



ITIL está cambiando actualización de ITIL 4

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Agenda



1. ITIL v1 – ITIL v3: Historical Highlights
2. Why Was ITIL 4 Developed?
3. ITIL Stakeholders
4. ITIL 4 Development Plan
5. Guiding Principles
6. ITIL 4 Certification Scheme
7. Q & A

ITIL v1 – ITIL v3: Historical Highlights



- 1986
 - CCTA starts a project to document processes for procurement and operation of IT infrastructure
- 1989
 - ITIL (v1) is published (over 40 books and booklets)
- 1992
 - The first ITIL certification course (developed by Pink Elephant!)
- 1996
 - More ITIL courses introduced (developed by Pink Elephant!)
- 2001
 - ITIL (v2) is published (7 books)
 - No significant new content
- 2007
 - ITIL v3 is published (5 books)
 - Lots of new content
 - New professional certification scheme

Why Was ITIL 4 Developed?



ITIL Stakeholders



1. AXELOS

- Owners of ITIL content, certification scheme & exams

2. TSO (The Stationary Office)

- Publisher for all official ITIL books on behalf of AXELOS

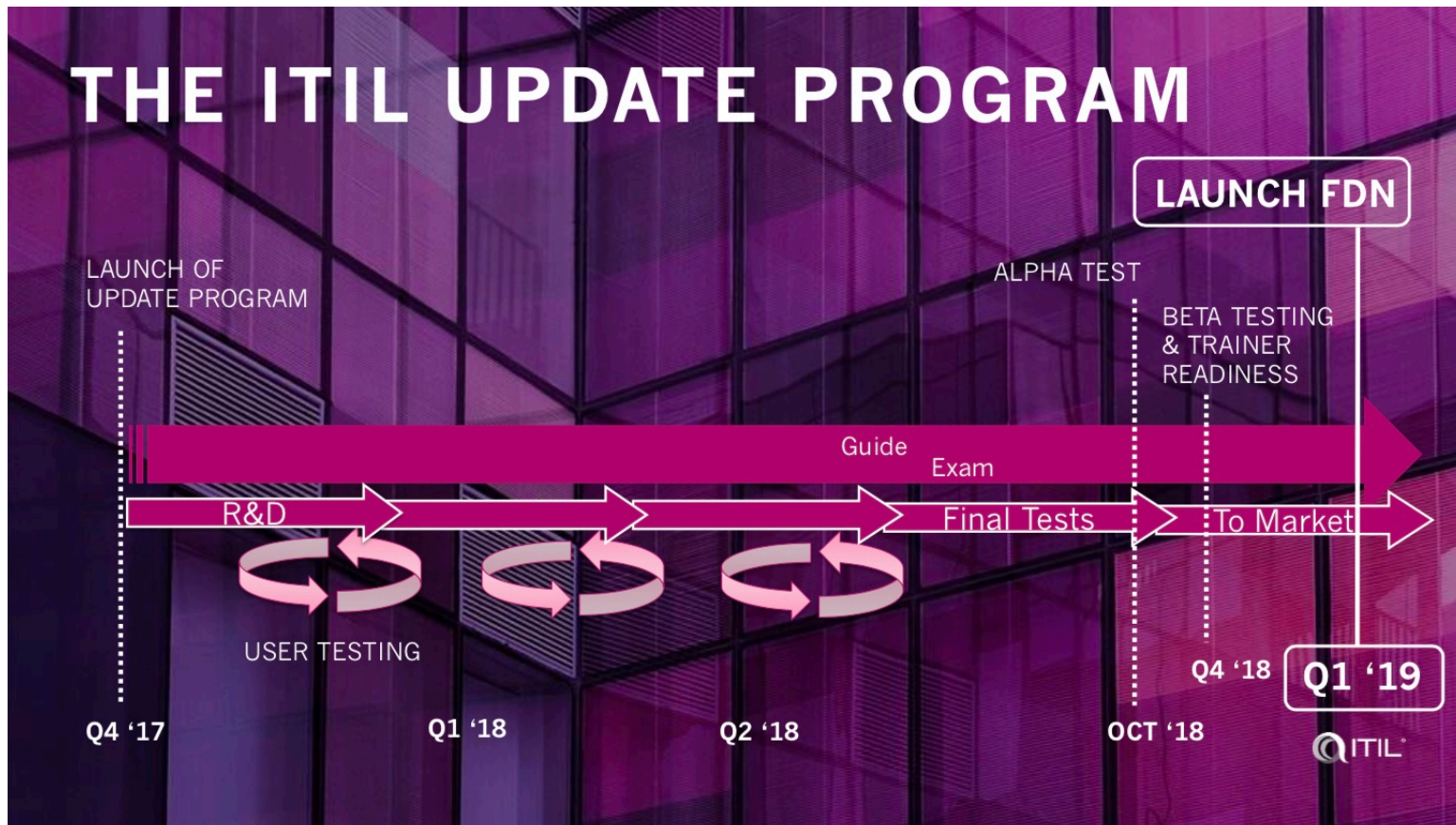
3. PeopleCert

- Manages the accreditation of ITIL courseware & Trainers on behalf of AXELOS
- Manages exam fulfillment on behalf of AXELOS

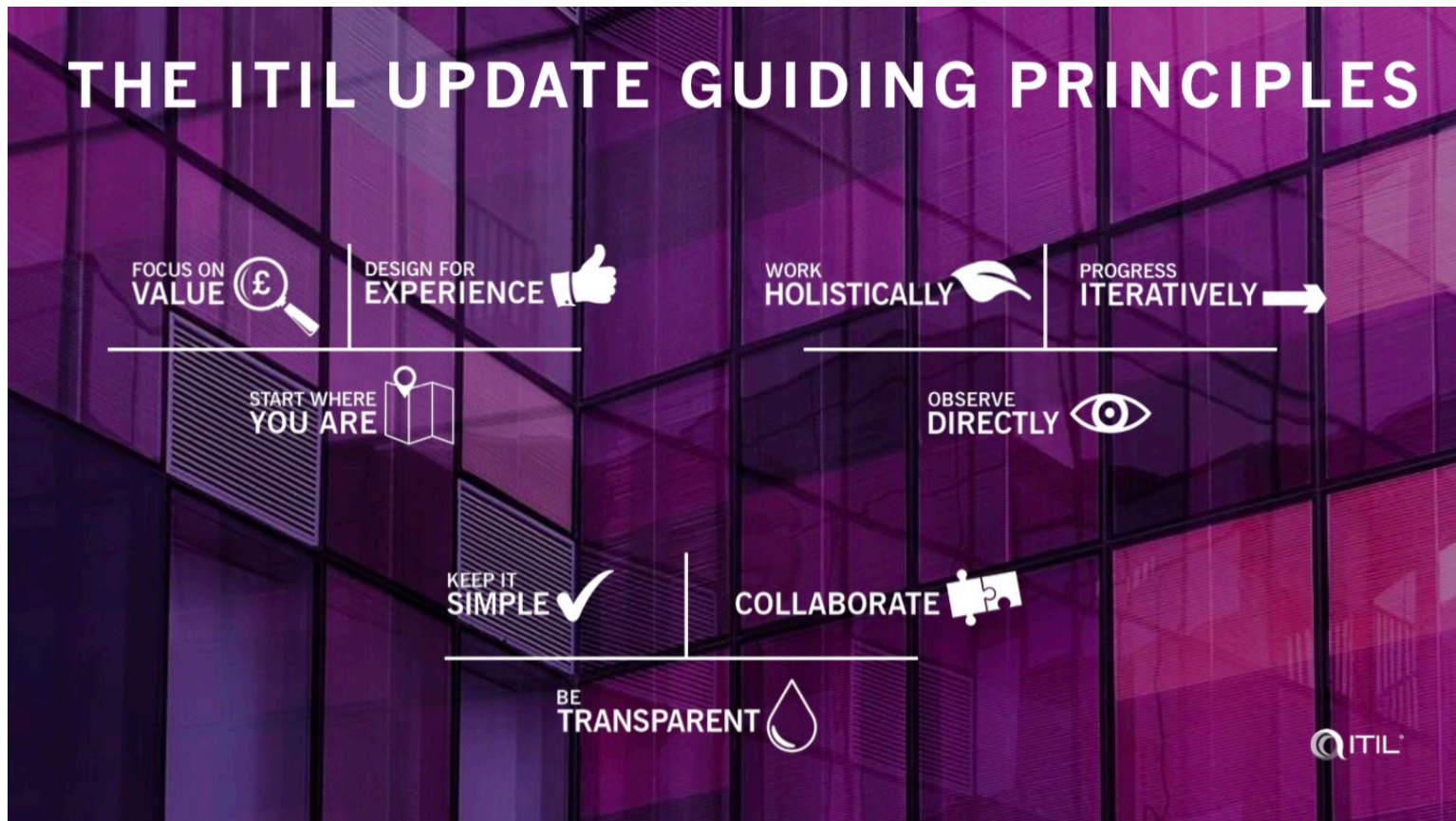
4. ATOs (Accredited Training Providers)

