OGC Mandate for Change

Project requirements for an update to the ITIL® core publications

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1   Background to the project

ITIL underwent a major refresh in 2005 and V3 was published in June 2007. OGC has established a cyclical programme to update its core ITIL guidance which takes into account the latest developments in best practice in IT service management. Between the refresh projects, the ITIL guidance is regularly reviewed for fitness for purpose and is updated in controlled releases. This document scopes the changes to be included in the next release, i.e. the next edition of ITIL.

Note: 'edition' should not be confused with 'version'. With a new edition, the framework itself remains largely unchanged.

2   Reasons for change

The need for a new edition has come not only from reviewing the current Issues Log but from wider feedback from the community. The mandate for change has been created as a result of:

- Reviewing the Change Control Log
- Advice from the Change Advisory Board
- Feedback from the user and training community.

2.1   Change Control Log

The Change Control Log (see www.best-management-practice.com/ChangeLog) was introduced in order for user feedback to be captured on an ongoing basis. The Issue Log contains 312 issues relating to the five core ITIL publications and the ITIL glossary. OGC appointed the Change Advisory Board (CAB) to work at a detailed level on the Change Control Log, providing an analysis of issues and a final recommendation on how to address each issue. The Board confirms if an issue should be rejected or accepted and, if accepted, whether the amendment should be included in the next edition.

2.2   Advice from the Change Advisory Board

The CAB is made up of six members and two invited attendees, all of which are industry experts. The CAB provides a clear direction for the nature and scope of the update based on their knowledge of ITIL service management practices whilst also taking into account the feedback from the user and training community. OGC takes the ultimate decision on which changes are within scope.

2.3   Feedback from the training community

Feedback will be sought from a select number of users and training organizations, asking specifically about the inconsistencies that exist between the five core publications and the concepts in the Service Strategy volume that users are finding hard to grasp.

3   OGC requirements

OGC requires an 'evolutionary approach' to change, so the scope of change is gradual and not too extensive. OGC requires a revision to the guides that can be achieved in a reasonable timeframe and give real benefit to the ITIL community.

4   Aims of the project

- To update the publications in line with a number of issues raised in the Change Control Log. Not everything will be addressed – some technical changes are seen as too much for this evolutionary change
- To remedy the inconsistencies that exist between the content and layout of the publications
- To answer some of the criticisms that have been levelled at the core publications by the training community
- To simplify the Service Strategy publication to ensure that the concepts are readily understood and that the content is accessible to a greater number of users.

5   Scope for the next edition

The core guidance will be updated in response to issues raised via the Change Control Log and from criticism of inconsistencies in both the content and structure of the five titles. The update will include corrections to the manuals based on responses to issues raised in the Change Control Log, such as clarification of diagrams and concepts, and other general incremental improvements.

Additionally, user feedback and feedback from the training community indicate that the Service Strategy publication is difficult to understand. The text needs to be made more accessible by using simpler language, so that all the concepts remain the same but are explained in a clearer manner. The readability is to be improved by a technical edit that will involve rewording but not necessarily rewriting the whole text.

5.1   In scope

- Look at remedying inconsistencies within the content of the five books:
    - Roles need to be made consistent across the books, ensuring that the activities apply only to one role
    - Clarify that the organizational structures given as examples are indicative rather than prescriptive
- Restructure the guidance to ensure that all five publications are organized in the same way:
    - Ensure that each process has goals, purpose and objectives
    - Look at how the processes are dealt with, and ensure a common treatment for all

- Ensure that the books are aligned, where relevant, with guidance in MSP™, M_o_R®, PRINCE2® and P3O®.
- Give clear explanations and descriptions of roles and responsibilities
- Standardize the use of glossary definitions within the five titles. Ensure that the explanations in the text align with those in the glossary
- Update to the glossary to take account of the comments made in the Change Control Log
- Examine the definition and usage of the roles of Product Manager and Service Owner
- Ensure that service catalogue manager appears within Service Operation
- Redesign the content according to OGC's updated style guidelines.

5.2   Out of scope

Any changes which would invalidate the current use of ITIL, whether by organizations which have adopted its use or by individuals who have taken an ITIL qualification and are currently using the method in their workplace.

New concepts are not to be added.

6   Quality criteria

Quality criteria for this update dictate that the content must:

- Be written in plain English and idiom-free
- Be aligned to OGC PPRM guidance (in particular MSP, M_o_R, PRINCE2 and P3O)
- Be free from inconsistencies across all five titles, and therefore beneficial to the end user and the training community
- Benefit from the simplification of all existing concepts where appropriate
- Meet the aims of the project as set out earlier in this mandate.

7   Quality method

Quality assurance will be carried out by the Review Group. The Review Group will consist of members of the Change Advisory Board, real users and members of the training community. This will be managed by TSO for the guidance and APMG for the qualification elements.

Members of the Change Advisory Board will set the detailed scope for the product/s based on this mandate, agree the full product description/s, and may also provide input to the design of the relevant work package/s if required. The Review Group will monitor progress against these product descriptions.

8   Ensuring consistency between editions

Mentors will be used to coach and advise the edition update authors. These mentors will have been involved in the ITIL V3 Lifecycle publications and glossary.