

ITIL® 3  
VERSUS  
ITIL® 4





## ITIL® 3 vs ITIL® 4

When people enquire how ITIL® 4 differs to ITIL 3/211 it's not surprising to see responses relating to the service value system, the service value chain, the four dimensions of service management, Lean, Agile and DevOps etc., However, in my opinion, surely these responses should satisfy whether ITIL 4 will have a greater business impact compared to ITIL 3/211?

As an Axelos®/PeopleCert® accredited ITIL trainer there is no one more passionate and committed than myself when it comes to helping students to become ITIL certified however, that said, I am equally passionate and committed to helping students understand how ITIL can have a positive business impact. I would like to think this is what distinguishes my course delivery from others.

So, if I was wearing a business hat, I would want my staff to deliver a great service in a cost-efficient manner, I would want my staff to be creative and express themselves, I would want my staff to help me compete in the modern world and I would want my staff to contribute to value.

Wearing a business hat; I am thinking how significant would ITIL 4 be to my business compared with ITIL 3/211? Is ITIL 4 going to make my operation leaner, more efficient, and improve consistency (quality)? Is ITIL 4 going to allow me to offer a more customised and flexible service? Is ITIL 4 going to help me introduce higher levels of collaborative working, and in turn increase customer satisfaction? I do not want to invest in a textbook, I want to invest in a culture that is going to have a positive impact on my brand.

Putting my ITIL 4 hat on, whilst I could pick a number of key topic areas which would indeed satisfy these questions/requirements I do not want to consume pages forensically drawing comparisons, and I certainly do not want to do this without business context and meaning.

However, I will highlight two things:

1. ITIL 4 places far more emphasis on the consumer compared with ITIL 3 and is far more agile whereas ITIL 3 was extremely rigid.
2. Of course, we need to reference textbook to help guide us however, whether ITIL 3 or ITIL 4 or any best practice framework come to that, the textbook will not do the driving, we (people) have to drive the textbook in the direction that we want.

So, my advice would be:

1. Understand what you want to achieve and why, e.g., improve efficiency and productivity, elevate mutual capabilities, undertake IT transformation or digital transformation, establish high-levels of service excellence, or simply introduce a service mindset organisation-wide.
2. Consult an ITIL specialist who can help translate the textbook into some relevance, this way it will be possible to establish the values which can be mapped to your objectives and goals.
3. Form a strategic plan, get the direction along with understanding the costs and risks and go for it!

Remember, the biggest risk is not taking a risk!

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