



BEST PRACTICE LIVE

HOME OF ITIL LIVE

“Anyone who has adapted ITIL in their organization knows that the lion’s share of the effort needed is for creating workable processes, practices and procedures. ITIL Live offers the opportunity to cut the effort drastically by offering up a simple, easily adaptable head start for any size company. Now more than ever before, with a pressured economic climate, we can save time, money and effort by taking advantage of a great head start.”

Sharon Taylor, ITIL V3 Chief Architect and ITIL Live Author

Best Practice Live

www.BestPracticeLive.com is the official home of ITIL Live™, powered and created by TSO, Official Publisher of ITIL®. ITIL Live has been designed to help you gain a better understanding of ITIL V3 and to enable you to turn theory into practice.

ITIL Live: an introduction

Enabling you to turn the theory into practice by providing:

- The unique **ITIL Live Self Assessment Maturity Model**
- **26 ITIL processes** linked to work instructions and relevant roles, with links to the 36 associated templates
- 26 editable, downloadable **process diagrams** (Mac and PC compatible)
- 59 bespoke **Main Practice Element** process diagrams
- 36 editable, **downloadable templates** which help you save time by providing a set of templates for standard ITIL processes
- 148 Main Practice Element **work instructions** along with relevant roles and links to the 36 associated templates at a task-based level
- **Highlights from David Wheeldon** – Who Does What in Service Strategy? Best Practice or Good Practice? Service Strategy Appendix B1, Business units and Service units , CMS , SKMS and CMS Financial Management?
- **ITIL V3 Glossary** in 16 languages.
- **Ask the Expert**
- ITIL Live **Members’ Forum**

- Access to the **Toolkit**, home of all this value-added material and more
- The **free Knowledge Base**.
- **eLearning Zone** to help your department study for the Foundation and Intermediate ITIL V3 Examinations
- Technical **white papers**.
- As part of your subscription you can receive a **15% discount** when purchasing ITIL V3 complementary titles from **www.best-management-practice.com**.
- Utilize the **unique links** throughout the content in ITIL LIVE to the Official ITIL V3 Core Material by upgrading your subscription.

ITIL Live: the concept

ITIL Live was specifically designed in response to feedback from users of ITIL’s most recent version, ITIL V3. Since ITIL was first introduced in 1989, its ability to evolve and its emphasis on continuous measurement and improvement of service delivery has made it a worldwide winner.

ITIL V3, the latest development, is a Service Lifecycle based approach incorporating the best of V1 and V2 and tested current best practice for IT Service Management. There are five lifecycle titles:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement.

ITIL Live has been designed to enhance and complement the core publications by bringing ITIL into the live learning environment for any one involved with Service Management. ITIL Live provides an important link between what is written in the core publications and what needs to be done in practice.

ITIL Live: special features

Developed as a direct response to the needs of the ITIL users' community, ITIL Live features:

- **Content authored by experts** – ITIL Live is a multi-authored site with contributions from the original ITIL V3 authoring team as well as other key stakeholders from around the globe who are involved in Service Management
- **Ease of use** – Easy links between the sections encourage exploration of the site and increase all round understanding of ITIL
- **Focusing capability** – Layers of information provide increasing levels of detail to suit users' needs
- **Access via multiple routes** – Depending on how you wish to interrogate content, access is via:
 - 26 Process Maps, which are mapped against the lifecycle stages. The Process Maps are linked to work instructions, roles and the 36 document templates
 - 59 Main Practice Element (MPE) process diagrams, which are defined against each lifecycle stage. The MPE Diagrams are also linked to work instructions, roles and the 36 document templates
 - Roles of people involved, which apply to the stage/stages of the model you are looking at
 - Principles, defining the key concepts that underpin each lifecycle stage
 - Toolkit, home of 36 adaptable templates and the unique ITIL Live Self Assessment Maturity Model and more.
- **Clear colour coding** – Main Practice Elements can be easily related to the core lifecycle

- **Free Knowledge Base** – All users will be able to access this free growing body of information
- **Growing Toolkit** – Subscribers will be able to access this ever expanding toolkit, home of the value add material
- **36 Downloadable bespokeable templates** – Documents can be downloadable for personal use, with templates provided as Word files for convenience
- **Unique Self Assessment Maturity Model** – Offering subscribers the opportunity to conduct their own assessment of implementation and running of ITIL based processes
- **26 Editable, Downloadable Process Diagrams** – These process diagrams can be downloaded for personal use
- **Published by TSO** – As ITIL's official publisher, TSO works closely with expert content providers. TSO is known to be a provider of high quality, peer-reviewed content delivered via a framework of strong governance
- **Reviewed by leading industry experts** – A host of industry experts who make up the Content Review Group.
- **15% Discount** – As part of your subscription you can receive a 15% discount when purchasing ITIL V3 complementary titles from www.best-management-practice.com

ITIL Live: Toolkit and Knowledge Base

Key to the success of ITIL Live is its commitment to practical, hands-on support and the way it offers all users ways to become more closely involved with the ITIL community.

