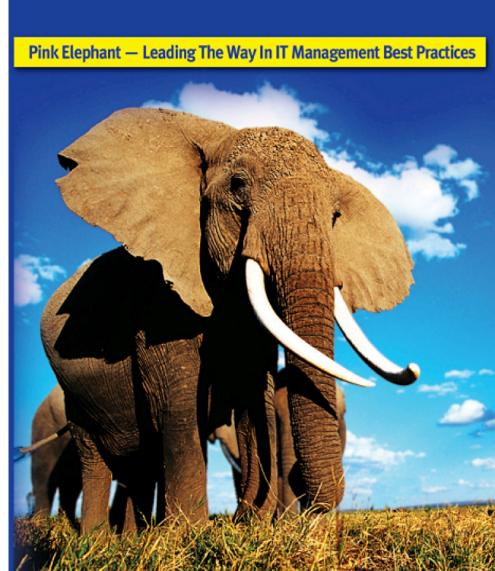# Pink Perspective
December 2009

Singapore
Kuala Lumpur

David Ratcliffe
President
Pink Elephant

George Spalding
Executive Vice President
Pink Elephant

Today's Program

Pink Elephant — Leading The Way In IT Management Best Practices

The Situation Room: News & Pink Opinion From The World Of IT Service Management

Pink Tutorial: Standards, Frameworks, Methodologies & Best Practices!

Refreshment Break: 10:45am – 11:05am

The Pink Think Tank: Today's IT Service Management Challenges & What We Might Want To Do About Them
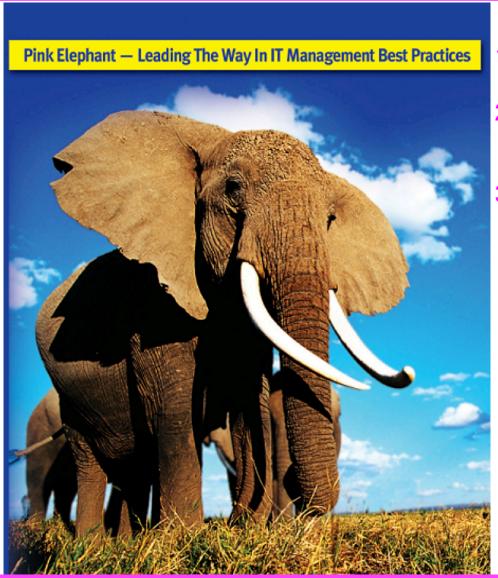
Lucky Draw: 12:05pm

Pink Perspective Reference Materials: http://blogs.pinkelephant.com/president

The Situation Room:
News & Pink Opinion From The
World Of IT Service Management

The Situation Room

Pink Elephant — Leading The Way In IT Management Best Practices

1. Latest News On The Planned New Edition of ITIL V3
2. Most Recent Exam Stats For The ITIL Professional Certification Program
3. Progress Of The Newly Launched "Software Certification Scheme" From OGC & APM Group & How It Relates To PinkVERIFY

New Edition Of ITIL V3

- September 2009: OGC published a "Mandate For Change"

- October 2009: OGC published an FAQ document

- November 2009: OGC announced plans to withdraw ITIL V2 starting:

  - V2 Foundation June, 30 2010

  - V2 Service Manager August 31, 2010

  - V2 Practitioners December 31, 2010

  - V2-V3 Foundation Bridge December 31, 2010

  - V2-V3 Manager's Bridge June 2011

  - V2 books June 30, 2011

ITIL V3 Examination Statistics

- Since the launch of ITIL V3 in May 2007:
    - Almost 500,000 ITIL exams have been taken
    - 60% - ITIL V3; 5% went beyond Foundation
    - 40% - ITIL V2; 16% went beyond Foundation
- Pass Rates:
    - Foundation – 90%
    - Intermediate – 62% - 90%
    - Manager's Bridge – 68%

Software Certification Scheme

- Pink Elephant has managed an ITIL software certification program called PinkVERIFY since 1999

- In September 2009 OGC & APMG announced the launch of an official ITIL Software Scheme.

  - Bronze: product & documentation meets the required standard

  - Silver: additionally the product has been successfully implemented at least 3 times

  - Gold: additionally 3 clients have provided positive testimonials of their successful implementations

Software Certification Scheme

- In the months leading up to the announcement by OGC & APMG, Pink Elephant worked with APMG to validate that the criteria and process for PinkVERIFY would be compatible with the new Scheme.

- The OGC/APMG Software Certification Scheme sets a minimum standard; PinkVERIFY sets a higher standard (scope & integration)

- Going forward any ITSM software product that passes the PinkVERIFY standard will also qualify for the bronze level of the official ITIL Software Scheme.

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