

# ITIL UPDATE GUIDE

NEW NAME
<b>General</b>
<b>Service Desk</b>
<b>Incident Management</b>
<b>Problem Management</b>
<b>Configuration Management</b>
<b>Change Management</b>
<b>Release Management</b>
<b>Service Level Management</b>
<b>Financial Management for IT Services</b>
<b>Capacity Management</b>
<b>Availability Management</b>
<b>IT Service Continuity Management</b>

SHORT DESCRIPTION OF GOALS
IT Service Management aims at: <ul style="list-style-type: none"><li>aligning IT services with the current and future needs of the business and the Customers and Users</li><li>improve the quality of the IT services delivered</li><li>reduce the long term cost of providing IT services</li></ul> The main method to realise this is to develop, maintain and manage the correct processes to improve the quality of the IT services and to reduce cost of management and support.
Central point of contact between users and the IT Service Organisation.
Restore normal service operations as quickly as possible.
Prevent and minimise the adverse effect on the business of errors in the IT infrastructure.
Provide a logical model of the IT infrastructure by identifying, controlling, maintaining and verifying the versions of all Configuration Items.
Ensure standardised methods and procedures are used for efficient prompt and authorised handling of all changes in the IT infrastructure.
Ensure that all technical and non-technical aspects of a release are dealt with in a co-ordinated approach.
Maintain and improve IT service quality through a constant cycle of agreeing, monitoring, reporting and reviewing IT service achievements.
Provide cost effective stewardship of IT assets and resources used in providing IT services.
Ensure that capacity and performance aspects of the business requirements are provided timely and cost effectively.
Optimise the capability of the IT infrastructure and supporting organisation to deliver a cost effective and sustained level of availability to satisfy business objectives.
Ensuring that the required IT technical and service facilities can be recovered within the time scales required by Business Continuity Management.

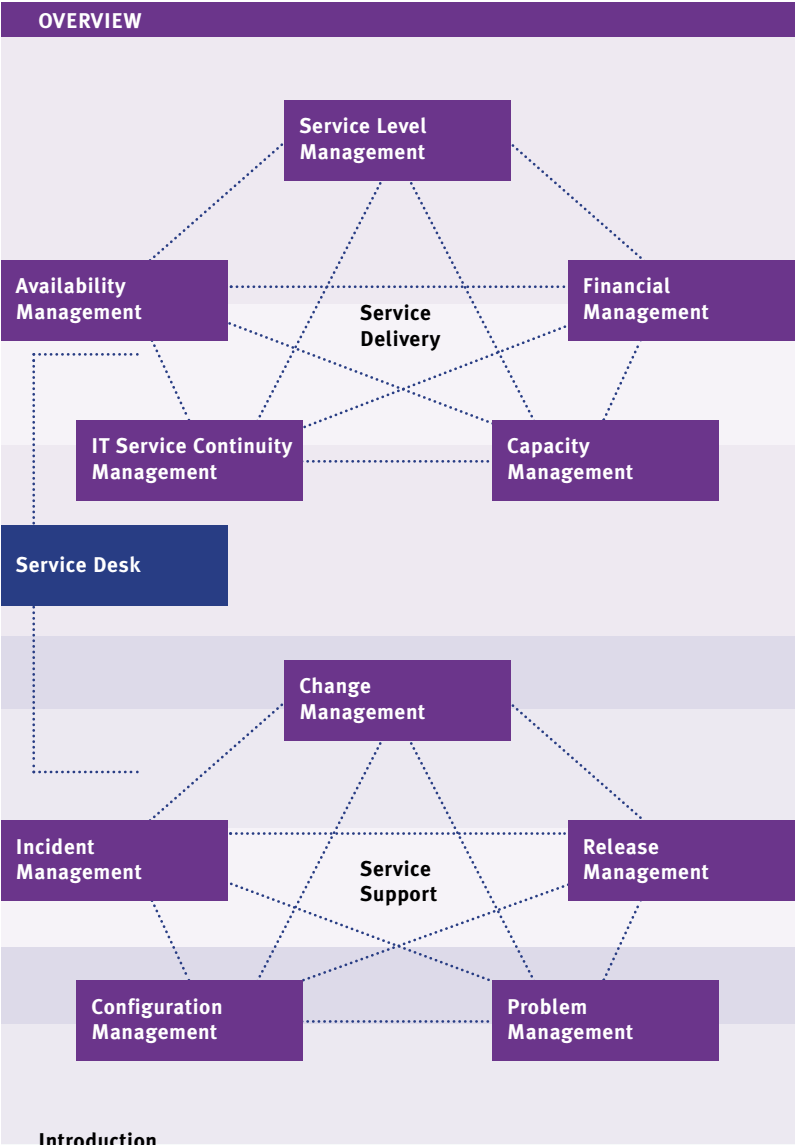
NEW TERMINOLOGY	
<b>Audit</b> Balanced Scorecard Business Relationship Management Key Performance Indicator Key Success Factor Maturity level <b>Procedure</b> <b>Process</b> Process Control Process Improvement Plan	
<b>Call</b> Expert User/ Super User Service Profit Chain Virtual Service Desk <b>Service Window</b>	
<b>Incident Life Cycle</b> <b>First, Second and Third Line Support</b> <b>Functional and Hierarchical Escalation</b> Resolution <b>Service Request</b> <b>Work-around</b> <b>Workflow Position</b>	
Known Error Record (KER) <b>Proactive Problem Management</b>	
<b>Asset Management</b> Configuration Management Plan Configuration Control Life-cycle	
Change Authority Change Model <b>Forward Schedule of Changes (FSC)</b> <b>Post Implementation Review (PIR)</b>	
<b>Definitive Hardware Store (DHS)</b>	
<b>Service Improvement Program (SIP)</b> Service Achievement <b>Operational Level Agreement (OLA)</b> <b>Service Level Requirements</b>	
Allocated Cost Accounting <b>Budgeting</b> Pricing	
Business Capacity Management Service Capacity Management Resource Capacity Management	
Continuous Operation Continuous Availability Observation Point Projected Service Availability <b>Confidentiality</b> <b>Integrity</b>	<b>Security Level</b> Technical Observation Point Systems Outage Analysis Service Maintenance Objectives Single Point of Failure
Business Impact Analysis Gradual Recovery Immediate Recovery Impact scenario Intermediate Recovery	

