THE DISCONTINUATION
OF ITIL v3

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ITIL ®
ACCREDITED TRAINING ORGANIZATION
PeopleCert ON BEHALF OF **AXELOS**

ITIL® v3 was first released in 2007 and updated in 2011. ITIL v3 was the most comprehensive framework for the conception, design, development, delivery, and management of IT Services. The Foundation syllabus (course and exam) covered knowledge essential to anyone involved in the delivery of IT services, including both technical and business individuals. This way, everyone involved knew how important it was to collaborate and what it took to successfully deliver IT services to customers.

ITIL 4 leverages from the strong foundations of ITIL v3 knowledge that organisations now have well established and gives us a very mature understanding of what is needed to continually align digital services to changing business needs. With this understanding businesses can continually deliver valuable digital services that enable customers to successfully achieve their desired outcomes.

Now that the ITIL 4 publications, together with the respective syllabi and exams, have been completely launched, AXELOS announced the discontinuation schedule for the ITIL v3 certification scheme.

THE DISCONTINUATION SCHEDULE

AXELOS has released the following dates for discontinuing ITIL v3 exams:

> ITIL v3 Foundation (English) to be discontinued as of 1 July 2021

> ITIL v3 Intermediates (English) to be discontinued as of 1 Jan 2022

> ITIL 4 Managing Professional Transition examination (English) to be discontinued as of 1 July 2022

WHAT DOES THIS MEAN?

This means that ITIL v3 exams will no longer be available after the dates mentioned above. Following AXELOS policy, training MUST also be discontinued and then just like a domino chain, supply of related materials and services will diminish until it disappears altogether.

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THE DISCONTINUATION
OF ITIL v3

HOW DOES THIS AFFECT ITIL V3 CERTIFICATION?

Individuals already certified in ITIL v3 will retain their certification (in ITIL v3).

Foundation level:

The demand for ITIL v3 Foundation has already declined while the demand for ITIL 4 Foundation continues to rise. Therefore, ITIL v3 Foundation courses are not appearing in public schedules, unless when specifically requested.

Intermediate level:

Professionals who want to obtain the relevant ITIL v3 knowledge at intermediate level, i.e. CSI, SO, RCV, OSA, SOA or PPO must do so, as soon as possible (refer to the schedule above).

Due to AXELOS policy, these courses MUST stop once the related exams are retired.

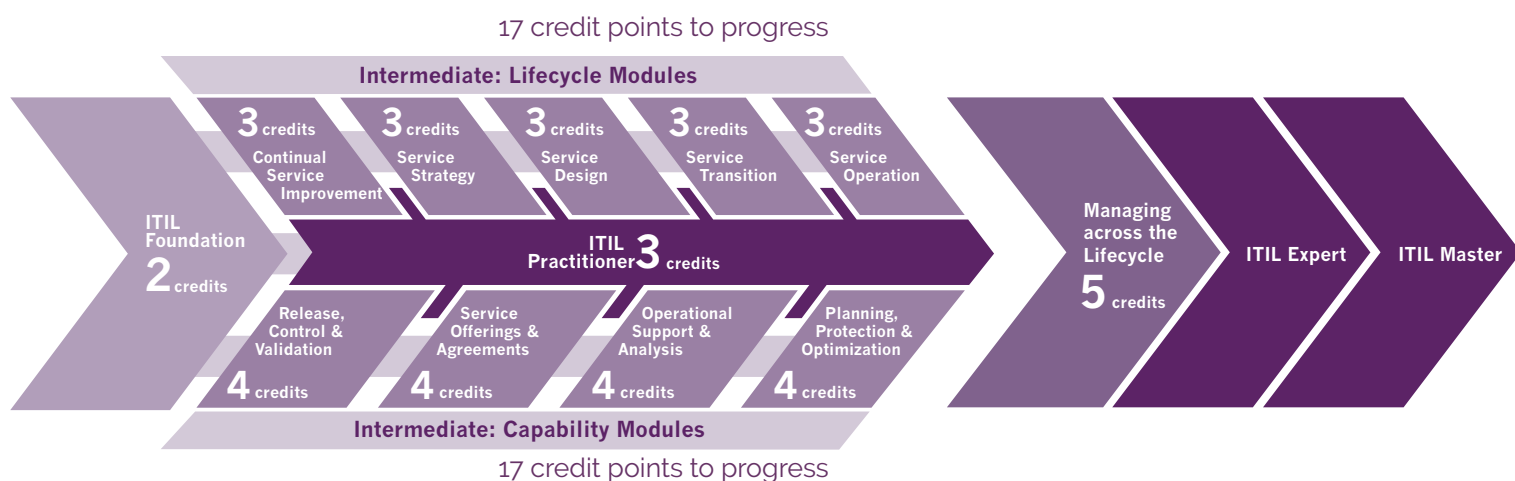Note that there are no upgrade options at this level as the contents of ITIL 4 intermediate are very different from ITIL v3.

