



### ■ OVERVIEW:

- Introduce: a holistic approach to service management and focus on end-to-end service management from demand to value.
- Describes: an operating model for the delivery of tech-enabled products and services.
- Reflects: recent trends in software development and IT operations.
- Includes: advice on how to apply philosophies such as DevOps, Agile, Lean within service management.
- ITIL 4 Components:
  - Four dimensions model
  - Service value system (SVS)
- Management Practices:
  - General management practices
  - Service management practices
  - Technical management practices
- ITIL Service Value System (SVS): Describes how components and activities of organization interact to create value through IT-service

--//40 questions are on the exam. 40 questions are covered in this study guide. All information on this study guide has been pulled from WGU's official live cohorts. Good luck! //--

# Itil Foundations Study Guide

**VM Jensen**



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