

ITIL 4

Useful References



The service value system



The ITIL service value chain



The Four Dimensions of Service Management



The ITIL guiding principles

Guiding principle	Description
Focus on value	Everything that the organization does needs to create, directly or indirectly, a benefit to the organization. The focus of value principle encompasses many perspectives, including the experience of customers and users. Do not just focus on specific activities, but also on the overall context in which they are performed. There is a risk that a goal that is the correct service process, program, project, and people that can be used to create the desired outcome.
Start where you are	The current state should be investigated and assessed, taking into account what is already in use. Do not attempt to do everything at once. Start high, then gradually move down to what is needed. By organizing work into smaller, manageable pieces that can be completed and completed in a timely manner, it is more likely to achieve a longer-term goal or work effort.
Progress iteratively with feedback	Work in small, frequent, and often visible increments of work that allow for frequent and continuous improvement. Work together on work that is shared, results, and learn from each other. Iterate, and increase the amount of work done over time.
Collaborate and promote visibility	Working together across organizational boundaries, and local, global, and cross-functional, creates better work, faster.

Achieving value: costs



Costs

Achieving desired outcomes requires resources (and therefore costs) and/or other associated with costs. Service providers help their customers to achieve outcomes and to design or take on some of the associated costs and risks. On the other hand, service providers can introduce costs and risks, and in some cases, can negatively affect some of the customer's outcomes after supporting others.

- Service management
- Measurement and reporting
- Operational change management
- Project management
- Portfolio management
- Financial management
- Business architecture
- Service design
- Service transition management
- Service continuity management
- Service quality management
- Service strategy
- Service risk management
- Service level management
- Service request management
- Service validation and testing

Value

Value is the difference between the expected and actual results of a service. Value is the difference between the expected and actual results of a service. Value is the difference between the expected and actual results of a service. Value is the difference between the expected and actual results of a service.

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ITIL For Dummies Peter Farenden,2012-04-23 *ITIL For Dummies* provides an easy to understand introduction to using best practice guidance within IT service management It breaks down the 5 stages of the service lifecycle into digestible chunks helping you to ensure that customers receive the best possible IT experience Whether readers need to identify their customers needs design and implement a new IT service or monitor and improve an existing service this official guide provides a support framework for IT related activities and the interactions of IT technical personnel with business customers and users Understanding how ITIL can help you Getting to grips with ITIL processes and the service lifecycle Implementing ITIL into your day to day work Learn key skills in planning and carrying out design and implementation projects **ITIL for Beginners** Adam Forbes,2016-06-10 *ITIL For Beginners The Complete Beginner s Guide To Learn IT Service Management In 24 Hours Or Less* ITIL is a five level framework for information and technology to work together This framework can be applied to any business or situation in life and if worked properly make everything run smoother ITIL is a structured framework that has very loose rules You can take the pieces and parts of the framework and assemble them in such a way that they will relate to you and your business In this book we will look at the ITIL framework and apply it towards different businesses We will see why it works and what you can do with it and what it can do for you At the end of this book you will understand ITIL and start applying it to your own situations *ITIL for Beginners* Walter King,2016-09-21 *ITIL For Beginners Simple And Easy Beginners Guide To Understanding And Starting With ITIL Implementation In Your Organization* If you are like many new business owners hearing the acronym ITIL can be fairly intimidating But don t worry ITIL is actually a business strategy that is going to help you much much more than it hurts If you want to be able to manage technical services that can benefit your business or even run an IT business of your own implementing an ITIL strategy to help you manage every piece of the puzzle is one of the most efficient ways of getting work done and providing excellent customer service that will leave your customer base glowing In this book you will discover Ways to break down your services in order to better manage your processes Types of management and services to break your project down into for guaranteed success Roles each employee must play and documenting each process Designing and building your business Testing your module for success Constant improvement of your process to keep customers coming back for more Much much more *ITIL Foundation All-in-One Exam Guide* Jim Davies,2016-08-05 Written by an Information Technology Infrastructure Library ITIL consulting and training expert this all new guide helps you pass the ITIL v3 Foundation certification exam and serves as an on the job reference *ITIL Foundation All in One Exam Guide* takes you through ITIL Foundation v3 2011 explaining the fundamentals of IT Service Management the five stages of the service lifecycle ITIL processes functions within them and their crucial interactions all while clearing up common misapprehensions about ITIL and adding valuable insights and examples The ITIL is the best practice framework adopted worldwide for managing IT services and the ITIL Foundation

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beyond the level of knowledge required for this process and provide excellent additional study material for the Foundation examination Problem Management for Newbies Again a good working understanding of this process is also required for the Foundation exam We provide a comprehensive introduction to this important discipline About the Author The author is a graduate of the University of Birmingham England He was Technical Manager of Apricot International during its heyday and has been involved with IT Service Management in training and consultancy for the past two decades He holds the ITIL Expert certification is a lifetime member of the British Computing Society

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