

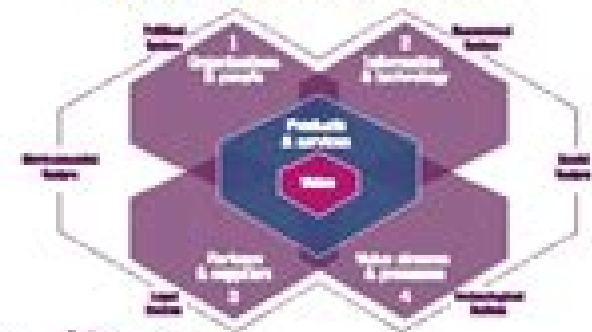
## Guiding Principles



## Service Value Chain



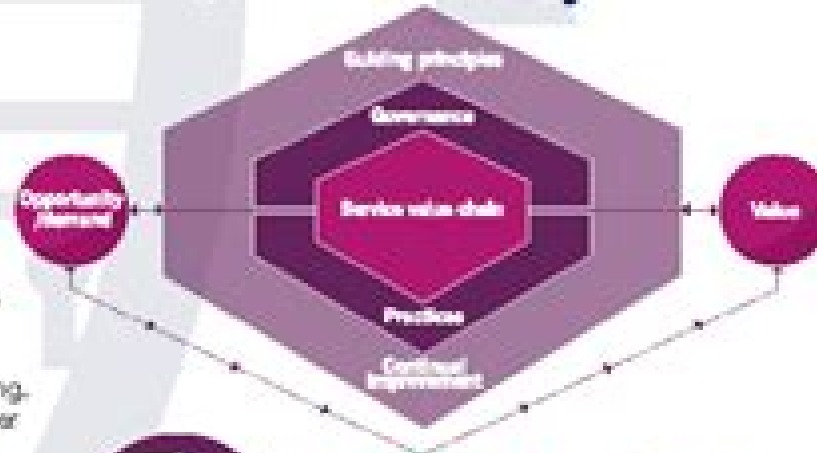
## Four Dimensions



## Continual Improvement



## Service Value System



## What is service?

A **service** is a means of enabling value co-creation by facilitating outcomes that customers want to achieve without the customer having to manage specific costs and risks.

- **Value** is the perceived benefits, usefulness, and importance of something.
- An **outcome** is a result for a stakeholder enabled by one or more outputs.
- **Cost** is the amount of money spent on a specific activity or resource.
- **Risk** is a possible event that could cause harm or loss, or make it more difficult to achieve objectives.

## Utility/Warranty

**Utility** is the functionality offered by a product or service to meet a particular need.

•What a service does (fit for purpose)

**Warranty** is the assurance that a product or service will meet agreed requirements.

•How a service performs (fit for use)



# Itil Foundation Guide

**iCertify Training**



## **Itil Foundation Guide:**

*ITIL Foundation Essentials ITIL 4 Edition - The ultimate revision guide, second edition* Claire Agutter, 2020-04-14 ITIL Foundation Essentials ITIL 4 Edition is the ultimate revision guide for candidates preparing for the ITIL 4 Foundation exam. It is fully aligned with the Foundation course syllabus and gives a clear and concise overview of the facts. This second edition has been updated to align with amendments to the ITIL 4 Foundation syllabus. *ITIL Foundation Exam Study Guide* Liz Gallacher, Helen Morris, 2012-10-15 Everything you need to prepare for the ITIL exam. Accredited to 2011 syllabus. The ITIL Information Technology Infrastructure Library exam is the ultimate certification for IT service management. This essential resource is a complete guide to preparing for the ITIL Foundation exam and includes everything you need for success. Organized around the ITIL Foundation 2011 syllabus, the study guide addresses the ITIL Service Lifecycle, the ITIL processes, roles and functions, and also thoroughly explains how the Service Lifecycle provides effective and efficient IT services. Offers an introduction to IT service management and ITIL V3 service strategy. Highlights the topics of service design and development and the service management processes. Reviews the building, testing, authorizing, documenting, and implementation of new and changed services into operation. Addresses creating and maintaining value for customers through monitoring and improving services, processes, and technology. Download valuable study tools including practice exams, flashcards, a glossary of key terms, and more. If you prefer self-study over the more expensive training course but you don't want to skimp on information or preparation, then this study guide is for you. *ITIL Lifecycle Essentials* Claire Agutter, 2013-03-28 Gives ITIL Foundation candidates a comprehensive overview of the key elements, concepts, and terminology used in the ITIL service lifecycle. *ITIL® 4 Essentials: Your essential guide for the ITIL 4 Foundation exam and beyond, second edition* Claire Agutter, 2020-04-28 ITIL 4 Essentials contains everything you need to know to pass the ITIL 4 Foundation Certificate plus more. It covers practices and concepts that are not addressed as part of the Foundation syllabus, making it ideal for newly qualified practitioners. This second edition has been updated to align with amendments to the ITIL 4 Foundation syllabus. **IT Service Management** Ernest Brewster, Richard Griffiths, Aidan Lawes, John Sansbury, 2012-05-08 ITIL is a framework for IT service management and provides best management practice to meet ISO IEC 20k. The guide introduces ITIL to Foundation Examination candidates and offers a practical understanding of IT service management. This new edition is compatible with the 2011 update to ITIL. It includes the following additional processes: business relationship management, design coordination, strategy management for IT services, transition planning, and support. An ITIL licensed product. [ITIL V3 foundation handbook](#) Office of Government Commerce, Simon Adams, 2009-06-16 A quick reference revision guide which has been designed to help students sitting the Foundation Exam. This edition is updated to the 2009 syllabus. The title also acts as a key reference aid for managers, practitioners, vendors, and consultants in the workplace and while travelling. This publication provides an introduction to the ITIL V3 Service Lifecycle model and an

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*IT Service Management*, 2012

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