

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 encompasses every perspective, including the experience of customers and users. Do not just think about your products and services without considering what a process outside it is leveraging. There is likely to be a great deal in the current service process, program, product, 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 everything at once. Start high, then iterate, making incremental changes. By organizing work into smaller, manageable pieces that can be completed and completed in a timely manner, you stand to realize a change faster in each effort.
Progress iteratively with feedback	Work in frequent, smaller, frequent, and often less visible efforts that allow you to focus and experiment, make incremental change, bring things together and make incremental results. You can pause, pivot, move resources to elsewhere, and increase investment of long-term efforts.
Collaborate and promote visibility	Enhancing knowledge, sharing information, understanding, and trust, think and communicate, connect, think, create, learn.

Achieving value: costs



Cost 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 change management
 - Project management
 - Portfolio management
 - Resource management
 - Service continuity management
 - Service delivery management
 - Service design
 - Service desk management
 - Service financial management
 - Service incident management
 - Service improvement management
 - Service knowledge management
 - Service level management
 - Service request management
 - Service strategy management
 - Service transition management
 - Supplier management
 - System management
 - Vendor management
 - Workforce and time management
- Business management
 - IT user management
 - Marketing and sales management
 - Project management
 - Process management
 - Service catalog management
 - Service configuration management
 - Service continuity management
 - Service delivery management
 - Service design
 - Service desk
 - Service financial management
 - Service incident management
 - Service improvement management
 - Service knowledge management
 - Service level management
 - Service request management
 - Service strategy management
 - Service transition management
 - Supplier management
 - System management
 - Vendor management
 - Workforce and time 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, experience, or a process is procedure. Use the maximum number of value realization to maximize the opportunities. Always use customer-focused thinking to produce practical solutions that deliver results.
Realization of all types, particularly intangible, requires that low-effort, low-risk activities, that are fully executed and use technology to ensure whatever is a capable of human, interaction should only happen once and only once, value.

Dummies Guide To Itil

Christian Drosten



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