The Toolkit concentrates on offering detailed, value add content and support. It has been set up as a simple access point so that subscribers can navigate the large amount of value-adding material easily and quickly. Regularly updated, the Toolkit provides immediate access to the 36 adaptable document templates, the unique ITIL Live Self Assessment Maturity Model, 26 process diagrams,

technical white papers on specific aspects of implementation, an interactive “Ask the Experts” and e-learning function.

The Knowledge Base www.bestpracticelive.com/knowledgebase is free to all and is a forum for news articles on ITIL, events listings, white papers and testimonials. You can also find further information on related standards, such as ISO 20000, COBIT and Sarbanes-Oxley, as well as background information on ITSMF.

ITIL Live: who can use it?

ITIL Live does more than offer support to organizations already working with ITIL V3. It can be used both as an educational support for people who want to learn more about ITIL V3 and as an implementation tool for practitioners who are committed to moving from V2 to V3.

It is designed to bring a range of benefits to three main groups of users:

- **Service Management Practitioners** – Anyone working or being trained in Service Management will gain from being able to move seamlessly from the framework to descriptions of the practicalities of implementation
- **Organizations in the Public and Private Sector** – ITIL Live allows staff throughout organizations to access the information on ITIL implementation, providing adaptable process models and templates bespokeable for your organization
- **Consultancy and Training Organizations** – ITIL Live is not just a vital internal training resource. It can be accessed by external providers of training and consultancy so they can pass on ITIL knowledge and the most useful support in terms of materials such as the Toolkit’s templates and downloadable process models.

ITIL Live: what are the benefits?

ITIL Live helps users plan the implementation of ITIL V3, by showing them how processes relate to the lifecycle and what is required at the main stages of implementation.

From cutting costs to helping diffuse knowledge of ITIL through the organization, ITIL Live delivers wide ranging benefits:

As a practical aid: the service models help users gain a full understanding of the Service Lifecycle. Process flows, templates and documents help users apply the guidance in their everyday work processes.

As an educational aid: organizations which are investing in formal ITIL education will be able to use ITIL Live as a resource for study and as a reference tool both before and after ITIL certification.

As an affordable implementation tool: documenting how IT Service Management (ITSM) will be executed within departments and organizations is a major component of ITIL implementation. ITIL Live provides a resource which is delivered centrally and is affordable and available to all.

As a service improvement aid: by bringing all the key elements together, the service model makes it easy for organizations to pinpoint gaps in their current model and add components that improve the organization’s service practices.

As a source of up-to-date best practice: content will be added continually to the Toolkit, following approval by the Content Review Group. This ensures that content remains refreshed and current. Subscribers will be alerted and supplied with links as new documents are added.

As a practical and accessible resource: to enable a broader and deeper understanding of IT implementation, ITIL Live will make it easier to engage non-specialists within the organization with the implementation process. This will increase buy-in and help ensure its ongoing success and continual improvement.

As an assessment tool: The unique Self Assessment Maturity Model allows subscribers the opportunity to conduct their own assessment of the implementation and running of ITIL-based processes.

ITIL Live: how it works

The content within ITIL Live is presented with multiple access points, grounded on a Toolkit of updated, practical tools and information.

Processes

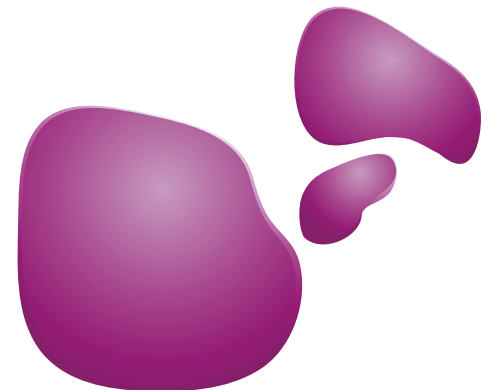
Offering a process-based perspective, ITIL Live presents the five core stages of the ITIL Lifecycle: Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement. Each stage is broken down into its core generic processes.

Example shows Service Catalogue Management Process Model within Service Design

Example shows Processes landing page

The process maps are linked to work instructions, roles and the 36 document templates.

This allows users to find out how the process works, how the associated tasks work, who needs to be involved, what they should do and how they can be best supported.





