

“What’s the true(!) difference between ITIL V2 and ITIL V3

I am confronted many times with customers or students that wander:

“We’ve (nearly) implemented ITIL V2, should we implement V3?”

“Is ITIL V3 more helpful to organizations in 2007 than ITIL V2 was in 2001?”

“Today, will organizations find ITIL V3 more helpful than ITIL V2?”

Whatever the answers might be, certain things are sure:

1. ITIL V2 is a framework describing IT Service Management practices in a static way. ITIL V3 adds a dynamic element, namely, the service life-cycle. All ITIL advice is positioned relative to that life-cycle. I think this is more useful, although a lot is to be said about this in the ITIL perspective.
2. ITIL V2 was written in the late 1990s/early 2000s. It was the child of the technologies and the preoccupations of the time. ITIL V3 is a post Internet bubble product, which attempts to reflect changes in the technology and its effect on management perspectives of more recent times. The big effect of internet and management tools allows new (sub) processes that need to be managed.
3. All ITIL V2 processes come back in Version 3. ITIL V2 has been based on the experiences of organizations. The changes include a less dogmatic view of how activities are performed. For ITIL V2, processes were the thing. ITIL V3 draws back from that to some degree, and does not assume that everything is done in a process oriented way.

Hoping this information is useful for both consultants and students

Regards

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