

A sceptics view of ITIL Version 3

Audience notes

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ITIL –What it is

For the basics, see Wikipedia and Google.

ITIL tells us how to run IT operations using service management (SM). SM is a customer-centric approach:

The pipe not the pumps

ITIL is either just some books, or it is a worldwide movement transforming IT operations.

An unregulated commercial industry:

- the inner circle of owner OGC, publisher TSO, certifier APMG and promoter itSMF
- a ring of big vendors of consulting, training and certification, and software, and their parasitic analysts

- the outer circle of smaller local consultants and trainers, third party publishers, websites etc

- consumers

The culture of ITIL is ad-hoc, pragmatic, grass-roots, applied.

20 years with two major revisions.

Applying ITIL

To IT

Common language: staff, consultants, auditors, service providers

Professionalism

A path to improvement: CMM maturity

Engineers don't invent

To “Not-IT”

IT getting its house in order

Quality, service focus: Deming cycle

Business language, alignment of strategy, transparency

When not to

Copper not gold. ITIL is better not cheaper.

ITIL controls and stabilises. ITIL is not nimble and flexible.

Best practice means being the same

ITIL does not scale well

Hard to measure value

What about V3?

V3 2->5 books, lifecycle. V2 still in there

Amateur to professional

Filled glaring gaps, and expanded

Lifecycle, but still no lifecycle of the lifecycle

Presents a bigger step

Still maturing

Conclusion

Standard language -> standard engineering

Don't look for business alignment (except in gold projects) or ROI

Look for improvement, maturity, culture.

Consider copper.

Ease into V3

To learn more about ITIL, come along to the monthly itSMF meetings. See

http://www.itsmf.org.nz/index.php?option=com_extcalendar for the next meeting: look for “ItSMF Central Event”. Or email membership@itmsf.org.nz.