Expert level:

Many professionals have invested a significant amount of time, effort and money on their ITIL v3 certification aiming at the ITIL v3 Expert level, this investment may not be lost as there may be options to upgrade to the equivalent certification in ITIL 4, Managing Professional (MP). This is the only level of certification with a transition option to ITIL 4, see the scenarios below.

To take the ITIL 4 MP Transition exam, a candidate must:

> hold the ITIL v3 Expert certificate; or

> have a minimum of 17 credits from the ITIL v3 Foundation and Intermediate/Practitioner modules; and

> attended the ITIL 4 MP Transition five day course.

17 credit points to progress

Intermediate: Lifecycle Modules

3 credits — Continual Service Improvement
3 credits — Service Strategy
3 credits — Service Design
3 credits — Service Transition
3 credits — Service Operation

ITIL Foundation 2 credits

ITIL Practitioner 3 credits

Release, Control & Validation **4** credits
Service Offerings & Agreements **4** credits
Operational Support & Analysis **4** credits
Planning, Protection & Optimization **4** credits

Intermediate: Capability Modules

17 credit points to progress

Managing across the Lifecycle 5 credits

ITIL Expert

ITIL Master

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THE DISCONTINUATION OF ITIL v3

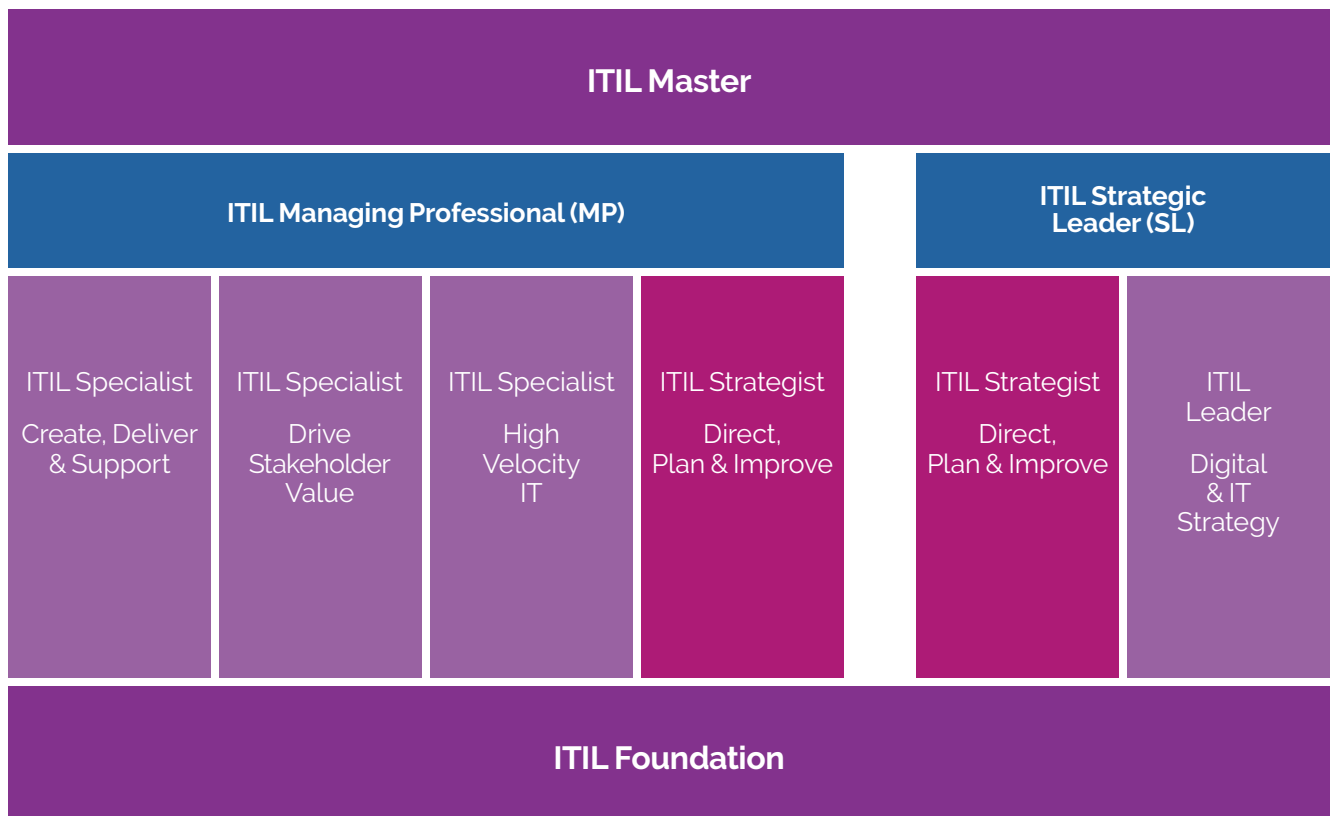For those who already hold the ITIL v3 Expert certification or with a minimum of 17 credits:

> attended the ITIL 4 MP Transition five day course and exam ASAP.

