

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, protect or enhance value. It is the responsibility of the organization to ensure that it is doing so. |
| Start where you are | Do not start from scratch, but build on what you already have. Do not attempt to do everything at once. Start with what is most important to the organization and build on that. |
| Progress iteratively with feedback | Do not plan for perfection, but plan for improvement. Do not plan for a single outcome, but plan for a range of possible outcomes. Do not plan for a single path, but plan for a range of possible paths. |
| Collaborate and promote visibility | Working together in an open and honest way, sharing information and knowledge, and making decisions together, is essential for the organization to succeed. |

Achieving value: costs



Real risks

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

- Service management
- Measurement and reporting
- Operational design
- Management
- Product management
- Project management
- Resourcing
- Service management
- Service financial management
- Service management
- Service operations management
- Service continuity management
- Service design
- Service level management
- Service strategy management
- Service transition management
- Service value chain management
- Service risk management
- Service relationship and fulfilment

Guiding principles

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