

ITIL 4

Useful References



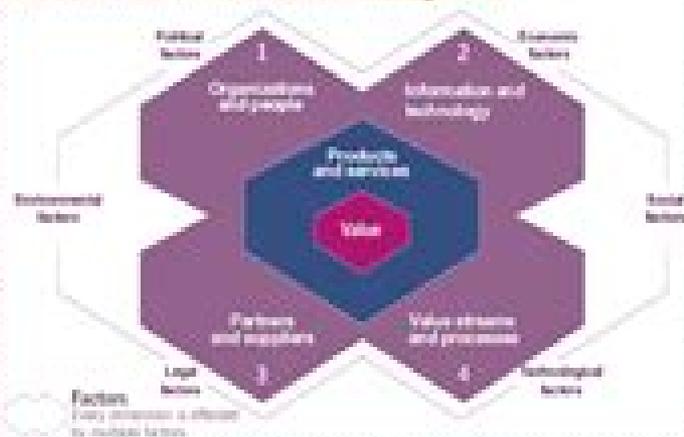
The service value system



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 encourages every organization, including the operations of customers and users. Do not just focus on specific activities, but also consider 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 Do not attempt to do everything at once. Start high standards, realistic, achievable goals. By organizing work into smaller, manageable activities that can be completed and completed in a timely manner, it is more likely to create a change focus on each 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 frequent feedback, and increased likelihood of long-term success.
Collaborate and promote visibility	Working together across organizational boundaries and local, global, and cross-functional boundaries is essential for success.

Achieving value: costs



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Costs

Achieving desired outcomes requires resources (and therefore costs) which are 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
 Organizational change
 Management
 Financial management
 Project management
 Resourcing
 Management
 Risk management
 Service Provider
 Management
 Service management
 Supplier management
 Suppliers and Subcontractors

Information management
 IT user management
 Managing the user experience
 Project management
 Process management
 Service catalog management
 Service configuration management
 Service continuity management
 Service design
 Service desk
 Service level management
 Service request management
 Service reliability and safety

Management

Value

Value is the difference between the expected and actual realization of the benefits, opportunities, costs, products, services, and experiences that should be realized to provide a desired value. It is a process, service, solution or other form to provide value to produce a useful outcome. Therefore, it is a process or procedure. Use the maximum number of value realization to maximize the opportunities. Always use customer feedback to provide practical evidence that value is realized.
 Realization of all types, particularly intangible, creates the best long-term outcomes. There is a high potential for value realization in areas where there is a high level of human interaction. Value realization should only happen when the customer realizes value.

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Clifford Lane



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