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of Training Excellence



# ITIL<sup>®</sup> In4mation: What's New In ITIL 4

January 2019



## Introduction

When it comes to ITIL and IT Service Management, Pink continues to stand out!

After 25 years and four versions of ITIL, Pink Elephant is still the one everyone looks to first.

Over the years, no other organization has been as deeply entrenched and influential in ITIL as Pink Elephant (we don't call ourselves "the ITIL experts" for nothing!). And, once again we are in the thick of things with ITIL 4. Pink Elephant has been working very closely with AXELOS to ensure that when ITIL 4 launches in February 2019, Pink Elephant will be all over it at [Pink19!](#)

We're proud to say that since the very first ITIL book was published in the mid-80s, we've been providing input, authoring books, developing courses, and leading the way. NO OTHER organization has been as deeply entrenched and influential in ITIL as Pink and we are equally passionate about the development and release of ITIL 4.

**ITIL 4 builds on what you already know.** Used by thousands of organizations around the world, ITIL is globally accepted as the best practice standard for IT Service Management. With ITIL, organizations can:

- Align IT services with business priorities to achieve strategic objectives
- Increase value to the service portfolio while reducing costs and risk
- Increase the competencies, capabilities, and productivity of IT staff and better utilize the skills and experience of staff
- Improve user and customer satisfaction with IT as well as the end-user perception and brand image

**Framework integration.** No longer is it possible to say that one particular set of practices on its own is better than another. ITIL 4 provides a holistic end-to-end picture that integrates frameworks such as Lean IT, Agile, and DevOps.

Read on to find out more about how ITIL 4 differs from ITIL v3.

## The ITIL Service Value System

Core to ITIL v3 was a set of 26 processes and functions arranged in a five-step Service Lifecycle consisting of Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement.

ITIL 4 has taken a different approach, with a Service Value System (SVS) that demonstrates how opportunity/demand is turned into value. It consists of a set of guiding principles, governance, service value chain activities, a set of 34 practices, and continual improvement.

