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To reflect the new structure of Service Strategy processes in ITIL 2011, the interfaces of the CSI processes have been adapted. Service Review. No major differences between ITIL V3 (2007) and ITIL 2011 in Service Review. Process Evaluation. No major differences between ITIL V3 (2007) and ITIL 2011 in Process Evaluation.

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Roles, interfaces, inputs and outputs have been harmonized within the five publications, errors and inconsistencies in text and graphics have been removed. Hence the edition 2011 is more easy to read, control, translate, implement and communicate. The ITIL® 2011 edition is available in English printing since the end of July 2011.

ITIL - Wikipedia

ITIL Version 3 is now known as ITIL 2007 Edition. In 2009, the OGC officially announced that ITIL Version 2 certification would be withdrawn and launched a major consultation as per how to proceed. In July 2011, the 2011 edition of ITIL was published, providing an update to the version published in 2007.

ITIL 2011 Service Design - IT Governance USA

To prepare for the end-of-class exam, we recommend that you review the ITIL 2011 publication Service Design (2011 Edition, ISBN 9780113313051) and complete at least 21 hours of personal study. The ITIL Foundation certification is required to take the exam at the end of class.

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