- Develops, sells & delivers accredited ITIL courses

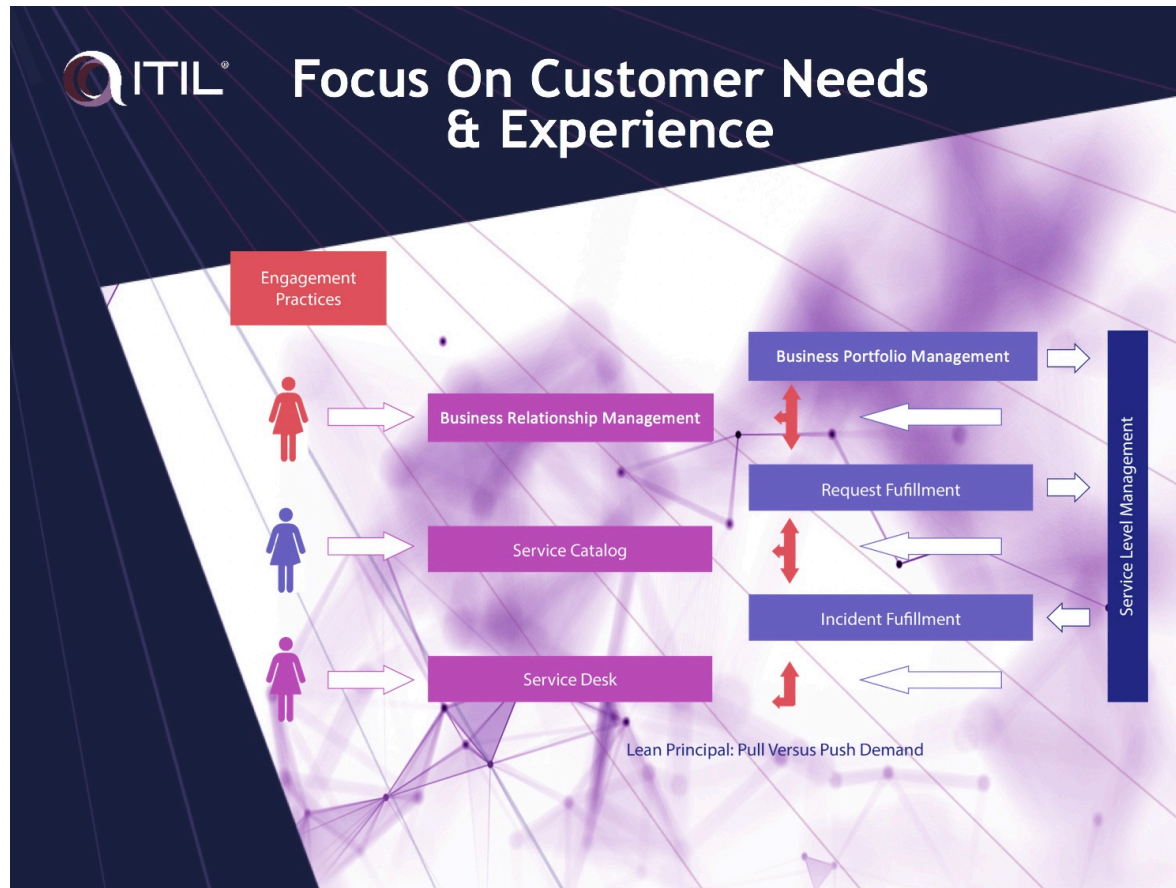
AXELOS' Development Plan: Activated In October 2017



