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In my previous article, I have talked about some of the basics that [you need to know about the IT Infrastructure Library](). In this article, I want to look at some of the differences between ITIL V3 and ITIL 4. Follow me as we are going to look at that together in this article.

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#1 Extension to customer experience

One of the major addition to ITIL is that there is now more emphasis on customer experience. The previous ITIL V3 believes that if we follow some rules, the customer will definitely like the products. Bit the new ITIL 4 believes that for customers to be satisfied, they need to be carried along and become part of the stakeholders.

The ITIL 4 expands to customer experience, value stream and digital transformation of the organisation.

#2 Holistic approach

Another unique thing about ITIL 4 is its emphasis on a holistic approach by defining dimensions of service management that are collectively essential to the facilitation of service in the organisation.

#3 Value Co-Creation

ITIL 4 also introduce the concept of value Co-Creation. This concept assumes that you cannot create value alone
You need to work with customers in order to deliver value to customers. You have to engage your customers by getting feedback from them. This will allow Organisations to improve customers experience.

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#4 Emerging practices

In ITIL 4, unlike ITIL V3, there are now practices rather than processes. That means ITIL 4 is more of realities on ground rather than what is written on paper. All ITIL 4 practices have been refreshed to reflect the reality on ground so that it can suit modern way of doing things.

#5 More advanced

Before, some of the emerging practices that are part of ITIL practitioners are now part of the core IT Service management principles. That means the curriculum has been expanded to cover more advanced topics than what was done with the previous version. I remember my tutor saying then that they are wide apart. It is just that it is not easy to change the name. That is why it is not ITIL V4 but ITIL 4.

#6 Borrow borrow

Modern ITIL 4 also borrow from other disciplines in order to reflect new ways of doing things. Some of the new trends ITIL 4 borrowed from include Agile, DevOp, Lean and IT Governance among others.

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Action Point

PS: I know you might agree with some of the points raised in this article or disagree with some of the issues raised.

Please share your thoughts on the topic discussed. We would appreciate it if you could drop your comment. Thanks in anticipation.

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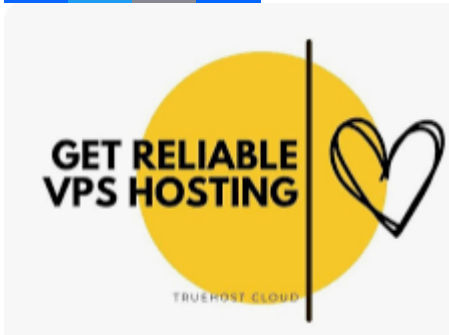Follow Us on Facebook: **[CRMNuggets](#)**

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