Future of ITIL workshop - a little insight

Provided by itSMF UK

The following comment piece is contributed by itSMF UK members Stuart Rance of HP and Stephen Mann of ServiceNow, and originally published in the ITSM Review.

Yesterday a number of ITSM professionals - including itSMF UK Chair and ITIL author Colin Rudd - convened in London to talk about the future of ITIL. From the get-go, it was stressed that the purpose of the meeting was to provide input to AXELOS' thinking and not to make decisions.

Who was involved?

It was a passionate group of people that represented: ITIL authors, examiners, consultants, service providers, vendors, and AXELOS. The attendees were:

- *Anthony Orr*
- *Barclay Rae*
- *Claire Agutter (representing the ATO Council)*
- *Colin Rudd (representing itSMF)*
- *Ivor MacFarlane*
- *James Finister (replaced by Andrea Kis on day 2)*
- *Jayne Groll (also representing the ATO Council)*
- *Patrick Bolger*
- *Sharon Taylor*
- *Stephen Mann*
- *Stuart Rance*

Everyone had opinions and ideas to share and it was a good mix of people.

Some attendees travelled a long way to attend: Anthony from Houston, Sharon from Canada, Jayne from Florida, and Rob Stroud would have attended from New York but for personal reasons. Even though most of the attendees reside in the UK, they work for global organizations and as such have global experience and global views. Not withstanding this, we

all agreed on the need for more input across geography, culture, industry, and language.

If you wish to provide your input please respond to this blog (in the comments section) or email AXELOS direct.

Community input

You can already see much of the input from things people have already shared with the ITSM community:

- *Input to ITIL JV by Barclay Rae*
- *Initial response and thoughts from Greg Sanker*
- *Input for the 'AXELOS Best Management Practice Portfolio for the 'AXELOS Best Management Practice Portfolio by Kaimar Karu*
- *Service Management Ontology by Christian Nissen, Peter Brooks and Stuart Rance*
- *ITSM Knowledge Repository - proposal to ITIL owners by Stuart Rance*
- *The future of ITIL starts to appear: enter "AXELOS" by Stephen Mann*

Scope and content of ITIL

The discussions included the scope, content, and structure of both ITIL and the ITIL exam system. And started with people suggesting ideas for strategy and principles for ITIL going forward. It was surprising how long this took (shouldn't we already known this?) and not unsurprisingly everyone agreed that ITIL should be driven by business and customer needs.

Other suggestion related to:

- *Having a visible set of values*
- *Separating architecture and structure from narrative and examples*
- *Collaboration with a wide community of practitioners, examiners, trainers, consultants, vendors, and industry bodies across geographic and industry boundaries*
- *An emphasis on relevance to end-user organizations*
- *Quality being more important than time to market.*

From a content perspective, AXELOS introduced the concept of what it calls the "Onion Model", shown below, that encompasses the previous feedback on how there is a need for different types of content and, importantly, community input to the ongoing development of ITIL.

Where:

- The centre has the very stable ITIL core
- The next layer has modular content such as role or industry-specific information
- And then further layers have more practical content such as templates, guides, and case studies
- The very outside layer is community owned and community driven with AXELOS and the community curating and promoting this

Content is able to move inwards as it becomes accepted best practice.

Training and exams

We discussed the importance of people, culture, and organizational aspects. In particular the need for more practical guidance about how IT organizations can benefit from the experience of others, and how they can start to gain value from ITIL within their own organization.

There was a lot of passion around training and exams. An interesting point was the absence of guidance on the development of skills such as negotiation and management as part of effective IT service management. Everyone recognized the need to make the exam system more valuable to both individuals and employers. But there was a consensus that that any change requires more input, more time, and needs great care not to disrupt the status quo. Again, if you have an opinion as to the future of ITIL exams, please respond to this blog or email AXELOS direct.

Next steps

Following day two of this workshop (a second blog will follow), AXELOS will continue to seek out global community input.

If you want to follow what's happening, please look for their communications on Twitter or Google+

As always, thoughts and comments are encouraged.