Those who do not yet have 17 credits:

> obtain intermediate certification in order to complete the 17 credits required, ASAP; then

> attended the ITIL 4 MP Transition five day course and exam ASAP.

As the demand for these courses diminishes, so does the availability of scheduled ITIL v3 intermediate courses. These courses may not appear in our public schedule and may need to be requested, please contact DDLS.

Otherwise, individuals will need to start their ITIL 4 Managing Professional certification from scratch.

ITIL Master

ITIL Managing Professional (MP)

ITIL Strategic Leader (SL)

| ITIL Specialist Create, Deliver & Support | ITIL Specialist Drive Stakeholder Value | ITIL Specialist High Velocity IT | ITIL Strategist Direct, Plan & Improve | ITIL Strategist Direct, Plan & Improve | ITIL Leader Digital & IT Strategy |

ITIL Foundation

CERTIFICATION SCENARIOS

The following are popular scenarios for individuals interested in ITIL knowledge and upgrading their certification from ITIL v3 to ITIL 4.

Scenario 1:

Jose is new to ITIL. He should do the ITIL 4 Foundation course – 3 Days.

Scenario 2

Harriet is ITIL v3 Foundation certified only. She should do the Upgrade to ITIL 4 Foundation course- 2 Days.

Scenario 3:

Luis is certified at ITIL v3 Intermediate level, but has only 10 credits and wants to acquire the knowledge and certification in ITIL v3 and bridge to ITIL 4. He needs 17 credits to bridge, so he should do 2 more ITIL v3 Intermediate courses and exams ASAP (9 days, 8 credits) and then the ITIL 4 Managing Professional Transition (5 days) - 14 days in total. For example, he could do any combination of CSI, or SO (4 days, 3 credits) and RCV or OSA or SOA (5 days, 4 credits).

Scenario 4:

Sue is certified at ITIL v3 Intermediate level and wants to learn ITIL 4, she doesn't have enough credits to bridge. She should start from scratch on ITIL 4 - 14 days in total This is: Upgrade to ITIL 4 Foundation, CDS, DSV, DPI and HVIT (She will receive the "ITIL 4 Managing Professional" designation).

Scenario 5:

Clare already has 17 credits in ITIL v3 and wants to bridge to ITIL 4. She should do the ITIL 4 Managing Professional Transition course before July 2022 – 5 days.

Scenario 6:

Rose is a certified and experienced ITIL Expert. She should do the ITIL 4 Managing Professional Transition course before July 2022 – 5 days.

Please note that only those already ITIL v3 Expert certified or those with at least 17 credits meet the prerequisites to do the ITIL 4 Managing Professional Transition course and exam to upgrade to ITIL 4.

HOW DOES THIS AFFECT ITIL V3 CORE PUBLICATIONS?

In my experience with ITIL v2, the TSO (AXELOS official publisher) slows down the production and distribution of the publications as demand for these products also decreases. Eventually, it is only possible to purchase digital copies or second-hand hard copies. I would expect the same to happen with the ITIL v3 publications.

How is the ITIL 4 library structured?

There are 6 Core publications currently available along with 34 digital publications relating to specific practices. There are also a number of other related materials, such as whitepapers and case studies available via My ITIL and My AXELOS online subscriptions.

Core publications:

1. ITIL 4 Foundation

2. ITIL 4 Specialist: Create, Deliver and Support (CDS)

3. ITIL 4 Specialist: Drive Stakeholder Value (DSV)

4. ITIL 4 Specialist: Direct, Plan and Improve (DPI)

5. ITIL 4 Specialist: High Velocity IT (HVIT)

6. ITIL 4 Leader: Digital and IT Strategy (DITS)

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ITIL 4 Practices Publications:

All the 34 practices recommended in the ITIL 4 Foundation core publication are documented in more detail in specific digital publications. These are currently distributed by the TSO or via the My ITIL subscription service (by AXELOS). Currently anyone passing their ITIL 4 Foundation exam is entitled to the first year of My ITIL subscription for free. Please note that some conditions apply and this offer may change, see details on our website.

