

## OGC announcement on ITIL v2 withdrawal

In June 2009 OGC announced that itSMF International<sup>1</sup> were undertaking a survey of the IT Service Management community to seek views on the uptake of ITIL version3 and the need to retain ITIL version2.

The survey had over 1300 responses, with a broad range of organisations providing a cross-representation of views from the community. There are some clear messages in the survey report:

- English versions of products need to be in the market to the end.
- Overall, less than 8% suggested version2 qualifications need to be available for more than 2 years (from the date of the survey).

OGC has considered these findings alongside its own requirements for the maintenance of the ITIL product set, and agreed that:

- a. Withdrawal will be product based, with all language variants for individual qualifications and publications being removed at the same time.
- b. Removal of version2 will complete on 30 June 2011. Specific product withdrawal will be as follows:
  - V2 Foundation to cease 30 June 2010
  - V2 Manager to cease 31 August 2010
  - V2 Practitioner to cease 31 Dec 2010
  - Foundation Bridge to cease 31 Dec 2010All of the above will be available for re-sits until 30 June 2011
  - Manager Bridge to cease 30 June 2011
  - Service Support and Service Delivery publications will be removed on 30 June 2011. Though in the later period these may only be available as 'print on demand' or in electronic formats.
  - Continued availability of all other version2 publications will be considered on a case by case basis as they come up for reprint, with all being removed no later than 30 June 2011.

OGC recognises that the version3 intermediate examinations are not a 'like for like' replacement of version2 Manager and Practitioner exams and that it may not be relevant to produce all intermediate exams in all language variants. The range of language support for each exam will be decided based on local knowledge. In particular there will be consultation with the local itSMF Chapter to assist in confirming the optimal order for translation of specific intermediate exams to meet those local needs.

This approach for the withdrawal of ITIL version2 was announced at the itSMF International Chapter Leaders Council in October 2009.

Comments on this announcement can be provided to OGC by emailing the OGC Service Desk ([ServiceDesk@ogc.gsi.gov.uk](mailto:ServiceDesk@ogc.gsi.gov.uk))

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<sup>1</sup> itSMF International Limited is an industry based trade association for both users and vendors, which supports the use of ITIL® for all types of user, internationally, regionally and locally via its network of National Chapters. There are more than 50 Approved Chapters across the globe.