences in the format. The previous eight books are being replaced with 5 new books covering an ITSM Lifecycle. However any changes to the basic processes are not very radical. Problem Management has been streamlined, Request Fulfillment has been pulled out from Incident Management and given more prominence and more has been added on Event Management. Most of the best practices from previous versions of ITIL remain intact and still valid.

Overall V3 will provide generic guidance for any type of Service Provider, increase the scope of Service Management and provide more depth over V2.

2. Do I need to stop any ITIL V2 work to wait for ITIL V3?

There is no need to stop any ITIL-based work to wait for V3. There is nothing in V3 that will fundamentally change the IT Management challenges that customers are facing, and there is nothing in V3 that will change the need for the processes that companies are already implementing.

3. I have already earned my ITIL Foundations (or Practitioner or Service Managers) certification. Will I need to be recertified?

The OGC (Office of Government Commerce) has already confirmed no recertification is needed. Many training providers, including HP, plan to offer update courses once the ITIL V3 books are finalized. These classes will begin to be available from May 2007 onward.

4. Should I wait until ITIL V3 to get ITIL trained so I am on the latest version?

No. The processes covered in V2 are still going to be in V3. The main difference is that they are going to be clearer and the relationships between them will be better defined. A good V2 training course will cover all the aspects that you will need for successful implementation of IT Service Management.

5. If I have my ITIL Foundation certification, will it be honored when I take Practitioner or Service Manager training under ITIL V3?

Yes, all ITIL certifications will remain valid after the launch of ITIL V3.

6. When will the new exams be available?

New exams will likely be available later this year. The new ITIL books will be launched May 30, 2007. New certification/exam specifications will then be developed by exam institutes and updated courses and exams will then be developed.

7. When will updated courses be available?

HP is working and will continue working in parallel and will have the courses available in time for the new exams. HP currently does not expect new exam availability until later this year (see question #6 above).

8. What if some of the people in my organization have been certified on ITIL V2? Should everyone get certified on ITIL V3 so we can communicate better together?

This will not really be necessary as the changes in terminology and to the actual processes are not that great. People should take the training at whatever time is appropriate for them to support their specific needs/initiative. For those who do take ITIL V2 training and later want to learn the specific changes made in ITIL V3, upgrade courses will be available from HP education services beginning May 2007.

The official ITIL Refresh website is located at www.itil.co.uk and is updated bi-weekly. Additional relevant resources are listed at the bottom of this document.

9. Is there an “upgrade course” available to help me understand the differences between ITIL V2 and ITIL V3?

If you have been certified under V2 there will be a series of short events ranging from short webinars to 3 day courses available from HP education services to ensure that you have the latest information. These courses will be available in May 2007 onward. People who have not attended any training at all should attend the new Foundation course as soon as it becomes available.

10. If I took ITIL Foundations training under V2, will I be able to pass the exam under V3?

That should not be necessary for most people as the new courses/exams will be coordinated and phased in together. People who need to do a re-sit between V2/V3 may be successful simply via additional self study, or they may wish to attend any of HP’s ITIL V3 upgrade courses as described in question #9 above.

11. I have my Manager’s exams booked for April 2007. In view of the ITIL refresh timetable are they worth doing then? Will I have to re-do once the refresh is completed?

Existing ITIL qualifications will not be invalidated by the changes to ITIL because the core principles will not change. The examination institutes will ensure that training course content, exams and guidance remain in step with the development of the Library. Therefore any course or certification undertaken during this transition period will remain relevant and will be recognized by any new structure.

12. With the changes going on with ITIL and OGC, who is responsible for creating the new exams?

The APM Group now has contractual responsibility for ITIL and they will lead the team working on the new

exams. A senior examination panel has been created which will make recommendations on the format, structure and content of the new exams. This work will commence around November 2006. David Cannon and David Wheeldon, authors of the ITIL V3 book, Service Operation, from HP are on this panel.

13. Where can I learn more about ITIL V3 project and what the changes are?

The official ITIL Refresh website is located at www.itil.co.uk and is updated bi-weekly.

Additional relevant resources are listed at the bottom of this document.

14. What is HP’s role in ITIL V3?

HP’s David Cannon and David Wheeldon are lead authors for the Service Operation book. HP’s Jeroen Bronkhorst is part of the editorial board and is writing the ITIL integrated process maps and is – together with Ken Wendle – a member of the ITIL advisory board (IAG). David Cannon and David Wheeldon are members of the APM Group senior examiners panel. Finally, HP’s Stuart Rance and Ashley Hanna wrote the updated ITIL V2 Glossary, available on the web at <http://www.itil.co.uk/glossary.htm> and are now updating this to create the ITIL V3 Glossary, based on the ITIL V3 books.

Resources:

OGC ITIL V3 FAQ

http://www.itil.co.uk/2006_08_29_faq.htm

OGC ITIL V3 News

<http://www.itil.co.uk/news.htm>

OGC Best Management Practice

<http://www.best-management-practice.com>

APMG Group website

<http://www.itil-officialsite.com/home/home.asp>

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