Example of MPE

Main Practice Elements

The Main Practice Elements (MPEs) define which ITIL processes need to be carried out at every stage of the lifecycle and in turn which specific tasks and activities are relevant.

Users can select each Lifecycle Stage, then drill down to find out about the supporting processes, related roles and work instructions.

Key Performance Indicators are also available alongside the MPEs. Clicking on a specific task or activity from the customized process leads to a detailed breakdown of work instructions, task roles and bespokeable templates. 26 Downloadable Microsoft Visio versions of the processes are also available.

Roles

This route provides users with a breakdown of all ITIL roles and where they fit into the lifecycle.

Principles

All of the key principles are fully described, defining the key concepts that underpin each of the lifecycle stages of ITIL.

The Toolkit

The ITIL Live Toolkit features instructions, materials, know-how and experience. Like all aspects of ITIL Live, the contents of the Toolkit are in a constant state of review and development so you are kept up-to-date with the latest thinking and practical guidance. Using it will not only allow you to implement elements of the framework as and when you need to, but you can be confident that you are basing your decisions and practices on the most up-to-date guidance, direct from the ITIL team.



Example shows Toolkit

The Toolkit currently offers:

- Unique ITIL V3 Self Assessment
- Maturity Model
- Highlights from David Wheeldon – Who does what in Service Service Strategy, Appendix B1 Business units and service units CMS, SKMS and CMS? Financial Management
- ITIL V3 Glossary in 16 languages
- Ask the Expert
- ITIL Live Members Forum
- Self Assessment Maturity Model – created by one of the Authors of the core ITIL V3 Service Lifecycle publications
- a support library, including technical white papers focusing on practical implementation of ITIL V3
- 26 Mac and PC compatible* editable process models.

Keep an eye out for other content coming soon!



Example shows Knowledge Base

The Free Knowledge Base

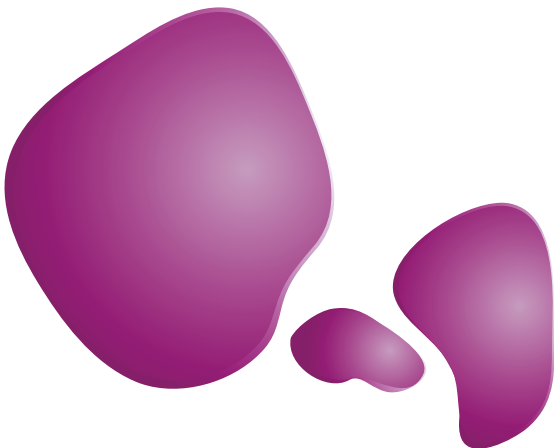
ITIL Live's Knowledge Base offers broader reading material in the form of freely available news articles, white papers, case studies and other useful information.

We are very keen for the ITSM community to help us build up the Knowledge Base by submitting white papers, news articles, events listings and case studies. After vetting by the editor pieces will appear as free content within the Knowledge Base carrying your organization's logo where appropriate and links to your website.

To find out more please contact the Best Practice Live Knowledge Base Editor at BPL@tso.co.uk

TSO Shop

As part of your subscription you can receive a 15% discount when purchasing ITIL V3 complementary titles from www.best-management-practice.com Simply click on the Add to Basket icon against the publication format and the 15% will automatically be calculated in your shopping basket.



The Authors

ITIL Live is a multi-authored site with contributions from the original ITIL authoring team as well as other key stakeholders from around the globe who are involved in Service Management.

The main authoring team for the core of the site are Sharon Taylor and Candice Tarin from AGI and Bidemi Johnson from the Public Sector.



Sharon Taylor

Sharon is a well known figure within today's IT Service Management community, with significant experience. As the Chief Architect and Chief Examiner of ITIL V3 Sharon is also chair of the itSMF International, she is at the centre of best practice development and endorsement.

Her contributions to the community and to best practice are based upon extensive professional experience in the industry. After many years as an active ITSM professional in Canada, she is currently President of Aspect Group Inc, leading AGI's consultancy, training and ITSM practice, working with clients throughout North America and Europe.



Candace Tarin

Candace is a well known IT Service Management expert. Her 10 year career in the IT industry has progressed from Technical Support to application developer, ITSM professional trainer accredited by the Information Systems Examination Board (ISEB) and the APM Group, to AGI's Leading Senior ITSM consultant since 1998. AGI clients span North America, Europe and Asia and Candace manages this large, diverse global client base for AGI's ITSM Consultancy Practice.

