

# ITIL® V3 to ITIL 4 Foundation Key Differences

## ITIL V3

### Lifecycle focus:

- Service strategy
- Service design
- Service transition
- Service operation
- Continual service improvement



### 4 Ps of service management

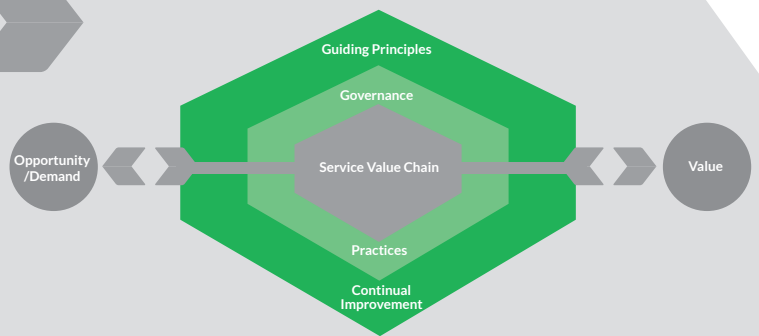
Process focused: processes and functions

Prescriptive

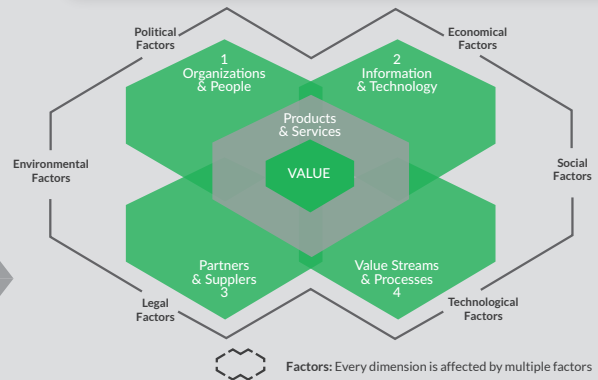
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## ITIL 4

### Service Value System Focus



### Four dimensions of service management



Practice focused: general management, service management and technical management practices

Non-prescriptive: based on the guiding principles for organizations

Integrated with new ways of working including Agile and DevOps

#### AWARDING BODY



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