# ITIL UPDATE GUIDE

NEW NAME
General
Service Desk
Incident Management
Problem Management
Configuration Management
Change Management
Release Management
Service Level Management
Financial Management for IT Services
Capacity Management
Availability Management
IT Service Continuity Management

OBSOLETE TERMINOLOGY	
Business Help Desk Operational Bridge	
Incident report	
Problem report Alert	Incident Control
Inventory Management	
Package release	
Internal target	
Protected Operating Procedure Operational requirements	
Cold stand-by Hot stand-by  Warm stand-by	

DIFFERENCES IN HEAD LINES
More business oriented and customer focused.  Explicitly process oriented.  More detailed in process management and quality management issues.  Based on modern Information Technology.
Former name: Help Desk. Service Desk may be interface for other activities than handling incidents or questions. Distinction is made between desk and processes.
New process. Incident Management is no longer divided between Help Desk and Problem Management. The process aims at managing incidents during the whole of the Incident Life Cycle, from detection and recording, via classification, support, diagnosis and resolution to recovery and Incident Closure.  Service Calls are regarded as incidents.
Incident Control, once part of the Problem Management book, has become the new process Incident Management.
No major changes. A Configuration Management Plan introduced. It is recommended to organise Change, Configuration and Release Management together.
Standard changes may be defined that do not require a Request for Change.
Former name: Software Control and Distribution. Hardware releases are now covered too.
No major changes.
Former name: Cost Management. More emphasis on Value for Money for the business, budgeting and provision of financial information to assist in decision making.
Three main areas are identified: Resource, Service and Business Capacity Management, relating Capacity Management more with the business strategy and the agreed IT services. Monitoring, analysis and tuning still exist as activities.
More business, customer and service oriented. Greater use of business and end user measures to report levels of availability achieved. More emphasis on proactive and long term planning. A wider variety on availability improvement methods and techniques that can be applied. For security issues reference is made to the ITIL Security Management book.
Former name: Contingency Planning. Contingency Planning is now regarded as part of the Business Continuity Management and the process is more focussed on IT Services.



