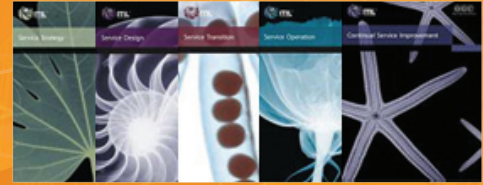


Plant Skills. Harvest Knowledge.

ITIL v2 and v3 What's Different?



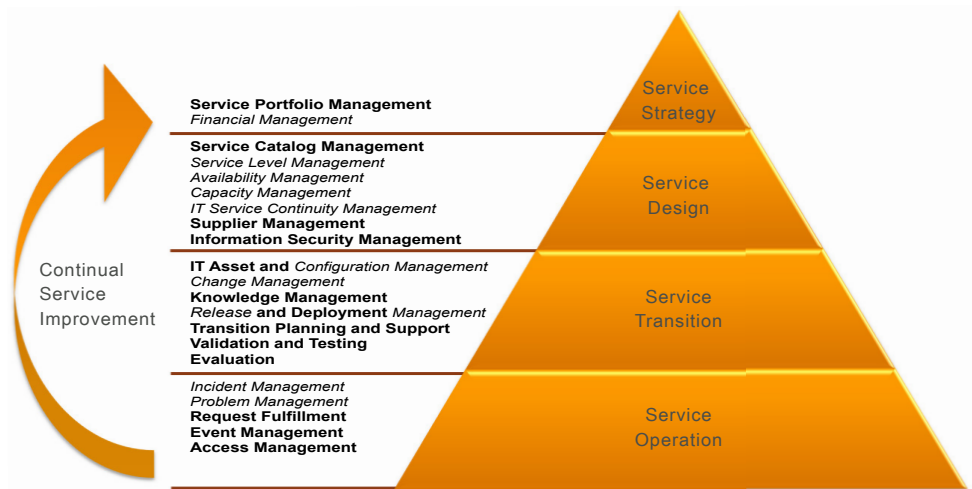
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The education in ITIL Service Management v2 focuses on ten processes and one function. They are covered in two books, **Service Support and Service Delivery**. ITIL Service Management v3 expands the number of processes, building on those from v2 and incorporating others.



ITIL v3 also focuses on Service Management from a lifecycle perspective and details that lifecycle in five books: Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement. Both versions are about Service Management but the definition of Service Management has undergone a revision:

ITIL Service Management v2: "A set of integrated processes that underpins core business processes by linking infrastructure management with business need."

ITIL Service Management v3: "A set of specialized organizational capabilities for providing value to customers in the form of services."

Note that the theme has moved away from process-focus to value-focus. The five books in ITIL v3 detail all the processes as did the books of ITIL v2; however, the processes are not ends in themselves - they never were. IT staff often found that they were so driven to get the processes right that they lost sight of the reasons they were implementing them. The ITIL v3 books focus on *value* of the service and the *processes* that must be in place to ensure that value; in other words, ensuring that processes are a means to an end: *business value!*

One of the key benefits of ITIL is that it provides a framework in which to ensure that the key activities needed to provide quality Service Management are performed in a structured, formalized manner. Companies also learned that the processes of ITIL v2 sometimes appeared restrictive: why is a request handled as an incident? In short, version 3 set out to improve upon version 2, incorporating the new best practices that have evolved over time.



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