Candace was invited by ISEB to be a V2 ITIL Examiner where she maintains work on a global team to grade candidate exams. More recently, she was asked to join the V3 Examiners Panel and works with an international group alongside the Chief Examiner developing V3 examinations for the Service Strategy and Service Transition Lifecycle stream.

Candace is a contributing author to ITIL best practices, industry white papers and was a member of the ITIL V3 refresh project. She is heavily involved in the development of the V3 Complementary Guidance and is a contributing author to upcoming publications for the V3 library.



Bidemi Johnson

Bidemi is an experienced Service Management Professional with over 10 years significant strategic and practical operational experience in strategy development, implementation, and maturing of IT and ITIL Service Management capabilities.

She has worked on major Service Management initiatives across various industry sectors including, but not limited to, the Public sector (Cabinet Office, Ministry of Justice) Finance, Media, Utility, Retail and Legal sectors and ambitious programs set to align IT with business strategies and deliver value for money.

With an ITIL Service Management and PRINCE2 certificate, she has a demonstrable track record of delivering sound IT projects with great business benefits. She has also managed major Transition and Transformational initiatives for IT Managed Services and e-Government Transformational projects.

The Content Review Group

Content review is central to the ongoing success of all best practice guidance. It ensures that the content is updated to represent best practice at any given time; that it is accessible and stays true to stated aims, and that all user groups are reflected and have a say in the ongoing evolution of the content.

ITIL Live's Content Review Group is a key driver for continuing development and international success. Solidly grounded in ITSM, the group combines wide-ranging experience, specific expertise in all key areas and the highest levels of professionalism.

The Content Review Group is growing, please see below for a sample of the experts, the full listing of the review group is available at www.BestPracticeLive.com.



Jeroen Bronkhorst
www.hp.com/blogs/itil

Jeroen is a Business Solutions Strategist at HP Software & Solutions headquarters for Europe, Middle East and Africa (EMEA), the lead authority for the HP Service Management Framework (based on ITIL V3 and other standards) as well as the HP ITSM Reference Model built around ITIL V2. Jeroen is a member of the ITIL V3 authoring team and author of integrated ITIL V3 models used in the Official introduction to the ITIL Service Lifecycle. Jeroen is a certified ITIL Service Manager, official presenter for itSMF International, member of various itSMF chapters, the Publications Executive Sub-Committee of itSMF Netherlands as well as a certified IT auditor and member of the Dutch organization for registered IT auditors (NOREA).



Alison Cartlidge
www.steria.co.uk

Alison has over 20 years experience of working in IT. She is currently Head of the Service Management Community for Steria Ltd, responsible for Service Management best practice across the UK and India.

Alison is active in the itSMF Publication Committee, co-authoring and editing a number of itSMF publications. She has been involved in ITIL V2 modules and was a member of the ITIL Refresh Independent Advisory Group for ITIL V3.



Gary Case
www.pinkelephant.com

Gary is the co-author of the ITIL V3 Continual Service Improvement core volume, and is an IT professional with more than 30 years of experience. An ITIL Service Manager, Gary specializes in providing strategic process consulting, business alignment, project management, and training to IT professionals across all industries. He also presents ITSM and ITIL-related sessions to audiences at major events worldwide. Gary joined Pink Elephant after successfully running his own consulting and training company, and serving as the Director of Training for the Help Desk Institute (HDI).



Barry Corless, FISM
www.remarc.co.uk

Barry is Head of Education and Consulting at Remarc and a fully qualified Service Management consultant with almost 20 years IT industry experience. He has been lecturing, consulting, implementing and using ITIL Service Management processes for the past 10 years. In addition, Barry is a Fellow of the Institute of Service Management and Chief Examiner for the APMG for ITIL V2. Barry is a director and vice chair of the UK IT Service Management Forum (itSMF).



Peter Doherty
Peter.Doherty@ca.com

Peter has been a Service Management practitioner for over 20 years. He has worked with customers big and small implementing Service Management solutions, including one of the largest in Australia in an outsourced environment. He has taken an active role in the Service Management community and continues to work with organizations implementing Service Management programs based on ITIL.

Peter has a Manager's Certificate in Service Management (Distinction) is a published author, contributed to the ITIL V3 Service Operations book and has keynoted at a number of international itSMF conferences, as well as winning the Presidents Award for best presentation at a national itSMF conference.



Malcolm Fry
Malcolm@malcolmfry.com

A recognised IT industry figure with over 40 years experience in Information Technology, Malcolm serves as an Independent Executive Advisor to Computer Associates Software. Malcolm is the author of many publications on IT service and support, and is the solo performer in a highly successful, best selling DVD series made for the Help Desk Institute. He was on the Advisory Group for ITIL V3 and mentor for one of the ITIL V3 books.



