ITIL Travels United States and Canada Roadshow 2024

Washington, D.C.   **Ottawa, Ontario**
Dallas, Texas   **Toronto, Ontario**
Chicago, Illinois
San Francisco, California

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Agenda

Welcome – About the Event | David Cannon

ITIL Portfolio Update | Markus Bause, Catherine Newman

ITIL Tomorrow | David Cannon & Adam Griffith

Questions & Answers |

ITIL Community | How can I be part of it? Kev Jarvis

ITIL Practices Implement Workshop | Adam Griffith & David Cannon

Your contacts today

Catherine Newman
VP Business Development

David Cannon
Director Americas

Adam Griffith
Product Architect ITIL

Markus Bause
VP Product & Marketing

Your contacts today
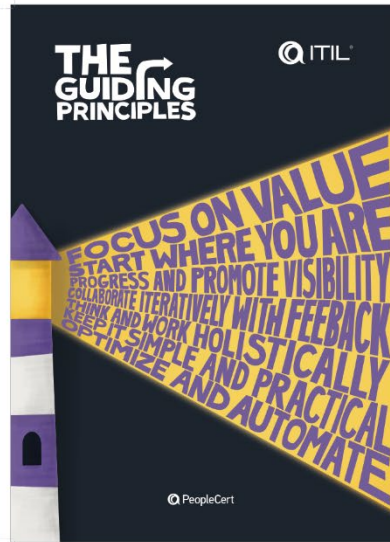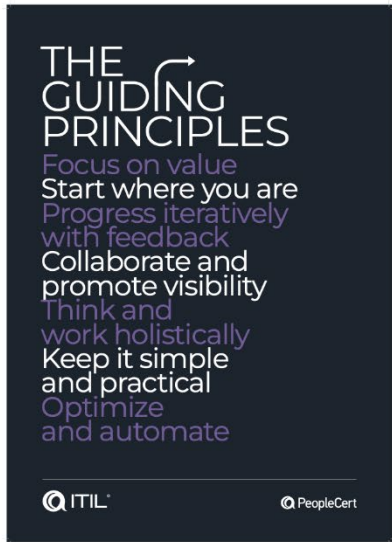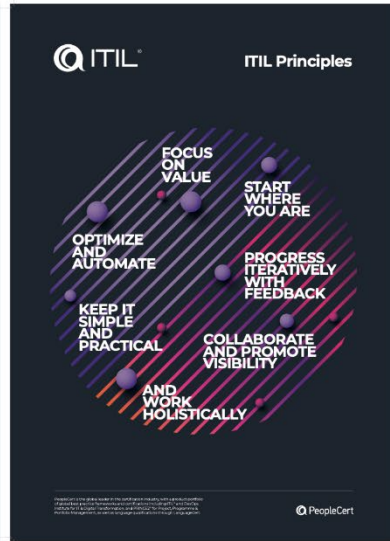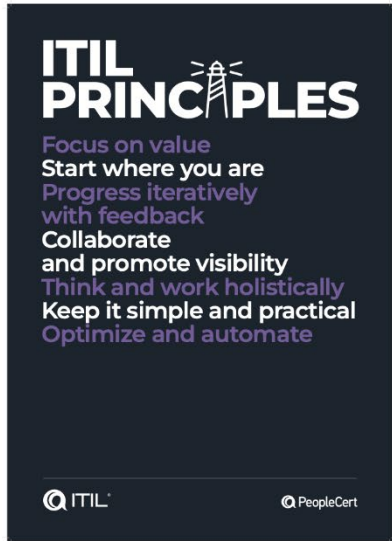
Kristina McKittrick
Community Manager

Ken Jarvis
Solution Architect

Nolan Garner
Business Development Manager

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In your bag

5 ITIL 4 Practice Guides

ITIL Guiding Principles Poster

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ITIL®
The most widely used global best practice framework for successful digital products and service management.

PRINCE2®
The globally used best practice framework for successful project, programme and portfolio management.

DEVOPS INSTITUTE
The most widely used certifications for DevOps skills.

LANGUAGECERT
Globally recognised English language exams.

History and evolution of ITIL

First ITIL book
published

ITIL v3
Service Lifecycle

The Guiding
Principles

ITIL 4
Master and
Practice Manager

More Adoption
Guidance

ITIL v2
Service Delivery
and Support

How does
good look?

ITIL v3 2011
Business Alignment

ITIL 4
Service Value
System

ITIL
ATV

Update ACP

| 1980s | 1989 | 2000-01 | 2007 | 2011 | 2016 | 2019 | 2023 | 2024 |
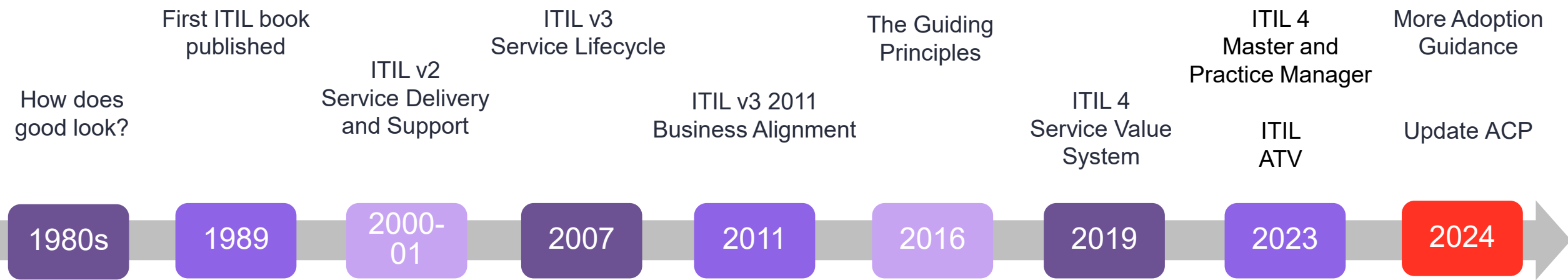
ITIL® because it works.

ITIL 4 is the sum of its forerunners... and more

ITIL® ﹥because it works.
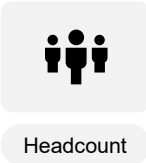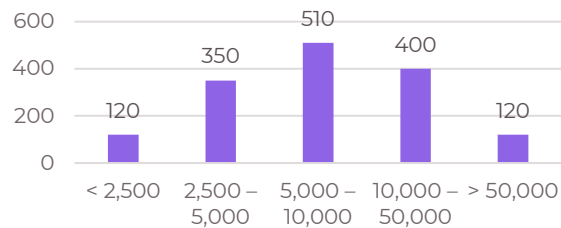
Data Demographics – ITIL Research

Country Breakdown

Country	
United States	525
Canada	50
DACH	200
United Kingdom	125
France	125
Benelux	50
Nordics	50
Southern Europe	100
Eastern Europe	75
Asia Pacific	200
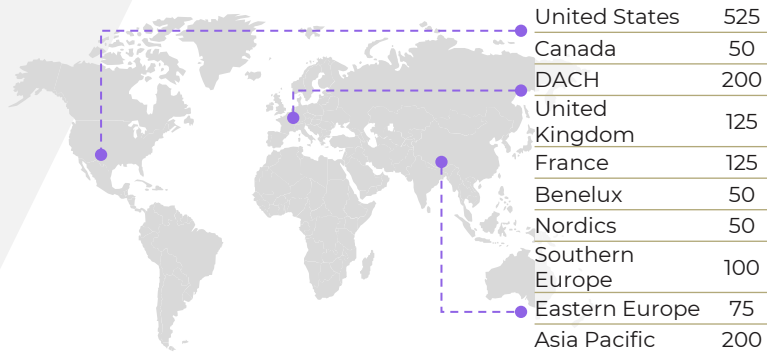
Industry Breakdown

Industry	
Energy	90
Financial Services	260
Government & Non-Profit	70
Life Sciences	160
Manufacturing	400
Technology, Media & Telecoms	200
Consumer Packaged Goods & Retail	100
Professional Services	120
Travel & Transportation	100
Total	**1,500**

Company Size Breakdown

(Enterprises with revenue > € 250 million p.a.)