**Introduction**

This ITIL Update Guide is published by EXIN as an overview of the differences between the ITIL books in the former Support and Delivery Set and the new Support and Delivery books.

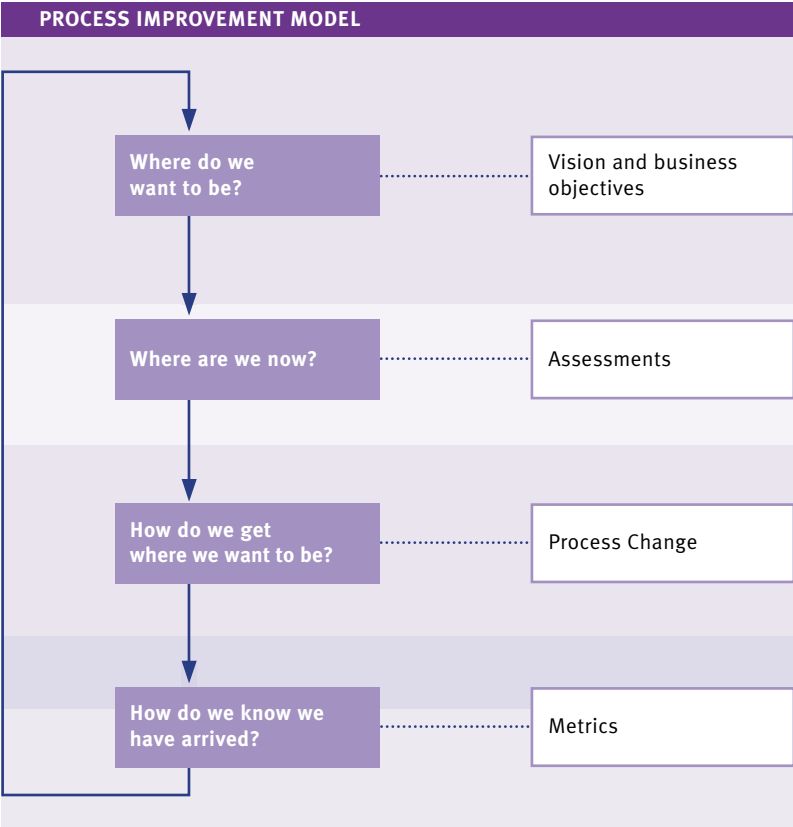
Not all differences have been included in this overview and some terms under the heading 'new terminology' have been in use already (but their importance may have increased).

New terms in bold printing occur in the EXIN list of requirements for the Foundation Certificate in IT Service Management.

Terms have been placed under the heading of a process, but may apply to other processes as well.

**Acknowledgement**

The ITIL Update Guide is a publication of EXIN, Examination Institute for Information Science, with the kind support of CCTA (OGC), ISEB and itsMF.



**WHERE TO TAKE YOUR EXIN ITIL EXAM?**

For Europe, Australia and Asia contact EXIN: see [www.exin-exams.com](http://www.exin-exams.com).  
For the Netherlands: see [www.exin.nl](http://www.exin.nl).

For the US and Canada:

**ITIL Foundation exams**

Contact your nearest Prometric Authorised Testing Centre or visit the Prometric web-site ([www.prometric.com](http://www.prometric.com)).

**ITIL Practitioner and Service Manager exams**

Contact one of the accredited training organisations (see [www.exin-exams.com](http://www.exin-exams.com)) or contact  
**Loyalist College of Applied Arts and Technology**  
376 Wallbridge-Loyalist Road  
Belleville, Ontario  
Canada, K8N 5B9  
Toll Free: 1-866-845-4870  
Fax # 1-613-969-9565

EXIN  
Janssoenborch, Hoog Catharijne  
Godebaldkwartier 365, 3511 DT Utrecht  
P.O. box 19147, 3501 DC Utrecht  
The Netherlands  
Telephone +31 30 234 48 11  
Fax +31 30 231 59 86  
E-mail [info@exin.nl](mailto:info@exin.nl)  
Internet <http://www.exin-exams.com>



NEW NAME
General
Service Desk
Incident Management
Problem Management
Configuration Management
Change Management
Release Management
Service Level Management
Financial Management for IT Services
Capacity Management
Availability Management
IT Service Continuity Management