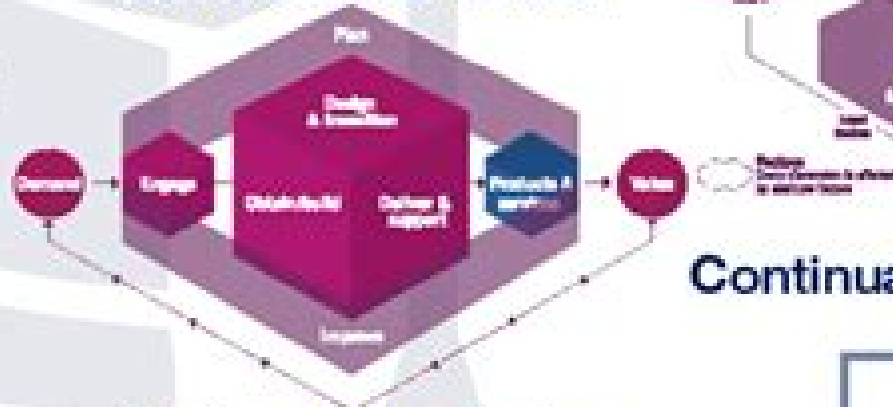


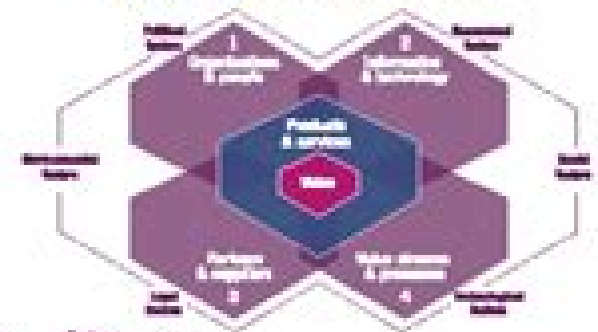
Guiding Principles



Service Value Chain



Four Dimensions



Continual Improvement

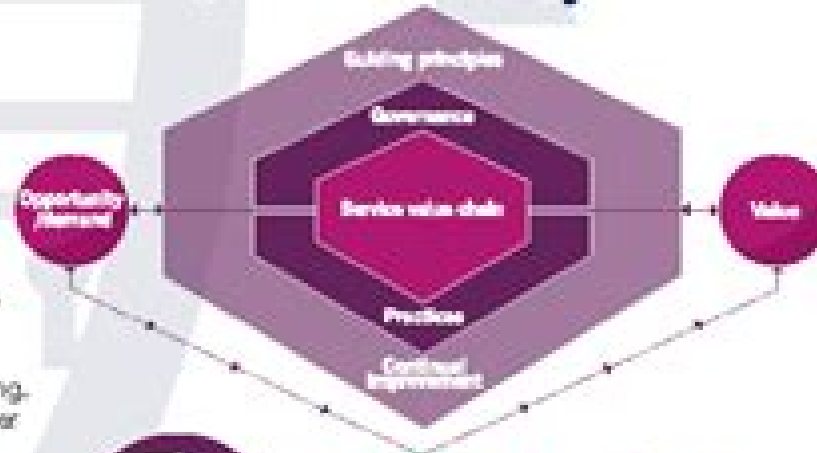


What is service?

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.

Service Value System



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

Jan van Bon



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Table of Contents Itil Foundation Guide

1. Understanding the eBook Itil Foundation Guide
 - The Rise of Digital Reading Itil Foundation Guide
 - Advantages of eBooks Over Traditional Books
2. Identifying Itil Foundation Guide
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Itil Foundation Guide
 - User-Friendly Interface
4. Exploring eBook Recommendations from Itil Foundation Guide
 - Personalized Recommendations
 - Itil Foundation Guide User Reviews and Ratings
 - Itil Foundation Guide and Bestseller Lists
5. Accessing Itil Foundation Guide Free and Paid eBooks
 - Itil Foundation Guide Public Domain eBooks
 - Itil Foundation Guide eBook Subscription Services
 - Itil Foundation Guide Budget-Friendly Options
6. Navigating Itil Foundation Guide eBook Formats

- ePub, PDF, MOBI, and More
- Itil Foundation Guide Compatibility with Devices
- Itil Foundation Guide Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Itil Foundation Guide
 - Highlighting and Note-Taking Itil Foundation Guide
 - Interactive Elements Itil Foundation Guide
- 8. Staying Engaged with Itil Foundation Guide
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Itil Foundation Guide
- 9. Balancing eBooks and Physical Books Itil Foundation Guide
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Itil Foundation Guide
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Itil Foundation Guide
 - Setting Reading Goals Itil Foundation Guide
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Itil Foundation Guide
 - Fact-Checking eBook Content of Itil Foundation Guide
 - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
- 14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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