Headcount	Value
< 2,500	120
2,500 – 5,000	350
5,000 – 10,000	510
10,000 – 50,000	400
> 50,000	120

Headcount

Job Title Breakdown

Job Title		Job Title	
VP IT Infrastructure	160	Chief Operations Officer	60
IT Manager	160	VP Technology	50
VP IT	125	Sourcing And Vendor Management	40
Chief Information Officer	120	Business Executive	30
IT Operations Manager	120	VP IT Financial Management	30
VP Service Desk	120	VP Enterprise Architecture	25
Chief Technology Officer	100	Project Manager	25
Project Management Office	80	VP Application Development	20
Chief Digital Officer	65	VP DevOps	20
VP IT Shared Services	65	Chief Financial Officer	15
VP Operations	60	Chief Sales Officer	10
		Total	**1,500**

Source: Research In Action, N = 1,500 IT Managers with budget responsibility in enterprises globally. CIOs = 285 (19%)

Unlock the Power of ITIL

99% of enterprises that have integrated ITIL into their IT operating model are experiencing transformative enhancement of IT value and performance while enabling the company's sustainable growth and innovation agenda

84%	81%	80%	75%	73%	70%	59%
Retained and Attracted Talent within IT	Improved data security across the business	Achieved Improvement of Ongoing Business Operations	Increased Innovation Speed	Optimized IT Service Quality and Experience	Reduced IT Operational Cost	Strengthened Their Partner Ecosystem
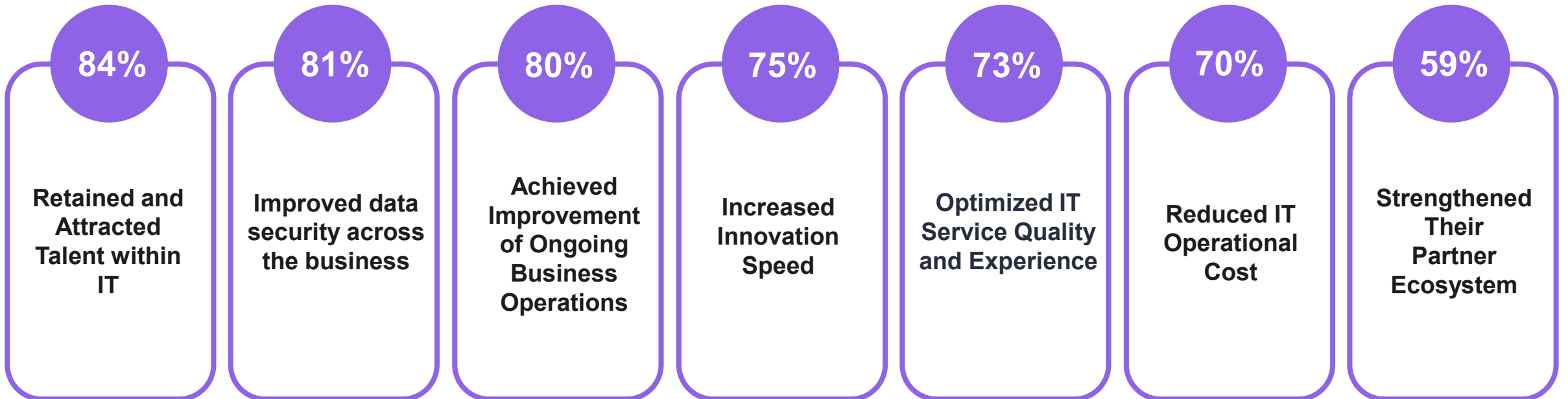
Topics in ITIL 4 publications/courses

CDS
The "engine room" of IT and other digital functions

HVIT
The future of IT and digital services

DITS
Enabling business success through digital and IT strategies

ITIL®4:
Create, Deliver and Support

ITIL®4:
Direct, Plan and Improve

ITIL®4:
High-velocity IT

ITIL®4:
Drive Stakeholder Value

ITIL®4:
Digital and IT Strategy
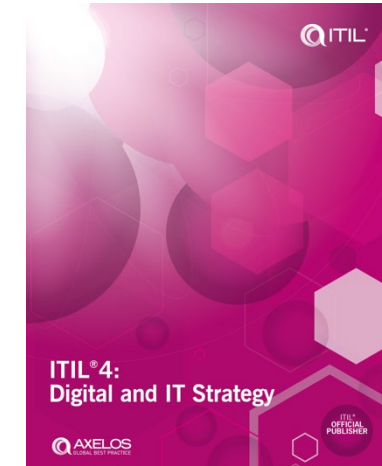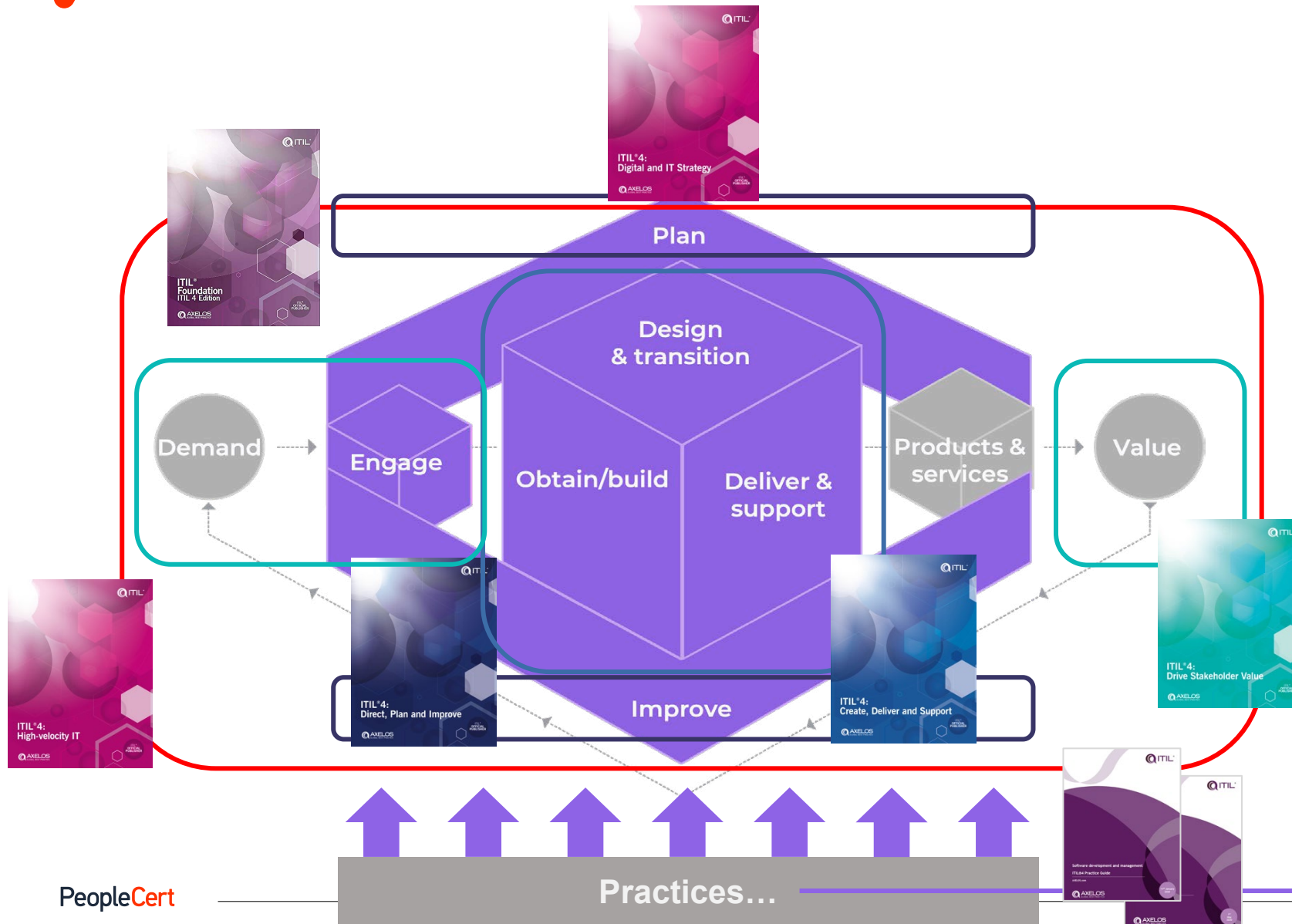
DPI
Bring IT and digital strategies to life

DSV
Ensuring that IT and digital services are a pleasure for customers

Topics in ITIL 4 publications/courses

Practices provide working methods or guidelines on how work should be done.

