

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 on value principle encourages every organization, including the operations of customers and users. Do not just do things, do things with purpose and intent, considering what a process creates in its leverage. There is a risk to be 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 the fully understood context. Do not attempt to do something at once. Start high, establish realistic, achievable goals, and by organizing work into smaller, manageable tasks that can be completed and completed in a timely manner. Do not be concerned a change focus or work effort.
Progress iteratively with feedback	Work in small, frequent, and often visible increments of work that allow for frequent and continuous improvement. Working together on small, frequent increments results in faster progress, more resilience to disruption, and increased likelihood of long-term success.
Collaborate and promote visibility	Working together across organizational boundaries, and local, global, and cross-organizational, creates better outcomes, faster.

Achieving value: costs



Real risks

Achieving desired outcomes requires resources (and therefore costs) and other associated with costs. Service providers help their customers to address outcomes and to design or 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 after supporting others.

Service management
Measurement and reporting
Operational design
Management
Portfolio management
Project management
Resourcing
Management
Risk management
Service financial management
Management
Strategy management
Supplier management
Workflow and automation management

Information management
IT asset management
Monitoring and event management
Problem management
Process management
Service catalog management
Service configuration management
Service continuity management
Service design
Service desk
Service level management
Service request management
Service validation and testing

Management

Guiding principles

Collaborate and promote visibility
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Katrin Zwirglmaier



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