

What is Best Practice Live?

www.BestPracticeLive.com is the official home of the product ITIL Live™, powered and created by TSO, the Official Publisher of ITIL®.

What is 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 Chief Architect of the ITIL V3 Refresh and *ITIL Live*
Author

ITIL Live has been created by the Chief Architect of the ITIL V3 Refresh and Authors to help you increase your understanding and assist with your implementation of the ITIL Service Management Lifecycle.

Why ITIL LIVE?

Developed as a direct response to the needs of ITIL users’ community, ITIL Live includes:

- **36 Downloadable bespoke document templates** - Documents can be downloadable for personal use, with templates provided as Word files for convenience.
- **26 Editable, Downloadable Process Diagrams** – These process diagrams can be downloaded for personal use.
- **Growing, regularly updated Toolkit** – includes the 36 downloadable templates, the Self Assessment Maturity Model, Members Forum, an ‘Ask the Experts’ function and eLearning Zone.
 - **Unique Self Assessment Maturity Model** – This unique tool offers subscribers the opportunity to conduct their own assessment of implementation and running of ITIL-based processes.
 - **Members Forum** – Part of the Toolkit, this forum allows subscribers to network directly with fellow subscribers.
 - **Access to the Experts** – Subscribers can post details of a problem or challenge to our panel of experts via Ask the Expert which is part of the Toolkit.
 - **eLearning Zone** – To help Subscribers study for the Foundation and Intermediate ITIL V3 Examinations.
- **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 involved in Service Management.
- **Ease of use** - Easy links between the sections encourage exploration of the site and increase all round understanding of ITIL.
- **Drill-down 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 each stage/stages of the model you are looking at.

Principles, defining the key concepts that underpin each lifecycle stage.

Toolkit, quick links to the Processes, MPE's, Roles and Principles as well as access to the Self Assessment Maturity Model.

- **Clear Colour Coding** - Main Practice Elements can be easily related to the core lifecycle.
- **Free Knowledge Base** - Provides news, white papers plus details on events, itSMF and related frameworks/standards.
- **Published by TSO** - As ITIL's official publisher, TSO works closely with expert content providers. TSO is 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 make up the Content Review Group.
- **15% Discount off ITIL V3 Complementary Publications** - As part of your subscription you will receive a 15% discount when purchasing ITIL V3 Complementary Publications from www.best-management-practice.com
- **Unique links through to Official Core ITIL V3 Content** - Utilize the unique links throughout the content in ITIL LIVE to the Official ITIL V3 Core Material by upgrading your subscription.

What are the benefits of using ITIL Live?

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

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, affordably and that can be 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 regularly to the Toolkit following approval by the Content Review Group. This ensures that content remains refreshed and current. Subscribers will then 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 Service Management implementation, ITIL Live will make it easier to engage non-specialists within the organization with the implementation process. This will increase understanding and help ensure its ongoing success and continual improvement.

What downloads can I expect as part of my subscription?

26 editable process diagrams (PC and MAC compatible) and currently 36 document templates including:

- **Service Strategy** - Market Space Assessment, Calculating ROI Report
- **Service Operation** - Event Record, Incident Record, Authorization Matrix, Major Incident Review Report, Escalation Matrix Template
- **Service Transition** - Transition Strategy, Sample Baseline Report, Service Testing Acceptance Criteria, Test Evaluation Report, ELS Transition Checklist
- **Service Design** - Business Impact Analysis, ITSCM Strategy, IT Recovery Plan, Availability Design Criteria, Supplier Management Contract
- **Continual Service Improvement** – Service Measurement Framework, Gap Analysis. All downloads are accessible through the Main Practice Element (MPE) or Process Work Instructions.

For quick and easy access we also offer these on the Toolkit where the documents are listed alphabetically and by process.

Where did the product idea come from?

It was specifically designed in response to 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 have 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 that form the core of ITIL which are part of your ITIL Live subscription:

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

ITIL Live has been designed to enhance and complement the ITIL V3 Lifecycle publications by bringing the core of ITIL alive for anyone involved in Service Management. ITIL Live provides the important link between what is written in the core publications and what needs to be done in practice.

How is ITIL Live different to the other tools available?

ITIL Live's main authoring team includes Sharon Taylor, Candace Tarin and Bidemi Johnson who together have many years experience within the industry. ITIL Live's Content Review Group combines wide ranging experience with specific expertise in all areas of the ITSM community so you can rest assured the product has been rigorously tested by leading industry experts. Please visit www.BestPracticeLive.com for a profile of the authors.