Guiding Principles



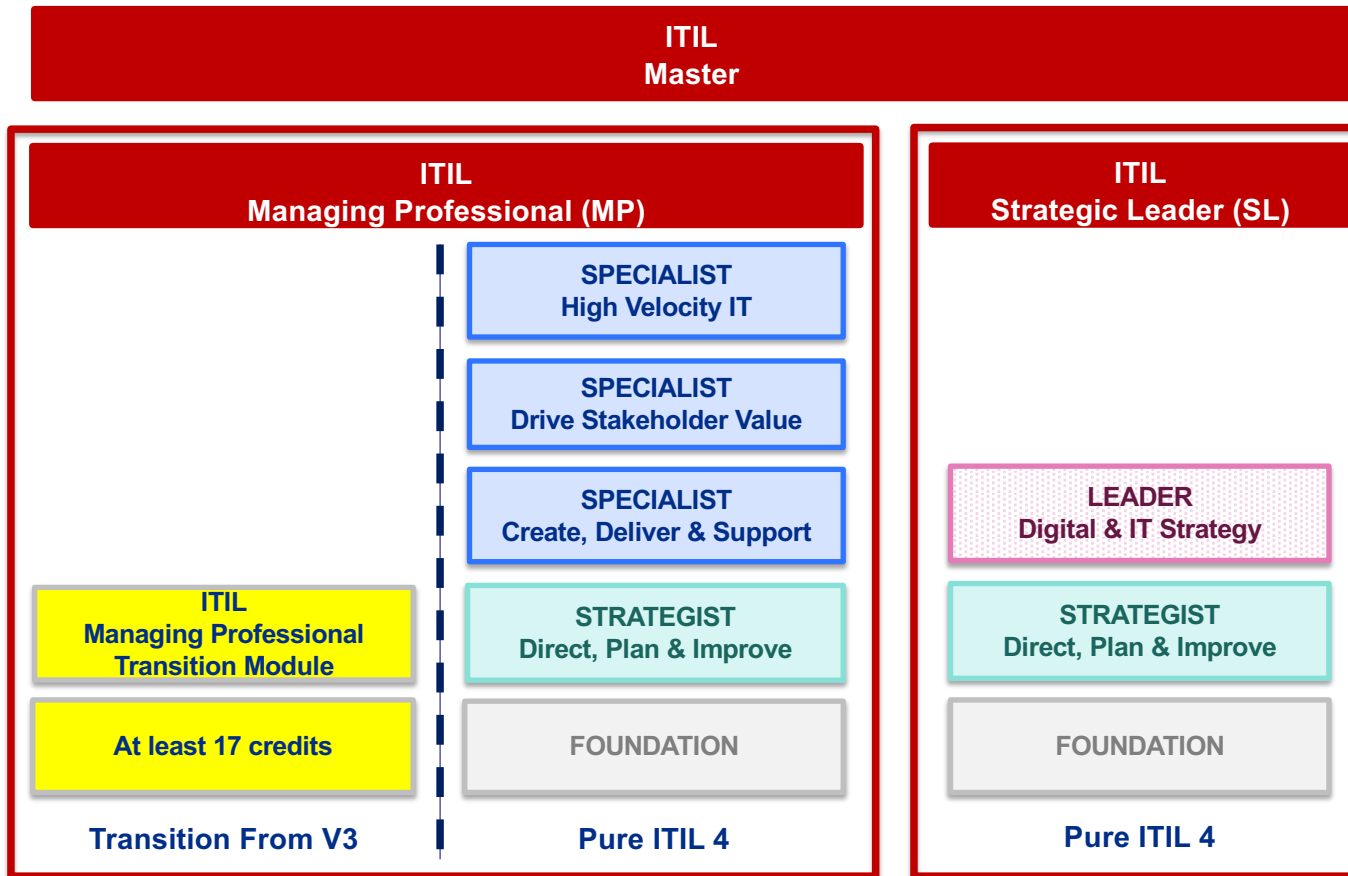
Focus On Customer Needs & Experience



What Does The ITIL 4 Certification Scheme Look Like?



What Does The ITIL 4 Certification Scheme Look Like?



Questions?



Thank You!

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