

Statement from the Accreditor

ITIL® Update – Removal of Versioning

Following the publication of ITIL Best Practice Guidance in IT Service Management in May 2007, and based on feedback from the marketplace, the OGC (former owner of Best Management Practice) afforded the ITSM community a transition period of over 4 years to move from earlier ITIL versions (previously referred to as Version 1 and 2) to the version of the guidance published in May 2007 (or Version 3).

This transition period allowed organisations and users to not only practically implement the guidance but also to ensure their staff and workforce could be appropriately trained and certified in the new content. This would be done gradually over time before earlier versions of the guidance and examinations and courses were permanently withdrawn.

During this transition period, the V2 and V3 references applied to the guidance proved useful in determining the version of the guidance products or services were aligned.

ITIL 2011 editions will be referred to without any version numbering. ITIL will therefore simply become ITIL as was always intended and was the practice of the OGC (former owner of Best Management Practice).

What this means for ITIL Qualification Scheme?

Any of the version numbering applied to any of the existing ITIL qualification scheme core documentation – syllabuses, sample papers and other supporting documents - will be removed at the same time as updates are underway. This will align the documentation to the new ITIL 2011 edition, so all courses and exams will be referred to as “<Module Name> Certificate in IT Service Management” only.

This change took effect on publication of the new ITIL edition on 29 July 2011 and will be applied to all modules in all languages as they are fully aligned to the 2011 edition.

Course providers and Examination Institutes will be expected to refer to qualifications as per the guidance provided in the qualification documents, and remove all references to “V3” from module and course offerings and marketing.

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