

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, protect or enhance value. Identify what value is created for the organization.
Start where you are	Do not start from scratch, but build on what you already have. Consider what is in place, what you can leverage. There is likely to be a great deal in the current service processes, programs, products, and people that can be used to create the desired outcome.
Progress iteratively with feedback	The current state should be investigated and assessed, ideally to determine the fully understood. Do not attempt to do everything at once. Start high, establish metrics, understand the status. By organizing work into smaller, manageable sections that can be completed and completed in a timely manner, you stand to receive a strategic focus on each effort.
Collaborate and promote visibility	Work together with others to create better outcomes. Share information, ideas, knowledge, skills, transparency, change. Working together on cross-functional problems results in faster problem fixing, more resources to operations, and increased treatment of long-term issues.
Enhance and optimize services	Continuously question existing information, understanding, and local, fixed and conventional practices. Think about what you

Achieving value: costs



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 relationships can introduce new costs and risks, and in some cases, can negatively affect some of the intended outcomes after supporting others.

- Asset management
- Measurement and reporting
- Operational change management
- Project management
- Resource management
- Risk management
- Service management
- Service financial management
- Service management
- Service strategy management
- Supplier management
- System management
- Supplier management
- Workflow and business management

- Business management
- IT asset management
- Managing and working management
- Project management
- Resource management
- Service catalog management
- Service configuration management
- Service continuity management
- Service design
- Service desk
- Service financial management
- Service incident management
- Service relationship and buying

Management

Practices

Practices are the specific, repeatable or automatable activities, procedures, scripts, processes, methods, and operations that should be used to provide or enhance value. If a practice, service, solution or other tool is available, it is a practice or solution. Use the minimum number of practices necessary to accomplish the requirements. Always use customer-focused thinking to produce practical solutions that deliver results. Resources of all types, particularly staff, available outside the local effort contribute working, their fully available and use knowledge to ensure whatever is a capable of human, interaction should only happen once, and it should be done.

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