ITIL Live offers a unique approach to navigating through the ITIL V3 content: MPEs. A Main Practice Element (MPE) is a practical, everyday application of Service Management at work. Literally speaking it is those core activities (or elements) of Service Management you have to undertake i.e. Conducting Service Testing and Pilots.

The MPEs have been documented in a similar fashion as we are used to seeing processes and functions diagrammed. This method enables the product to easily depict process and role involvement.

ITIL Live's Toolkit contains a host of value add including the unique ITIL V3 Self Assessment Maturity Model, Members Forum plus downloadable documents templates and process diagrams.

Who is ITIL Live for?

ITIL Live does more than offer support to organizations already working with ITIL V3. It can be used as both an educational support for people who want to learn more about ITIL V3 and 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 information on ITIL implementation.
- **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.

Why have a 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; in so much as it is accessible, stays true to stated aims, reflects all user groups needs and users 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. For the complete listing of the members of the Content Review Group including their profiles please visit www.BestPracticeLive.com

How does ITIL Live work?

The content within ITIL Live is presented with multiple access points.

- **ITIL Processes** – The 26 ITIL Processes are mapped against the lifecycle stages with the ability to see, at a glance, how the process works with associated tasks; the roles and responsibilities associated with the processes and supporting tools.
- **Main Practice Elements (MPE)** – The diagram defines the Main Practice Elements for each lifecycle stage and helps you to understand which tasks need to be performed within that MPE, who's involved, what they need to do and supporting tools.
- **Principles** – All the key principles are fully described, defining the key concepts that underpin each of the lifecycle stages.
- **Roles** – This route provides you with a breakdown of all ITIL roles and where they fit within the ITIL Lifecycle. Each area offers several tiers of drill down capability, illustrating a further level of detail. The lower level provides access to download process diagrams and document templates. These downloads can also be found within the toolkit for quick and easy access.
- **Toolkit** – The Toolkit provides the means of turning ITIL theory into practice.

What is an MPE?

A Main Practice Element (MPE) is practical, everyday application of Service Management at work. MPEs go beyond explaining or diagramming a process, function or role, and apply the processes and functions within ITIL to a broad range of day to day operations.

The MPEs have been documented in a similar fashion as we are used to seeing processes and functions diagrammed. This method enables the product to easily depict process and role involvement.

What is the Toolkit?

The ITIL Live Toolkit features instructions, materials, know-how and experience. 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.

The Toolkit currently offers:

- A unique ITIL V3 Self Assessment Maturity Model
- 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 and SKMS or 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!

What is the Self Assessment Maturity Model?

ITIL Live is unique in offering its subscribers the opportunity to conduct their own assessment on implementation and running of ITIL-based processes. To help organizations achieve quick results with relatively little effort, the method has been kept deliberately straightforward.

ITIL Live's self-assessment process is based on five levels of maturity, with clear guidance on the criteria to look for at each level of the ITIL V3 processes. Though the primary focus is on the ITIL processes, the assessment criteria also examines how well the roles, functions, support tools and infrastructure are supporting these processes.

The model consists of:

- A guidebook - providing an explanation of the model and the marking system
- The assessment criteria - describing five maturity levels for each process to enable you to benchmark your processes
- The model - in which you document your score and rationale for the score.

Created by David Wheeldon, one of the authors of Service Operation, this maturity model helps you establish the maturity of your ITIL V3 processes and assists in tracking progression from the first assessment through your implementation and improvement journey.

What content is planned for the Toolkit?

The list below is by no means exhaustive but provides you with an overview of what we are presently working on. To ensure you are alerted when new content is added sign up for our alert service at www.BestPracticeLive.com/Register

Common Implementation Obstacles and Difficulties – a page of frequently hit upon problems with solutions as to how these problems can be circumvented.

Real Working Examples of Essential Documentation - sample Service Level Agreements and other vital documents that are currently in use by other organisations.

eLearning Zone - to help your department study for the Foundation and Intermediate ITIL V3 Examinations.

What is the 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.

