ITIL® V3 to ITIL 4 Foundation

Key Differences

**ITIL V3**

- **Lifestyle focus:**
  - Service strategy
  - Service design
  - Service transition
  - Service operation
  - Continual service improvement

- **4 Ps of service management**
  - Process focused: processes and functions
  - Prescriptive
  - Siloed

**ITIL 4**

- **Service Value System Focus**
  - Guiding Principles
  - Governance
  - Practices
  - Continual Improvement
  - Opportunity (Outcomes)
  - Value

- **Service Value Chain**
  - Continual Improvement

- **Non-prescriptive:** based on the guiding principles for organizations
- **Integrated with new ways of working including Agile and DevOps**