### ITIL Service Value System (SVS)

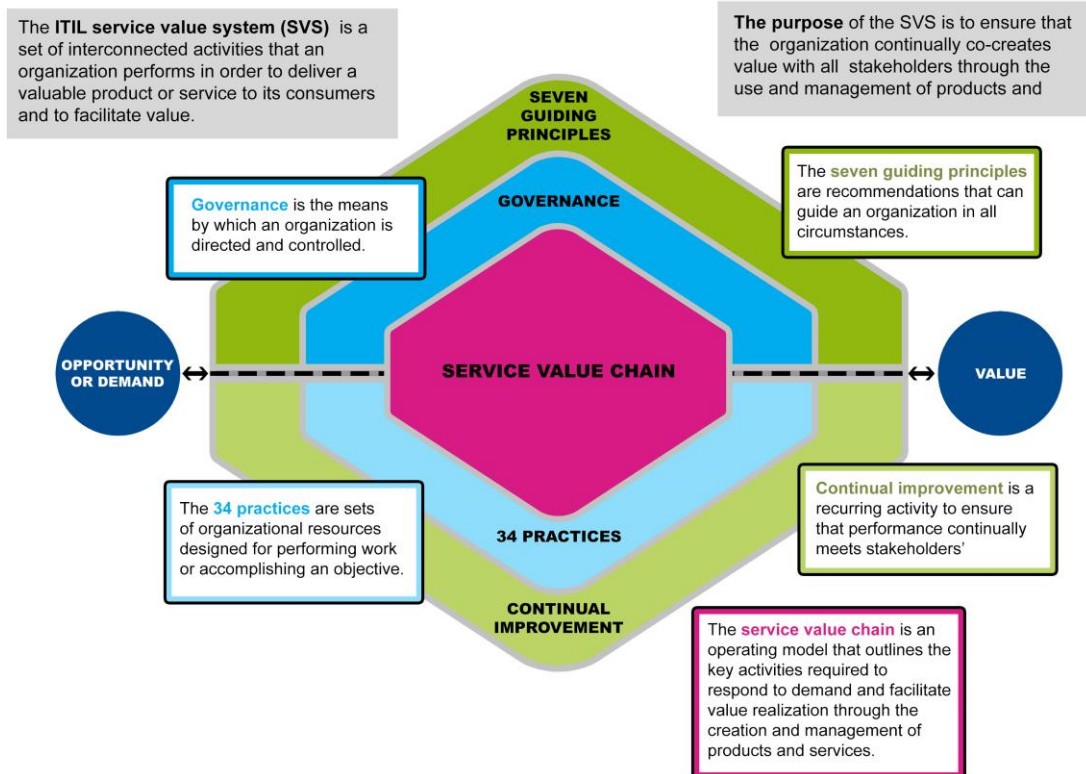


Figure 1: The ITIL Service Value System. Image credit: AXELOS

## The ITIL Service Value Chain

The central element of the Service Value System is the Service Value Chain, an operating model that outlines the key activities required to respond to demand and facilitate business value through the creation and management of products and services.

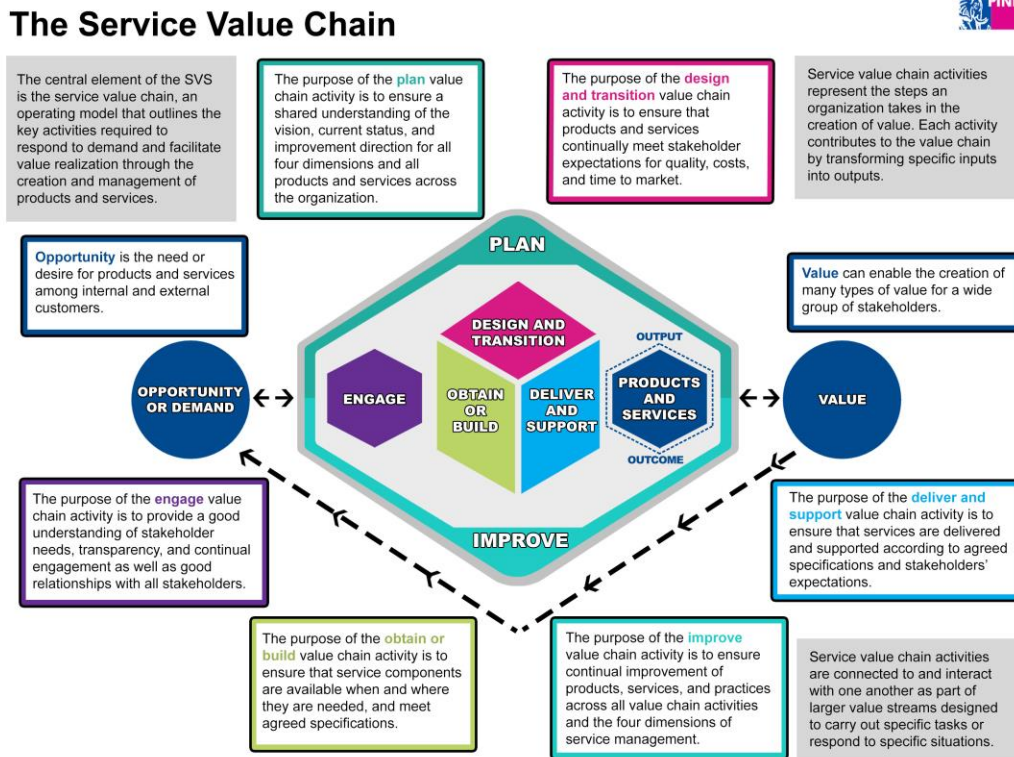


Figure 2: The Service Value Chain. Image credit: AXELOS.

Why the need for this model? The Service Value Chain is designed to be more flexible than ITIL v3's Service Lifecycle, and includes Service Value Streams within it that may interact across the different Service Value Chain activities as necessary.

## **Four Dimensions of Service Management**

ITIL 4 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
- Partners and suppliers
- Information and technology
- Value streams and processes

These four dimensions represent perspectives that are relevant to the whole Service Value System and all IT services being managed, including the entirety of the Service Value Chain and all practices.