Brenda Iniguez
Brendai@frontrange.com

Brenda is a seasoned IT Support Professional, with over 25 years experience in Fortune 100 companies; designing, building, consolidating, and managing their Enterprise Support Centers. ITIL V3 and ITIL Service Manager certified, she is well versed in all the key Service Management disciplines, and all aspects of Service Desk Management.

She is active in several professional groups, including the itSMF National Conference Board, and an active speaker at national Support Conferences and association meetings.



Brian Johnson
Brian.Johnson@ca.com

Brian has worked in both the public and private sector and likes to think he has done all sorts of useful stuff; however, he recognizes that all of it is

boring and completely un-cool and would like to set the precedent for vaguely relevant biographies by stating that he is really keen on football and rock music and wishes that Sunderland stay in the Premier League and that the Rolling Stones had retired after 'Exile on Main Street'. If you have any interest in the un-cool stuff, look for his name in the ITIL books and not on albums by AC/DC.



Shirley Lacy
www.connectsphere.com

Shirley is highly regarded within the industry and is an authority on Service Management and Configuration Management practices. She is a co-author of the OGC's ITIL Service Transition book and the BSI publications on Achieving ISO/IEC 20000. She is Managing Director of ConnectSphere, a company that specialises in the application of Service Management best practices to deliver value from IT investments.

She leads ConnectSphere's consultancy and ITSM implementation practices. Shirley has several industry roles including: the ISO UK Principal Expert for developing IT Service Management and assessment standards, ISO/IEC 20000 and ISO/IEC15504; Vice Chair of the British Computer Society Specialist Group for Change, Configuration and Release Management.



Phil Montanaro, FISM, FBCS, CITP
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With an IT career spanning over 32 years, Phil is currently the EMEA Service Delivery Executive for the EDS Shell Account. He holds several extracurricular roles on bodies such as the itSMF ISO/IEC 20000 Accreditation Panel, OGC ITIL Advisory Group and APMG V3 Examiners Panel.

Phil was involved in ITIL V1 & 2, worked on the development of V3, mentored the authors of the Service Strategy core volume, and took an active part in the review of Service Operations.



Colin Rudd

www.itemsltd.co.uk

With 35 years experience, Colin is internationally recognised as a leading authority on Service Management. Lead author in the development of V1, 2 and 3, Colin was responsible for the design of the ITIL V2 framework. He has set up his own company and is using his extensive practical knowledge of Service Management to assist a number of major clients with improving their Service Management processes and solutions.

Former President of the Institute of IT Service Management he is now a Director of itSMF International and Chair of the itSMF Standards Management Board. Colin's enormous contribution to the Service Management industry was recognised in 2002, with the presentation of the itSMF's "Paul Rappaport" Lifetime Achievement Award.



Robert E. Stroud

www.ca.com/blogs/stroud

Robert is Vice President of Service Management and the IT Service Management and is a Governance Evangelist at CA, Inc.

A 26-year IT veteran, Robert has significant practical industry experience and is a recognized industry speaker and leader. He has contributed to several major titles on ITIL and COBIT and was a member of the ITIL refresh process in the roles of mentor and reviewer, whilst serving on the Advisory Group.



Ken Turbitt

www.smcgltd.com

Currently President and CEO of Service Management Consultancy (SMCG) a worldwide, yet UK based, Services Company. SMCG assists corporates in aligning with the Best Practices for IT services (eg. ITIL, CobIT, ISO's, ETom etc), presenting to clients, partners and analysts and Ken is also on the BMC Software Thought Leadership Council. Ken was the creator and implementer to the worldwide market of the first OGC approved ITIL Compliant Audit service. With over 25 years IT experience Ken can identify the procedural and administrative needs of the client around the IT Service Management's alignment with the business, developing an appropriate strategy in support of the corporate objectives, leading to a Business focussed Service Management solution. Ken is an accomplished speaker, author and advisor on a worldwide basis. He has held an ISEB ITIL Manager qualification for more than 10 years, and was an official reviewer of the ITIL V3 Service Design book and for ITIL Live.



Theresa Wright

www.computacenter.com

With over 18 years experience in IT Service Management, Theresa Wright specializes in the pragmatic and practical application of ITIL. She has extensive real-life experience in the effective implementation and operation of best practice, as both an internal and external IT service provider.

A member of the APMG ITIL V3 Examination Panel, Theresa was also an official reviewer of ITIL V3 Service Design. Theresa is a member of the itSMF ISO/IEC 20000 Examination Panel, and has been a member of the ISEB Examination Panel for the IT Managers Certificate in IT Service Management since 2002.



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