- Management structures
- Culture, skills, competencies
- Value chains and processes
- Data, tools and technologies
- Partner and supplier involvement

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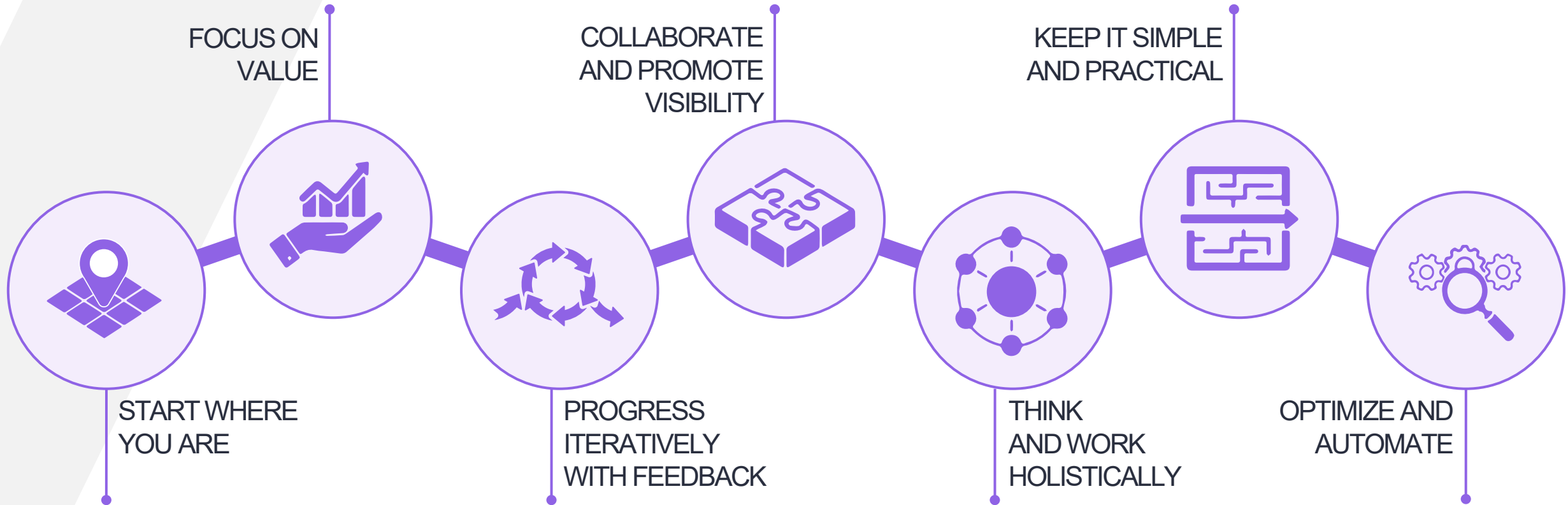
14

ITIL 4 Practice Guides

The most practical part of ITIL 4

- 34 Practice Guides

- 30-40 pages each

- Available via Membership subscription or in respectively practices qualification

- Applicable immediately after Foundation

Software development and management
ITIL®4 Practice Guide
AXELOS.com

11th January 2020

Project management
ITIL® 4 Practice Guide
AXELOS.com

1st May 2020

ITIL 4 Guiding Principles

FOCUS ON
VALUE

COLLABORATE
AND PROMOTE
VISIBILITY

KEEP IT SIMPLE
AND PRACTICAL

START WHERE
YOU ARE

PROGRESS
ITERATIVELY
WITH FEEDBACK

THINK
AND WORK
HOLISTICALLY

OPTIMIZE AND
AUTOMATE

ITIL4 qualification scheme

★ ITIL Master*								

ITIL Practice Manager (PM)**					ITIL Managing Professional (MP)	ITIL Strategic Leader (SL)

Monitor, Support and Fulfil

Service Desk	Incident Management	Problem Management	Service Request Management	Monitoring & Event Management

Direct, Plan and Improve	

Plan, Implement and Control

Change Enablement	Release Management	Service Configuration Management	Deployment Management	IT Asset Management

High-velocity IT	Digital and IT Strategy

Collaborate, Assure and Improve

Continual Improvement	Service Level Management	Relationship Management	Information Security Management	Supplier Management

Drive Stakeholder Value	

ITIL Extension Modules

| Acquiring and Managing Cloud Services	Business Relationship Management
Sustainability in Digital and IT	IT Asset Management

Create, Deliver and Support

ITIL Foundation

Designation — Qualification

* ITIL Master is awarded to candidates who achieve the Practice Manager (PM), Managing Professional (MP), and Strategic Leader (SL) designations.

** To be awarded the Practice Manager designation, a candidate must achieve ITIL MP CDS certificate and ANY five practice-based certifications, OR ITIL MP CDS certificate and any ONE of the pre-bundled courses. These may include the ITAM and BRM extension modules or any practices from the Practice Manager track.

