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 map, directly or indirectly, to value for the stakeholders. The focus on value principle encompasses many perspectives, including the experience of customers and users.
Start where you are	Do not start from scratch and build something new without considering what is already available. It is developed. There is likely to be a great deal in the current services, processes, programs, projects, and people that can be used to create the desired outcome. The current state should be investigated and observed directly to make sure it is fully understood. Do not attempt to do everything at once. Even huge initiatives must be accomplished in steps. By organizing work into smaller, manageable sections that can be executed and completed in a timely manner, it is easier to maintain a simple focus on each effort.
Progress iteratively with feedback	Using feedback before, throughout, and after each iteration will ensure that actions are focused and appropriate, even in circumstances change. Working together across boundaries produces results that have greater buy-in, more relevance to objectives, and increased likelihood of long-term success.
Collaborate and promote visibility	Achieving objectives requires information understanding, and trust. Work and [illegible]
Keep it simple and practical	[illegible]
Optimize and automate	Resources of all types, particularly HR, should be used to their best effect. Eliminate anything that is truly available and use technology to achieve whatever it is capable of. Human intervention should only happen where it really contributes value.

Achieving value: [illegible] and risks

Achieving desired outcomes requires resources (and therefore costs) and is often associated with risks. Service providers help their consumers to achieve outcomes, and in doing so, take on some of the associated risks and costs. On the other hand, service relationships can introduce new risks and costs, and in some cases, can negatively affect some of the intended outcomes, while supporting others.

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