Guiding Principles





Service Value Chain



Four Dimensions



Continual Improvement







Utility/Warranty

<u>Utility</u> 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)

What is service?

A <u>service</u> 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.

- Yalug is the perceived benefits, usefulness, and importance of something.
- An <u>outcome</u> 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.

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Itil Full Guide

Adam Forbes

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ITIL4 Landscape 2 4 A Holistic Approach to IT Service Management 5 General Management Practices I 6 General Management Practices II 7 General Management Practices III 8 General Management Practices IV 9 Technical Management Practices 10 Service Management Practices I 11 Service Management Practices II 12 Service Management Practices III 13 Service Management Practices IV 14 Service Management Practices V 15 Roadmap for ITIL Certification 16 Digital Transformations With ITIL4 17 Implementing ITIL4 in Organizations Index The Risk IT Framework Isaca, 2009 **ITIL** for Beginners Adam Forbes, 2016-06-10 ITIL For Beginners The Complete Beginner's Guide To Learn IT Service Management In 24 Hours Or Less ITIL is a five level framework for information and technology to work together This framework can be applied to any business or situation in life and if worked properly make everything run smoother ITIL is a structured framework that has very lose rules You can take the pieces and parts of the framework and assemble them in such a way that they will relate to you and your business In this book we will look at the ITIL framework and apply it towards different businesses We will see why it works and what you can do with it and what it can do for you At the end of this book you will understand ITIL and start applying it to your own situations 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 ITIL® 2011 Edition - A Pocket Guide Jan van Bon, 2020-06-11 For trainers free additional material of this service lifecycle book is available This can be found under the Training Material tab Log in with your trainer account to access the material Note This pocket book is available in several languages English German Dutch Since 2001 the Van Haren Publishing ITIL Pocket Guides have helped readers all over the world to understand the essentials of ITIL IT Infrastructure Library the leading framework for IT service management This pocket guide does exactly the same as previous editions offering a concise summary of ITIL based on ITIL 2011 Edition We have condensed the full ITIL framework found in 2000 pages into just 200 pocket sized pages It means that this book is an essential time saving and cost effective guide to ITIL 2011 Edition for both industry experts and students alike Primarily it is a quick portable reference tool to ITIL for all professionals in the service management community What is the lifecycle approach What are the key service management processes and functions Secondly the ITIL pocket guide can be used as part of the training material for everyone who wants to certify for the ITIL Foundation exam The guide contents cover all of the specifications of AXELOS ITIL Foundation Certificate syllabus

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