These are digital publications (PDFs) that describe each practice in more detail. Some of the information in these publications is new and supplements some of the information missing in the ITIL v3 core publications. However, the new publications miss some of the details we had in the ITIL v3 core publications. Ideally, the professionals reading these publications have the necessary level of experience to use the information effectively and with an agile mindset.

Other related ITIL 4 material:

Considering that ITIL 4 has been out for a while now, more case studies, whitepapers, webinars, books, videos, and much more is also available but not necessarily all found in one place. A lot of these can be accessed via the My ITIL subscription or the My AXELOS free subscription. They may also be available via video stream applications, online bookstores, Audible, meetups, podcasts, online blogs, social media platforms, not-for-profit groups like the itSMF.org.au and other sources. This is putting to work a true value co-creation and collaboration mindset promoted in ITIL 4.

ITIL 4 PRACTICES REPLACING ITIL V3 PROCESSES

ITIL v3 processes were ideal to help IT service providers and consumers to gain understanding and transparency of IT services and to ensure these are fit for purpose and fit for use. We can use this now as the launching platform for future achievements.

We are now operating in a very competitive digital world, where consumers expect new applications and features to be secure and released quickly. New options of IT infrastructure offer higher flexibility since this can be obtained as a service. These are highly automated environments that can be dynamically configured and even self-monitored and self-healed. Therefore, we must adjust our practices and mindset and align with these modern ways of working. The ITIL v3 processes in their current state are no longer suitable to support the new needs of organisations.

The ITIL 4 Service Value System works as an operating model to deliver valuable products and services.

The Service Value System components enable holistic thinking, greater collaboration and value co-creation, and a culture of continual improvement and innovation, while ensuring governance through a combination of the 34 ITIL 4 recommended practices. These higher level practices are more flexible than processes as they operate at governance level and work together with various valuable models, such as:

> **SRE** (Site Reliability Engineering),

> **DevOps** practices,

> RPA (Robotic Process Automation)

> Agile processes,

> **Scrum** rituals,

> Lean methodologies,

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> IT4IT and VeriSM,

> KCS and Intelligent Swarming methodologies,

> SIAM,

> SAFe framework,

> Cloud Adoption Frameworks,

> COBIT, DevSecOps and other Cybersecurity Frameworks,

> etc.

HOW ARE NEW STAFF MEMBERS GOING TO GET THE VALUABLE ITIL V3 KNOWLEDGE THEY NEED?

Many organisations have relied on the ITIL v3 Foundation course to educate their staff on the basics of IT Service Management and the processes they worked with every day, like Incident Management.

The ITIL 4 Foundation course is still educating individuals in the principles of Service Management and introducing them to new ways of working. The ITIL 4 Foundation is the only ITIL core publication that gives a good overview of the 34 practices, some of which align with ITIL v3 processes. Some of these are covered at high level in the ITIL 4 Foundation course.

Organisations will now be using modernised processes, beyond what is documented in ITIL v3. This modernisation comes in the form of workflow tools like ServiceNow, dynamic methods like 'Observability', high availability management models like SRE and highly automated environments like DevOps, just to name a few. The use of Data Science and AI has increased dramatically, making Robotic Process Automation (RPA) a common reality in many organisations. Therefore, we will now need to widen our learning beyond the ITIL v3 processes. DevOps and SRE skills are a natural progression after an ITIL 4 Foundation course. The DevOps and

SRE Foundation courses give participants modern practical knowledge that is highly valuable in the operation of IT environments.

While ITIL v3 Strategy, Design, Transition, Operations, and Improvement knowledge is still extremely valuable, we must look forwards into new shapes of similar knowledge. The ITIL 4 Intermediate publications and courses introduces individuals to vital knowledge, for example, the benefits of Value Streams, customer journey and customer satisfaction, understanding digital strategy and managing complexity.

In addition, we will see new ways of learning, DDLS+ is an example of a flexible learning platform that addresses ongoing learning needs.

Addressing the Knowledge gap

DDLS customers have the opportunity to obtain Service Management knowledge and more, via our tailored materials in DDLS+.

Alternatively, professionals can still obtain the ITIL v3 core publications and courses, while available, or at community knowledge sharing events.

IN CONCLUSION:

There is still value in the ITIL v3 publications and knowledge. This knowledge can be acquired through ITIL v3 Intermediate courses but only for a limited time as the exams will be discontinued at the end of 2021. The alternative is to read the ITIL v3 books or embrace ITIL 4 and DevOps.

Still confused? Speak to your Account Manager for more information or call 1800 853 276.

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