Tell me what ITIL stands for:
Information Technology Infrastructure Library.

And what does that mean?
It refers to a set of best practices for delivering quality IT services within public and private sector organizations. It was developed in the late 1980s by the UK government as a way to improve the efficiency and fiscal performance of IT. Now called the domain of the Office of Government Commerce (OGC), ITIL is the most widely accepted standard in this area and is used by organizations from multinational corporations all the way to small businesses.

The 1980s were a long time ago. Has it been updated?
Yes. We have gone from v1 to v2 to the most recent update v3, launched in the Spring of 2007.

What does it cover?
Yes, they're actually publications! We might add that the ITIL publications tend to be on the dry side. Currently available on the key areas of enterprise IT. The core Version 3 ITIL volumes are:

- Service Design
- Service Operation
- Service Strategy
- Service Transition
- Continual Service Improvement.

Plus a glossary has been launched online which will is frequently updated.

How are the ITIL versions different?
Version 3 focuses on the alignment of technology and the business and includes more than previous versions about bottom-line topics such as return on investment (ROI) - a sign of the cost-conscious times.

How has ITIL evolved?

- Evolved from focusing on functions (v1) to process (v2) to now addressing entire service management life cycle (v3).

- ITIL provides a broad brush of guidance documentation covering:
  - IT service delivery
  - Management
  - Support
  - Elements of IT infrastructure
  - Security and Application Management
- ITIL practices applies descriptive guidance to achieve improvement

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Tell me more...
Version 3 also provides information specific to certain vertical markets, such as financial services and retail, and improves on its relevance to small organizations.

So why would I want to use it?
If you're an IT department, you're probably are already using ITIL and don't even know it.   Really ITIL is a formalized way of developing, defining and executing operational processes to streamline your IT execution.

There are many benefits in taking advice based on decades of real-world experience. One benefit is lower IT costs because of greater efficiency and productivity and better control of projects which it can bring about. Another is higher quality IT services through introducing consistent processes, setting up solutions to former problems, implementing shorter resolution times and so on. Really ITIL brings more discipline to IT.

Sounds pretty good.
It can be. ITIL can ease the pain of adopting and implementing new infrastructures or outsourcing tasks because your processes will be developed, defined and similar to those at other organizations.

I've heard something about ITIL certification...
You're catching on. ITIL is not just a set of best practices. It's also developed into a qualification IT workers can acquire. An ITIL-certified employee should be able to apply the ITIL best practices to their organizations key performance indicators (KPI).

Now the phrase 'too good to be true' springs to mind...
Well, yes. One must take such claims with a pinch of salt. How much an organization can reap the benefits depends on how well it incorporates these best practices into their daily processes. This is not always easy - theory doesn't always match real-life practice and so some organizations will need to alter their habits significantly. In fact many organizations have struggled to implement ITIL, believing it's a one size fit all approach. This is where training helps clients succeed in implementing ITIL.

Anything else I should know?
The OGC promised the transition from V2 to V3 would be smooth, and it has had some rocky moments. But it's good to check with customers to see whether they've stayed with ITIL V2 instead of migrating to V3 - or when they will. As with any upgrade, it'll take some time. A new addition to v3 is Continual Service Improvement, which has the breadth to hit IT, help desk, service desk, etc.

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What ITIL training classes do you offer?

ITIL Instructor-Led Training:

1 Day ITIL Awareness (no exam)
1 Day ITIL v2-v3 Bridge Class (exam at end)
3 Day ITIL v3 Foundations (exam at end; pre-requisites for Intermediate level)

2 Day ITIL Implementation Crosswalk Workshop (no exam)

3 Day ITIL Intermediate Service Transition (exam)
3 Day ITIL Intermediate Service Operation (exam)
3 Day ITIL Intermediate Service Design (exam)
3 Day ITIL Intermediate Service Support (exam)
3 Day ITIL Intermediate Continual Service Improvement (exam)
3 Day ITIL Intermediate Managing Across the Lifecycle (exam)

4 Day ITIL Intermediate Release, Control & Validation (exam)
4 Day ITIL Intermediate Service Offerings & Agreements Capability (exam)
4 Day ITIL Intermediate Planning, Protecting and Optimization (exam)
4 Day ITIL Intermediate Operational Support & Analysis (exam)

12 Day ITIL Expert Certification Boot Camp (exams)

15 Day ITIL Service Manager Program (exam)

3 Day ITIL Intermediate Service Support (exam)
3 Day ITIL Intermediate Continual Service Improvement (exam)
3 Day ITIL Intermediate Managing Across the Lifecycle (exam)

4 Day ITIL Intermediate Release, Control & Validation (exam)
4 Day ITIL Intermediate Service Offerings & Agreements Capability (exam)
4 Day ITIL Intermediate Planning, Protecting and Optimization (exam)
4 Day ITIL Intermediate Operational Support & Analysis (exam)

ITIL Intermediate courses will be released in October 2008 and January 2009.

ITIL E-learning:

1 Day ITIL v3 Awareness
1 Day ITIL v2-v3 Bridge
3 Day ITIL v3 Foundation "Live" Class (exam at end)
2 Day ITIL v3 Implementation Crosswalk "Live" Workshop (no exam)
3 Day ITIL v3 Foundation Recorded Class (exam at end)
3 Day ITIL Intermediate Service Transition (exam)
3 Day ITIL Intermediate Service Operation (exam)
3 Day ITIL Intermediate Service Design (exam)

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Do your instructors have experience in the classroom and working with ITIL in the business world?

Absolutely. We believe in the "consultative training" approach. We make sure our instructors are professionals who consult and that our consultants are professionals who teach. We have an incredible staff with years of experience they can share with you. Their evaluations prove that the cream rises to the top.

What are the accrediting/exam agencies?

There are several accrediting exam bodies, but two dominant agencies in the U.S. are EXIN and LCS. Our UT member centers are able to deliver their own exams to customers either by web delivery, paper based or even at Prometric and VUE testing centers. If customers would like the exams delivered at their site, we can accommodate. There are individual web delivered exams available for that too.

- EXIN (web based, paper based and can be done via Prometric and VUE testing centers)

- Loyalist College (web based, paper based)

- APMG

- ISEB

I want to know more on ITIL…

Contact one of our UT member centers and enroll in one of their ITIL training classes.

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