## **New ITIL practices**

Previously, ITIL v3 referred to a set of 26 processes and functions. In ITIL 4, these terms are replaced with **practices**, which are defined as a set of organizational resources designed for performing work or accomplishing an objective.

ITIL 4 has grouped practices into three categories:

- **General Management practices:** adopted/adapted for service management from general business management domains
- **Service Management practices:** developed in service management and ITSM industries
- **Technical Management practices:** adapted from technology domains for service management purposes by expanding or shifting their focus from technology services to IT services

While *all* ITIL practices have been refreshed in ITIL 4 to reflect IT Service Management’s evolution, the most visible changes have been outlined in the table below:

New practices	Updated processes and functions	Processes no longer a unique practice
<p><b>General Management Practices:</b></p> <ul style="list-style-type: none"> <li>• Continual Improvement</li> <li>• Organizational Change Management</li> <li>• Workforce and Talent Management</li> <li>• Architecture Management</li> <li>• Measurement and Reporting</li> <li>• Project Management</li> <li>• Business Analysis</li> <li>• Risk Management</li> </ul> <p><b>Technical Management Practices:</b></p> <ul style="list-style-type: none"> <li>• Deployment Management (separated from Release Management)</li> <li>• Infrastructure and Platform Management</li> <li>• Software Development and Management</li> </ul>	<ul style="list-style-type: none"> <li>• Relationship Management</li> <li>• Capacity and Performance Management</li> <li>• Monitoring and Event Management</li> <li>• Change Control</li> <li>• Service Configuration Management</li> </ul>	<ul style="list-style-type: none"> <li>• Demand Management</li> <li>• Design Coordination</li> <li>• Transition Planning and Support</li> </ul>

*Table 1: Changes in practices in ITIL 4*

These changes have been combined with the new practices to provide IT professionals with the most complete picture available to be able to best drive business value.

ITIL 4's 34 practices are:

General Management Practices	Service Management Practices	Technical Management Practices
<ul style="list-style-type: none"> <li>• Architecture Management</li> <li>• Continual Improvement</li> <li>• Information Security Management</li> <li>• Knowledge Management</li> <li>• Measurement and Reporting</li> <li>• Portfolio Management</li> <li>• Organizational Change Management</li> <li>• Project Management</li> <li>• Relationship Management</li> <li>• Risk Management</li> <li>• Service Financial Management</li> <li>• Strategy Management</li> <li>• Supplier Management</li> <li>• Workforce and Talent Management</li> </ul>	<ul style="list-style-type: none"> <li>• Availability Management</li> <li>• Business Analysis</li> <li>• Capacity and Performance Management</li> <li>• Change Control</li> <li>• Incident Management</li> <li>• IT Asset Management</li> <li>• Monitoring and Event Management</li> <li>• Problem Management</li> <li>• Release Management</li> <li>• Service Catalog Management</li> <li>• Service Configuration Management</li> <li>• Service Continuity Management</li> <li>• Service Design</li> <li>• Service Desk</li> <li>• Service Level Management</li> <li>• Service Request Management</li> <li>• Service Validation and Testing</li> </ul>	<ul style="list-style-type: none"> <li>• Deployment Management</li> <li>• Infrastructure and Platform Management</li> <li>• Software Development and Management</li> </ul>

*Table 2: ITIL 4's new practices*

## The New ITIL 4 Certification Scheme

The new scheme has been streamlined and is now simpler and clearer to help IT professionals decide which course to take according to how they want to further their careers. The new scheme also does away with ITIL v3's "credit system." There are a total of seven certification courses, divided between two designation schemes: ITIL Managing Professional and ITIL Strategic Leader.

