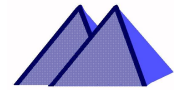


ITIL V3 Trivia for the V2-experienced

References are to the V3 core books published by the OGC.

1. Service Failure Analysis (SFA) is the new name for Service Outage Analysis, presumably because Service Oriented Architecture has usurped the acronym SOA. (SD, p.108)
2. The Emergency Change Advisory Board (ECAB) is the CAB/EC that you know and love. (They forgot to change it from CAB/EC in the Acronym List in the V3 books, but it's correctly described in the ST, p. 60) and each V3 Book's Glossary).
3. Acronyms - probably many are not new to you if you've read the full set of ITIL V2 books.
 - SMART Specific, Measurable, Achievable, *Realistic*, Timely (SD, p. 173) or Specific, Measurable, Achievable, *Relevant*, Timely (SD, p. 311)
 - SWOT Strengths, Weaknesses, Opportunities, Threats (SD, p. 211 and CSI, p.111)
 - RACI Responsible, Accountable, Consulted, Informed (ST, p. 166)
 - MoSCoW a variant of "Must or Should or Could or Would-be-nice-to have" – as often used to describe the content of a Statement of Requirements. In V3 it's "Must have; Should have if at all possible; Could have this if it doesn't affect anything else and Won't have this time but Would like to have in the future".
4. The 7 Rs of Change Management – questions to aid assessment of changes. Raised (Who?), Reason (What?), Return (What?), Risks (What?), Resources (What?), Responsible (Who?), Relationship (What?) (ST, p. 53)
5. MTBSI is now correctly described as Mean Time Between Service Incidents (since ITIL is about services) rather than Mean Time Between System Incidents (V2) (SD, p. 303)
6. Mean Time to Repair (MTTR) is now defined as time from CI or Service failure until repair. A new-to-ITIL term Mean Time to Restore Service (MTRS) replaces the V2 MTTR and is the time from CI or Service failure until restoration (i.e. downtime). (SD, p. 303)
7. Only the names have changed!
 1. Basic Changes are now Normal Changes (as "little-ITIL" refers to them) (ST, p.49)
 2. Backout Planning is now Remediation Planning (ST, p. 48)



8. The Definitive Software Library (DSL) and the Definitive Hardware Store (DHL) are in V3 in spirit but not in name. The Definitive Media Library (DML) is the DSL, but the acronym DHS has gone although the concept of definitive spares in a store is still there. (ST, pp. 69-70).
9. Follow-the-sun and Virtual Service Desks are separately defined in V3. (SO, p.111)
10. Critical Success Factor. V2 rather strangely defined this in the glossary in the Planning to Implement Service Management book as “a measure of success or maturity of a project or process”. In V3, the definition is aligned with normal usage of the term as “something that must happen if a Process, Project or Plan is to succeed.”