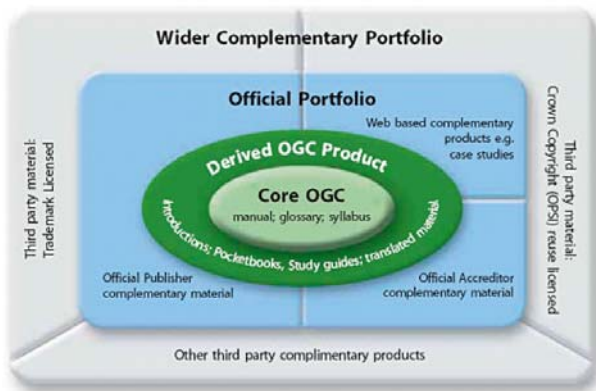
We are very keen for the ITSM community to help us build up the Knowledge Base by submitting white papers, news articles, events listings and case studies. After vetting by the editor, pieces will appear as free content within the Knowledge Base carrying your organization's logo where appropriate and links to your website. To find out more please contact the Best Practice Live Knowledge Base Editor at BPL@tso.co.uk

When did ITIL Live launch?

ITIL Live was launched on Monday 10 November 2008 at the itSMF UK Annual Conference.

Is ITIL Live part of TSO's OGC range?

The diagram below represents the OGC Official Portfolio and the wider complementary portfolio.



The Official Portfolio includes:

- The OGC required products (shown in green). These are the OGC Core reference material and a range of derived products published by TSO, the official publisher of ITIL.
- The complementary material also comes from TSO, plus the Official Accreditor APMG and includes web-based products such as White Papers and Case Studies.
- The Wider Complementary Portfolio includes third party complementary products. These have been quality reviewed to ensure compliance of the material with OGC's brand principles.

OGC and its partners have introduced the Wider Complementary Portfolio scheme to encourage the development of innovative, high calibre products by third parties. This provides customers and users of Best Practice with a wide choice of easily identifiable, quality products, which have been quality reviewed to ensure compliance of the material with the brand principles. ITIL Live, from the Official Publisher of ITIL, forms part of this outer ring and is related to both the Core and Complementary material.

How can I get involved?

If you have any ideas for value add content, publications or want to become part of the Content Review Group please contact the Best Practice Live Commissioning Editor at BPLContent@tso.co.uk

There is also an opportunity to submit White Papers, news articles, events listings and case studies. These items would appear as part of the free content on the Knowledge Base available to all and would carry as appropriate the originator's organization logo and link to their website.

Please refer to the White Papers on the site as an example. If this is of interest please contact the Best Practice Live Knowledge Base Editor at BPL@tso.co.uk

I am new to ITIL, how can I purchase ITIL Live and what is the price?

	Individual - ITIL Live	Individual - ITIL Live and ITIL Lifecycle Suite	Corporate - ITIL Live	Corporate - ITIL Live and ITIL Lifecycle Suite
Duration	12 months			
Access	ITIL Live	ITIL Live and ITIL Lifecycle Suite	ITIL Live	ITIL Live and ITIL Lifecycle Suite
Shop	15% Discount off all ITIL V3 Complementary Titles			
Downloads	12 months unlimited access			
Licence	Single User for ITIL Live	Single User for both ITIL Live and the ITIL Lifecycle Suite	Multiple Users, prices based on simultaneous access	Multiple Users, tailored to your requirements. Prices based on simultaneous access
Price	£230 (£264.50 inc VAT)	£495 (£569.25 inc VAT)	1 Concurrent Access £670 (£770.50 inc VAT)	1 Concurrent Access £2,670 (£3,070.50 inc VAT)

For individual ITIL Live access you can purchase online.

For corporate access please contact TSO on +44 (0) 1603 696 701 or email us at BPL@tso.co.uk for a tailored quote.

I already have an ITIL V3 Lifecycle Suite Online Subscription, how can I purchase ITIL Live and what is the price?

	Individual - ITIL Live	Corporate - ITIL Live
Duration	12 months	
Access	ITIL Live	ITIL Live
Shop	15% Discount off all ITIL V3 Complementary Titles	
Downloads	12 months unlimited access	
Licence	Single User for ITIL Live	Multiple Users, in line with your ITIL Lifecycle Suite licence. Prices based on simultaneous access
Price	£230 (£264.50 inc VAT)	1 Concurrent Access £670 (£770.50 inc VAT)

For individual ITIL Live access you can purchase online.

For corporate access please contact TSO on +44 (0) 1603 696 701 or email us at BPL@tso.co.uk for a tailored quote.

Can I trial ITIL Live?

You can view our online demo or request your free 7 day trial for ITIL Live.

To request your 7 day trial please register at www.BestPracticeLive.com/Register or email us at BPL@tso.co.uk and we will contact you with a unique User Name and Password.

How can I get my 15% discount?

As part of your subscription you will 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.