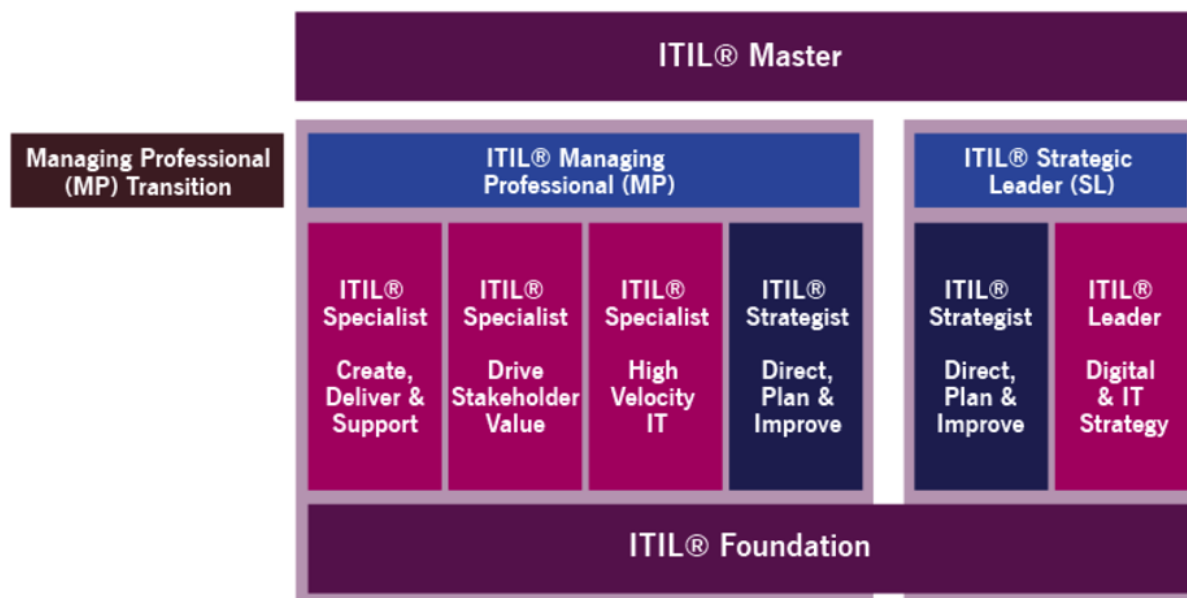


Figure 3: The ITIL 4 certification scheme. Image credit: AXELOS.

## How is ITIL v3 different from ITIL 4?

As can be surmised from the above information, there is still a lot from ITIL v3 that is included in ITIL 4, confirming that ITIL v3 certifications continue to remain relevant and meaningful. But exactly what does this mean for ITIL v3 certification holders?

With the remainder of the ITIL 4 courses scheduled to be introduced in late 2019, the "Managing Professional" transition course (bridging course) will be available to those individuals who have acquired 17 credits in the ITIL v3 certification scheme.

While the ITIL 4 Foundation course is going to be the only available ITIL 4 course until late 2019 when the Practices courses are expected to be launched, all v3 courses and exams will continue to be available through this whole period and well into 2020. These



are just some of the important reasons why IT professionals are encouraged to continue to participate in the v3 certification program.

## Want To Learn More About ITIL 4?

- [Register](#) now for one of Pink's ITIL 4 courses and be one of the first IT professionals on the planet to be ITIL 4 educated and certified. Visit our website to see our [ITIL 4 Foundation course schedule!](#)
- Bring us onsite for an ITIL 4 Overview – a half day session profiling the main concepts of ITIL 4's Service Value System.
- [Register](#) for Pink's Integrated Service Management Certification Course – the ONLY course in the industry that gives you guidance on how to bring together ITIL, Lean, Agile, and DevOps. ITIL 4 replicates many concepts originally documented in this Pink course!
- Attend [Pink19](#) – the world's largest gathering of ITSM professionals. The multi-track event covers today's most relevant and meaningful subjects, with an entire track devoted to ITIL (including ITIL 4) and IT Service Management. Numerous sessions are profiled, including case studies from successful IT practitioners and industry experts.

## About Pink Elephant

We Lead The Way!

A premier global training, consulting, and conference service provider, Pink Elephant has an undisputed reputation for leading the way. We're proud of our pioneering and innovative spirit, which has enabled us to introduce and spearhead many revolutionary concepts and programs since our inception forty years ago.

## Contact Us

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