ITIL4 Practice Manager Certifications
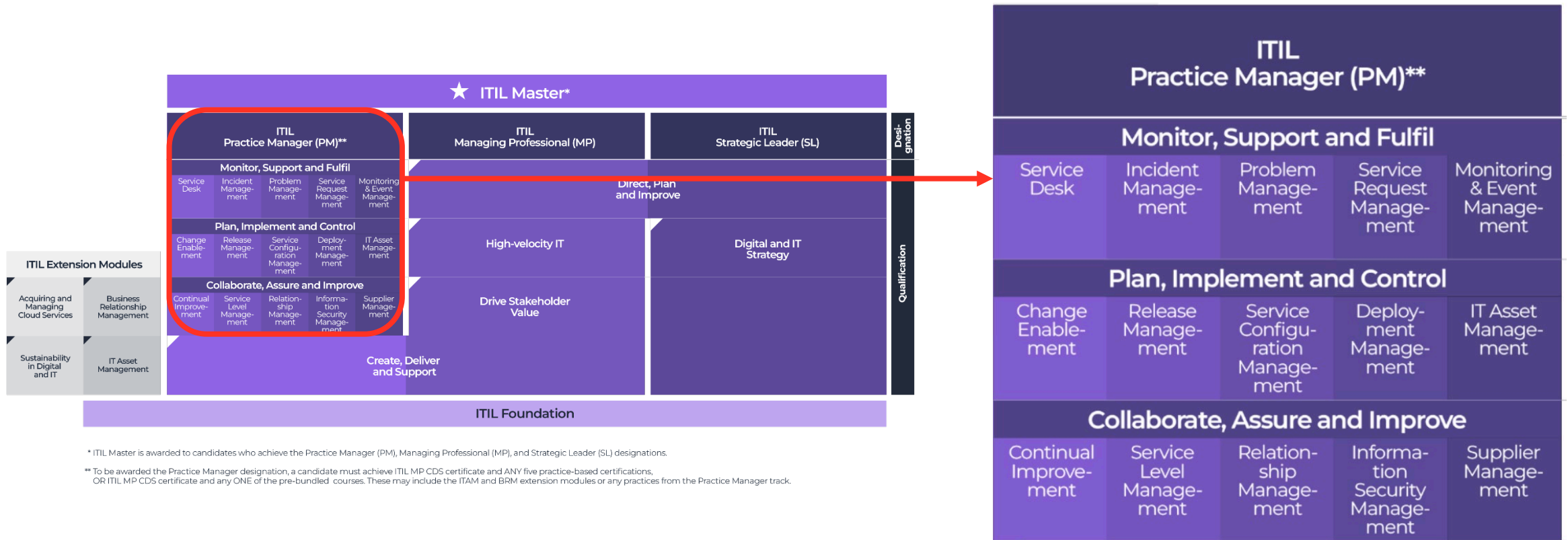
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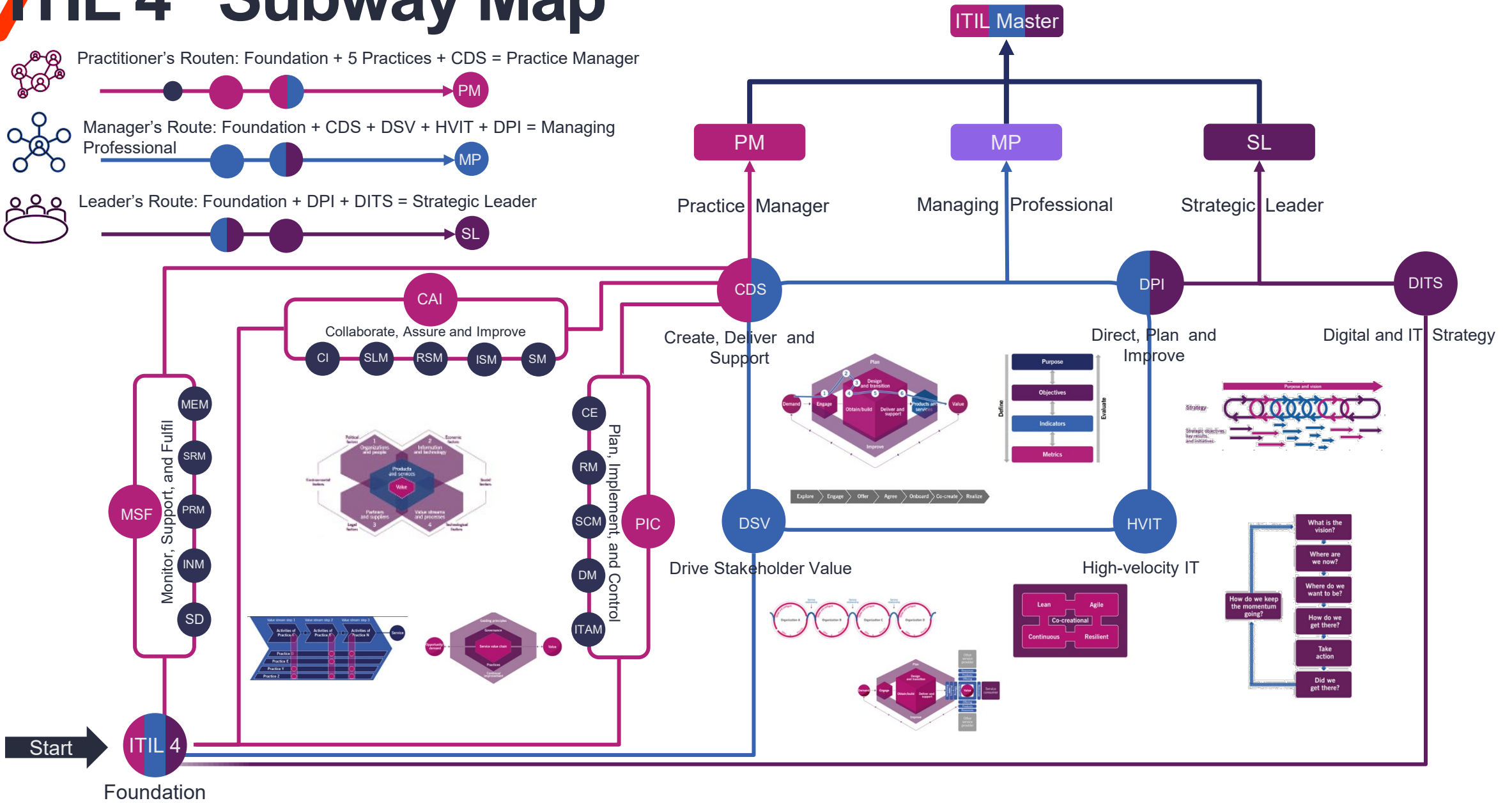
ITIL 4 "Subway Map"

Practitioner's Routen: Foundation + 5 Practices + CDS = Practice Manager → PM

Manager's Route: Foundation + CDS + DSV + HVIT + DPI = Managing Professional → MP
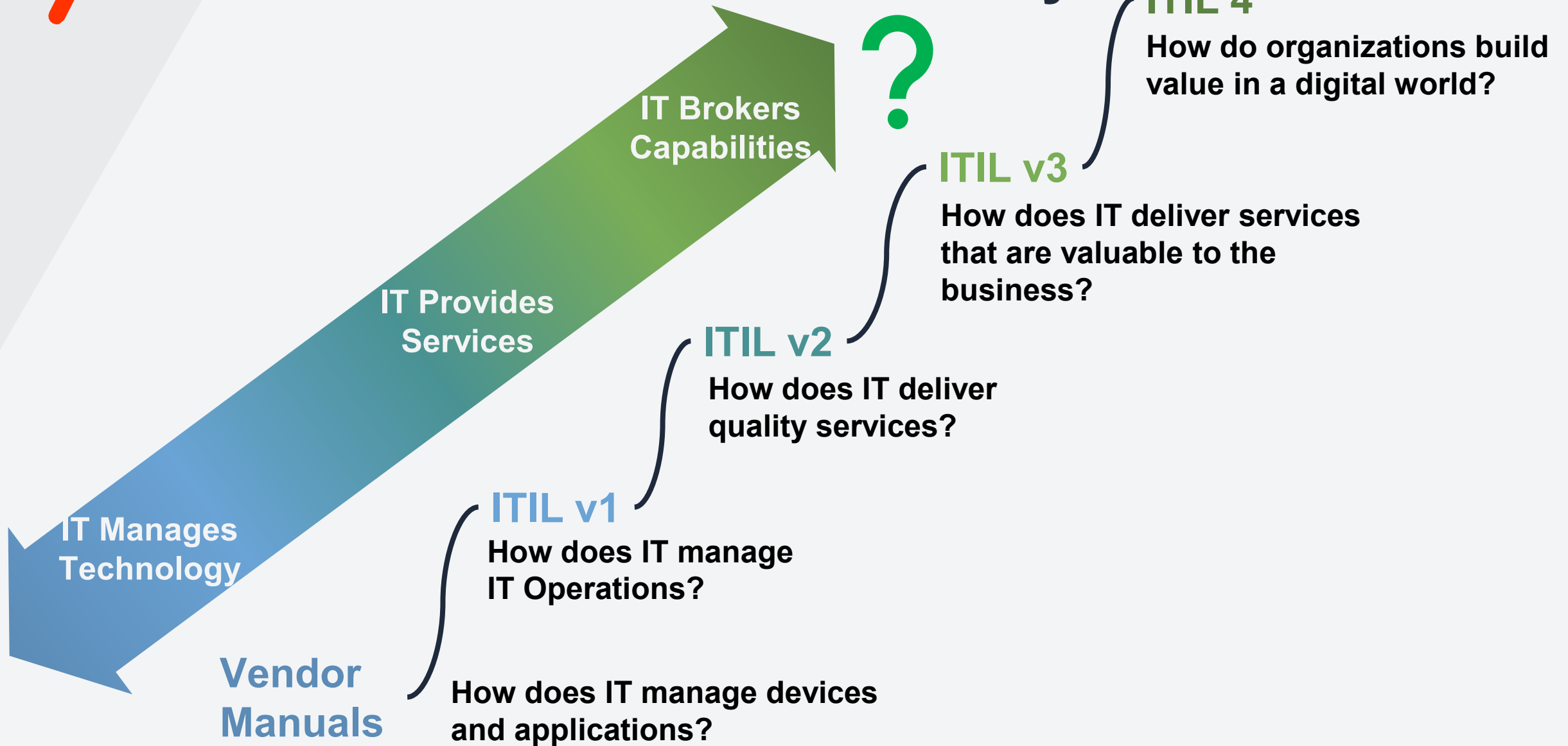
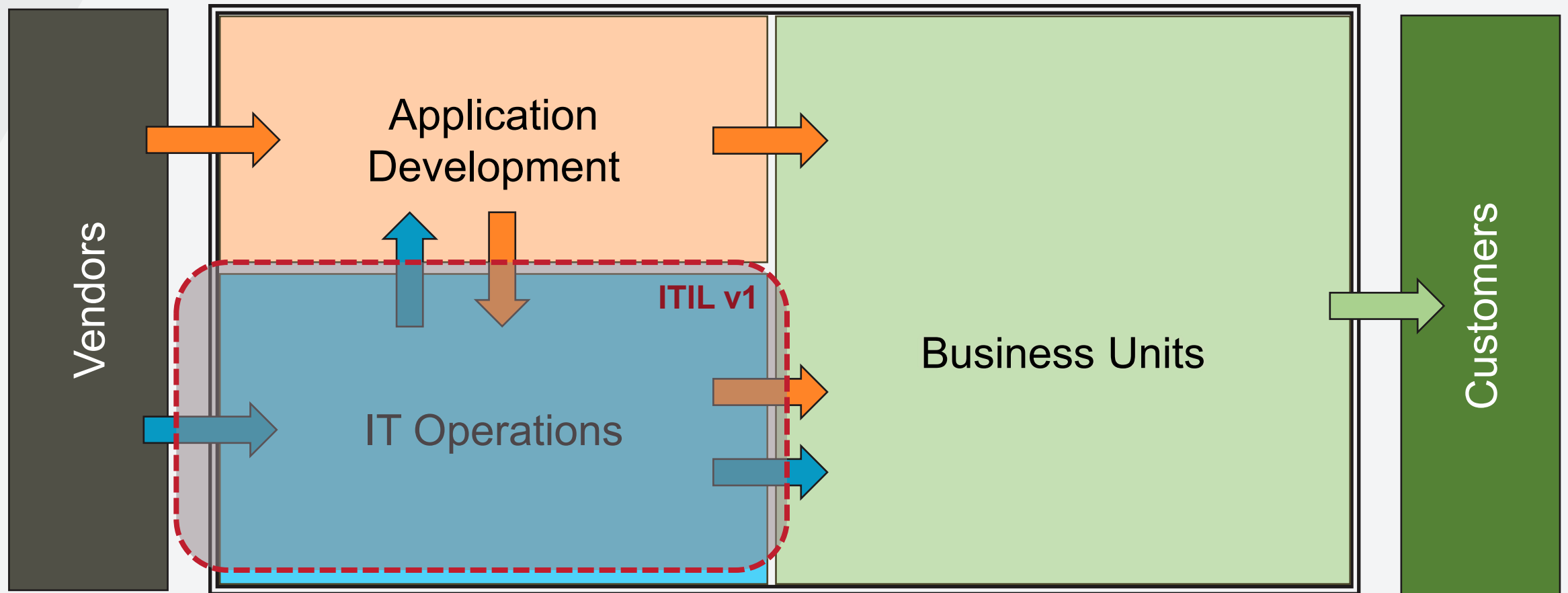Leader's Route: Foundation + DPI + DITS = Strategic Leader → SL

ITIL Master

PM — Practice Manager

MP — Managing Professional

SL — Strategic Leader

CDS — Create, Deliver and Support

DPI — Direct, Plan and Improve

DITS — Digital and IT Strategy

CAI — Collaborate, Assure and Improve
CI · SLM · RSM · ISM · SM

MSF — Monitor, Support, and Fulfil
MEM · SRM · PRM · INM · SD

PIC — Plan, Implement, and Control
CE · RM · SCM · DM · ITAM

DSV — Drive Stakeholder Value

HVIT — High-velocity IT

Start → ITIL 4 — Foundation

ITIL Tomorrow

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How have we used ITIL until today

IT Brokers Capabilities

?

IT Provides Services

IT Manages Technology

ITIL 4
How do organizations build value in a digital world?

ITIL v3
How does IT deliver services that are valuable to the business?

ITIL v2
How does IT deliver quality services?

ITIL v1
How does IT manage IT Operations?

Vendor Manuals
How does IT manage devices and applications?

Where we started
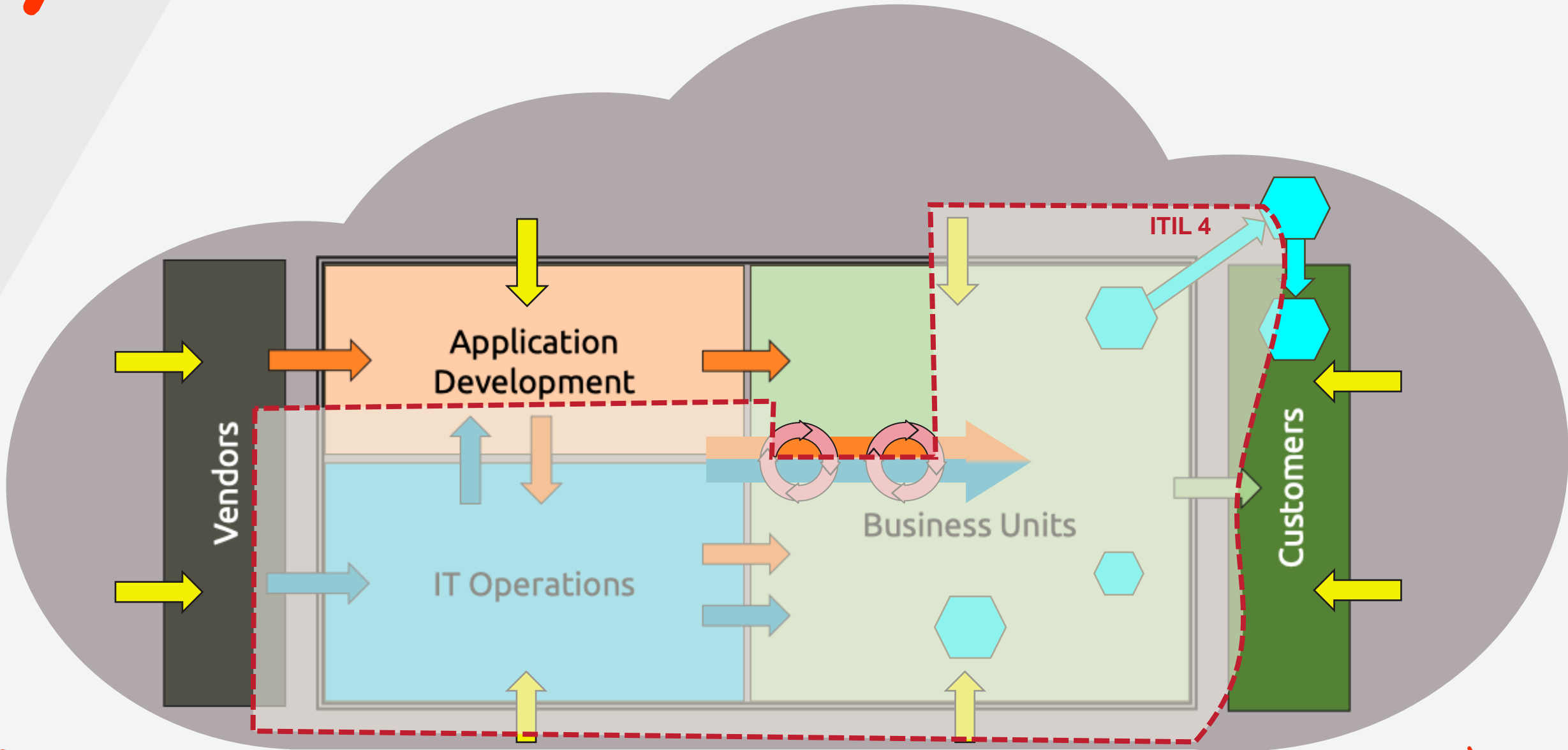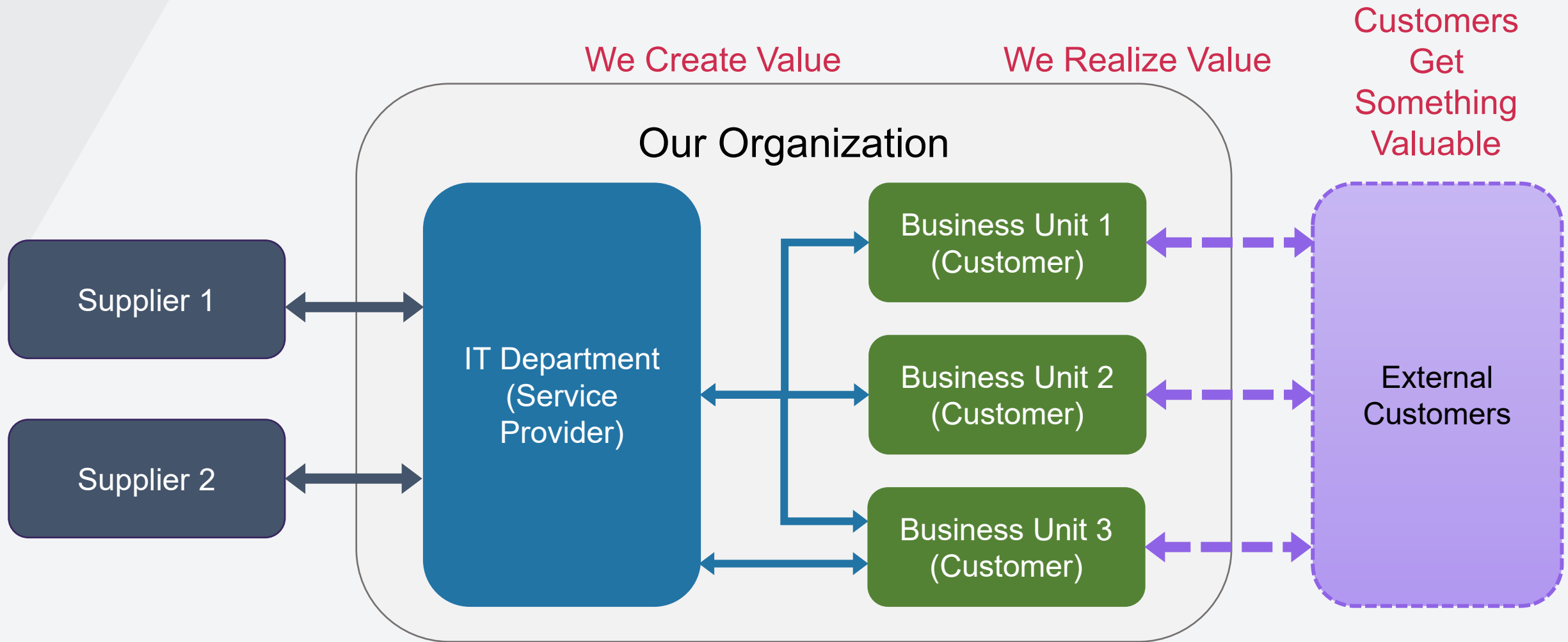
Then came the cloud
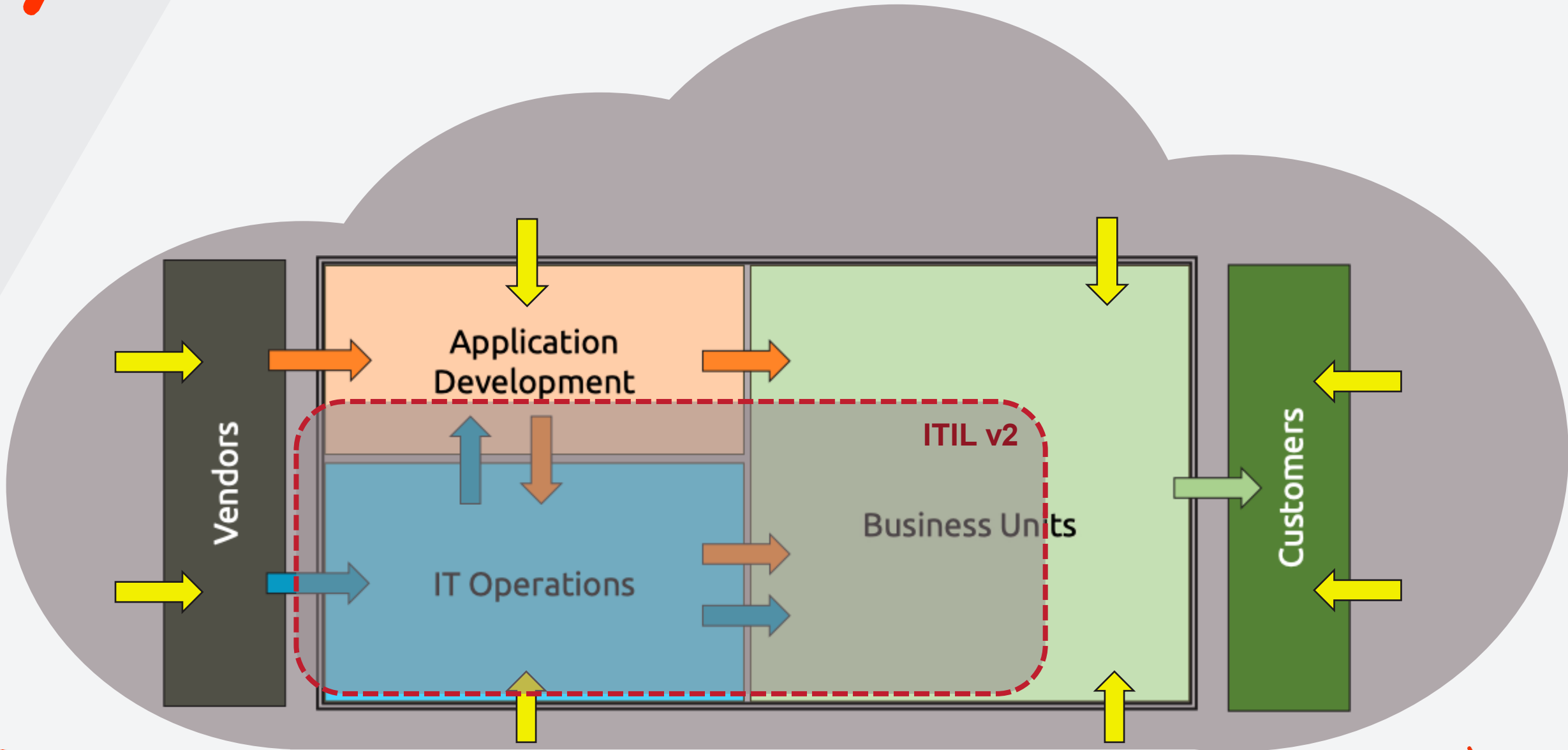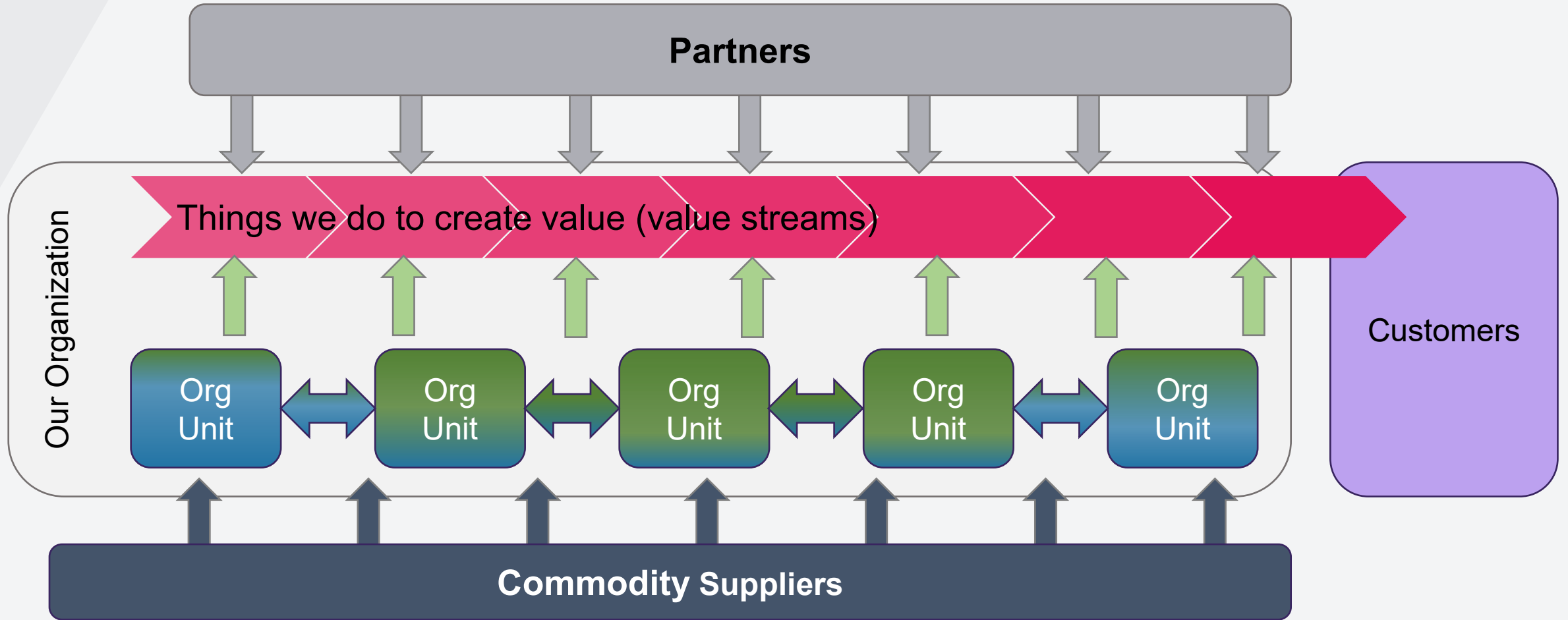
Together with Innovative Digital Technology
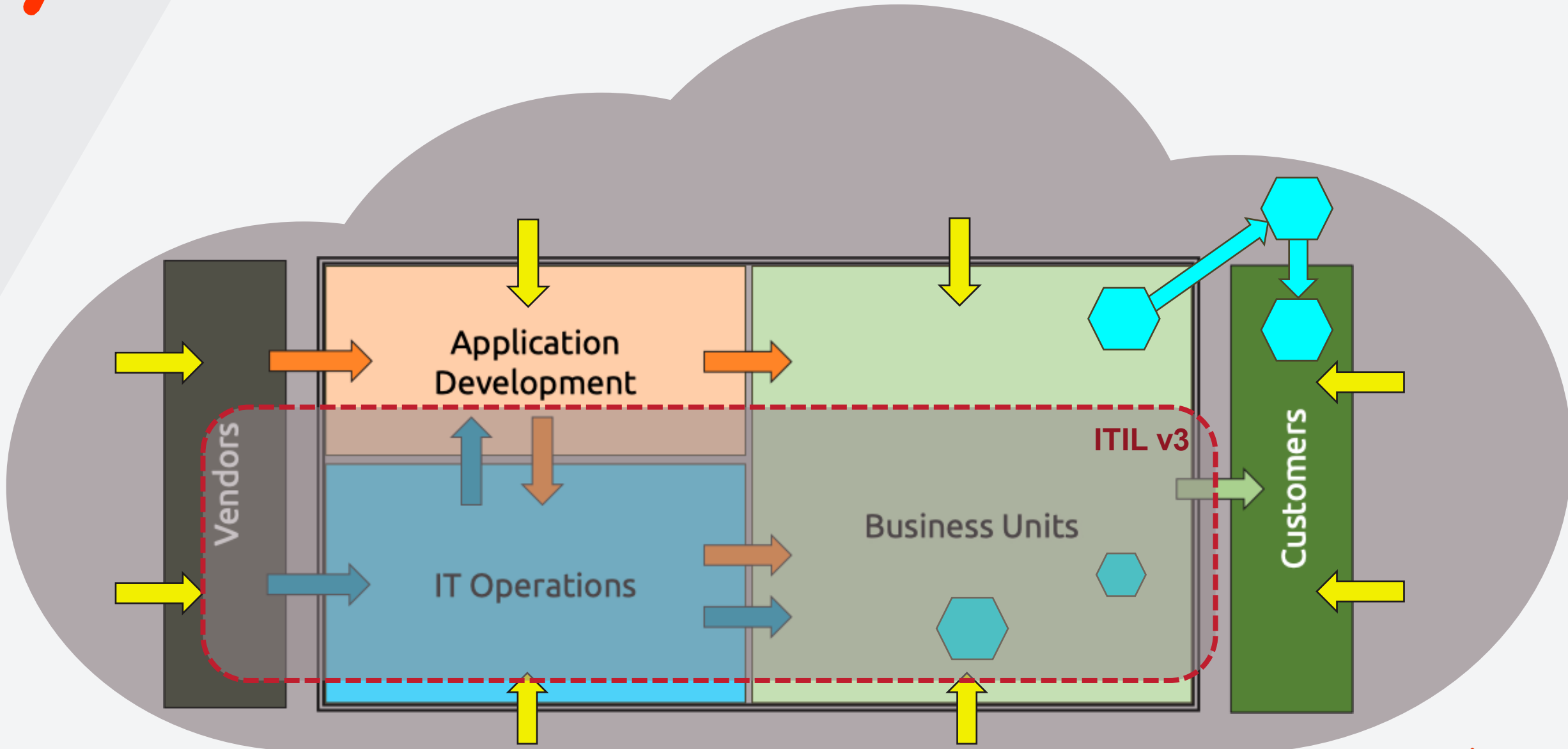
And Agile Working Methods

Value in ITIL v3

Value in ITIL 4

Benefits of using ITIL 4

73% Optimized IT Service Quality and Experience

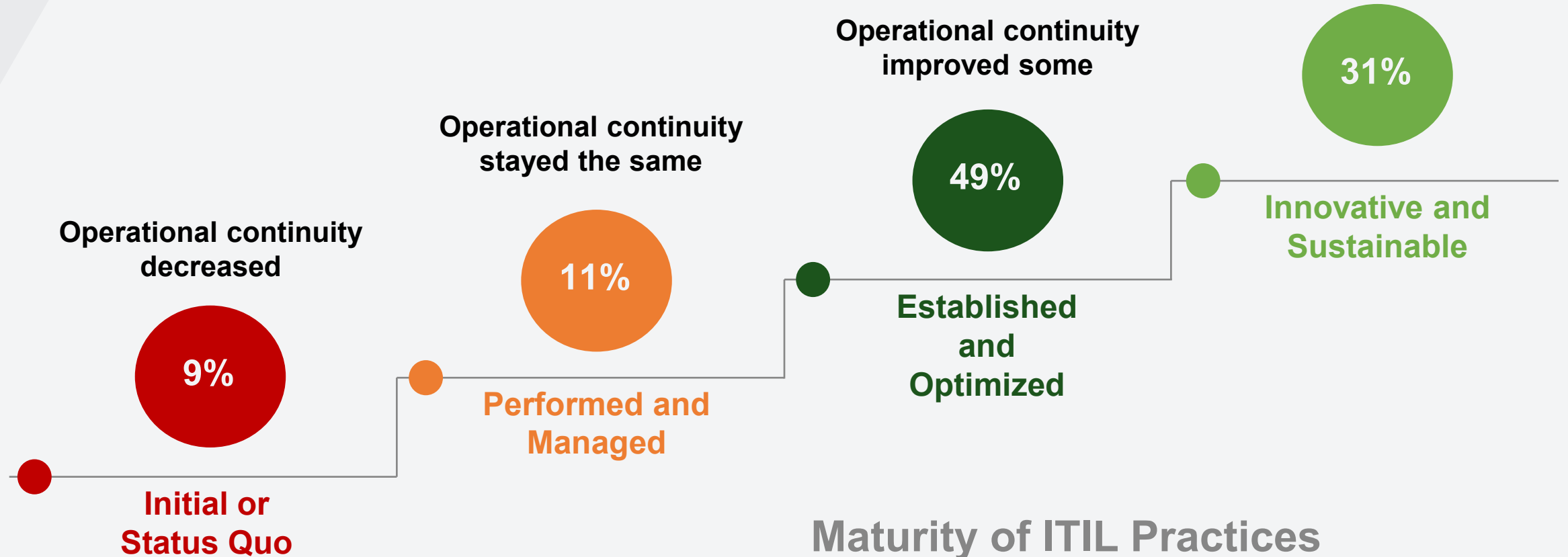**80%** Are Ensuring Ongoing Business Operations

70% Reduced IT Operational Cost

75% Increased Innovation Speed

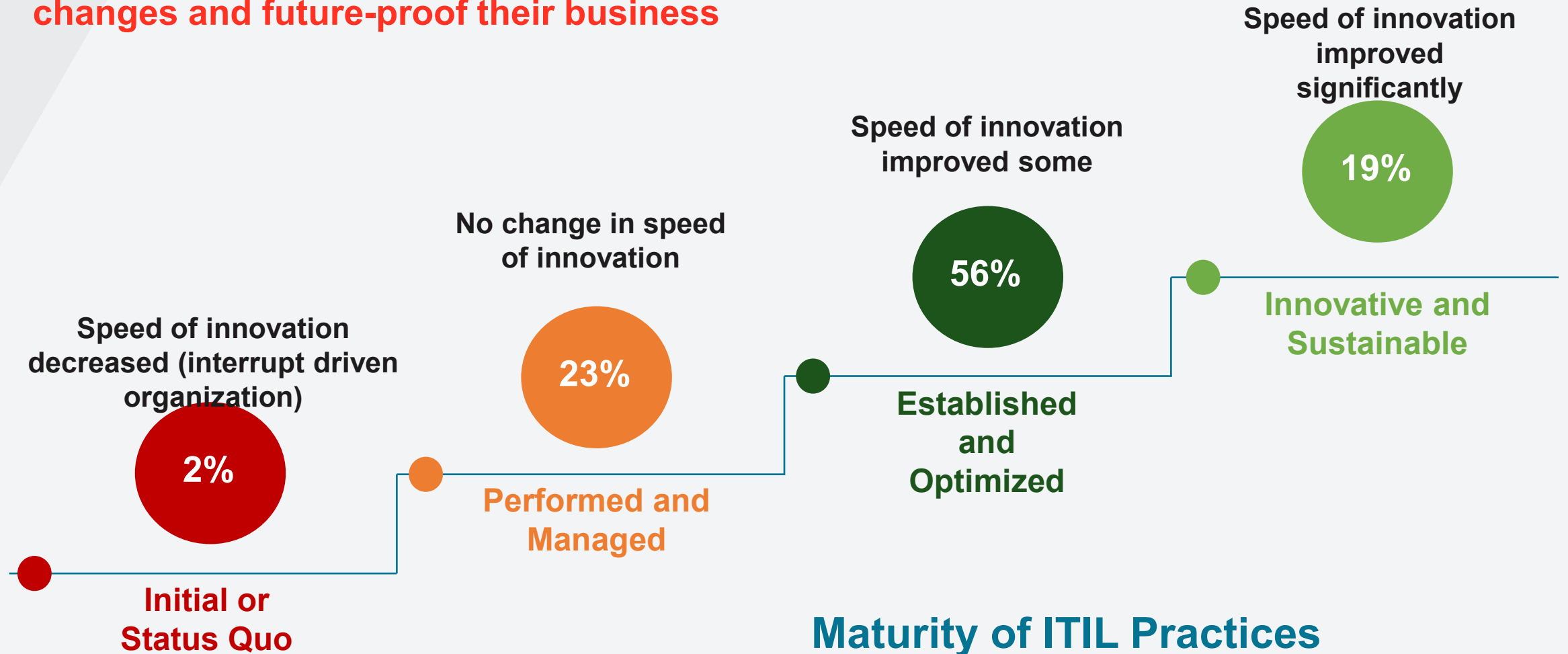**59%** Strengthened Their Partner Ecosystem

To improve ongoing business operation

80% of organizations have seen a reduction in service-related problems after adopting ITIL, enabling a more responsive and stable business focused on strategy and growth

Operational continuity improved significantly

31%

Operational continuity improved some

49%

Operational continuity stayed the same

11%

Innovative and Sustainable

Operational continuity decreased

9%

Established and Optimized

Performed and Managed

Initial or Status Quo

Maturity of ITIL Practices

To improve the speed and success of innovation

75% of organizations have used ITIL to adapt to market changes and future-proof their business

Speed of innovation improved significantly

19%

Innovative and Sustainable

Speed of innovation improved some

56%

Established and Optimized

No change in speed of innovation

23%

Performed and Managed

Speed of innovation decreased (interrupt driven organization)

2%

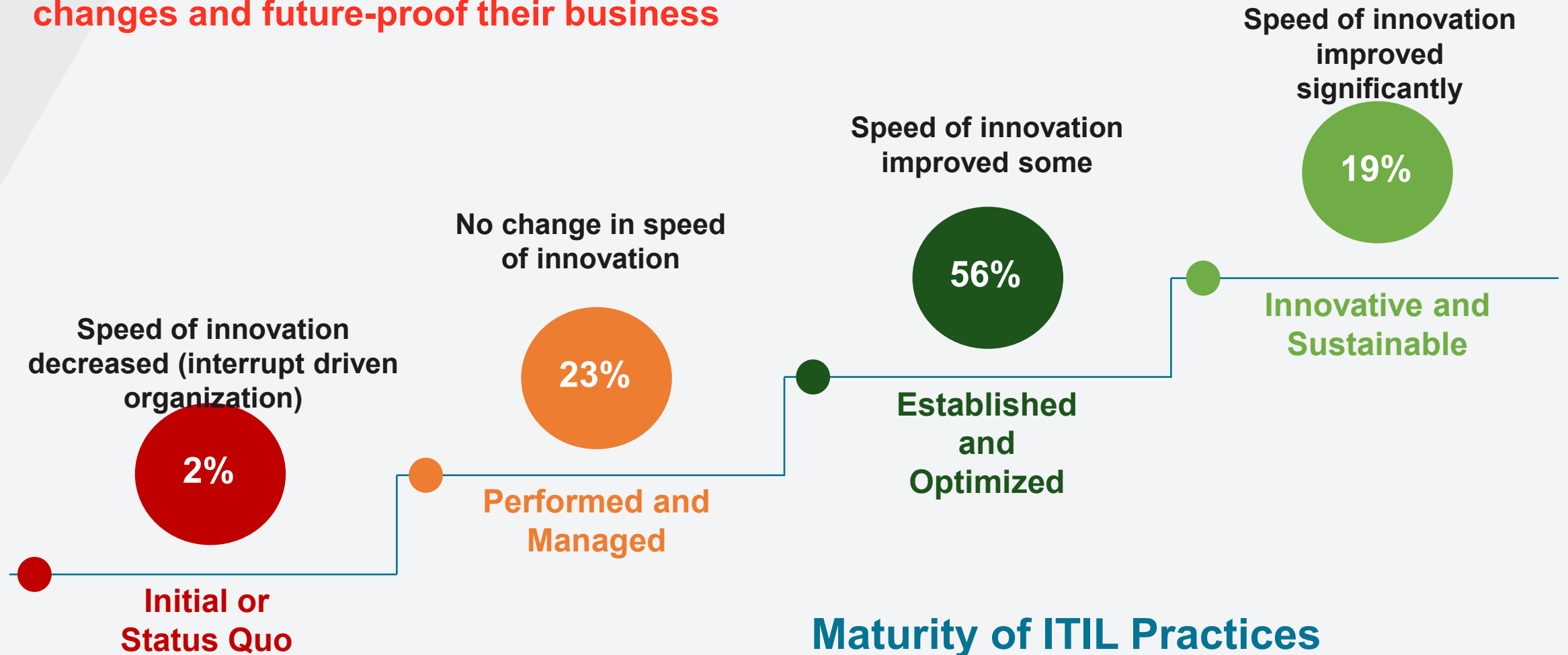**Initial or Status Quo**

Maturity of ITIL Practices

PeopleCert

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Speed of innovation improved some

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Initial or Status Quo

Performed and Managed

Established and Optimized

Innovative and Sustainable

Maturity of ITIL Practices

PeopleCert