

# ITIL 4

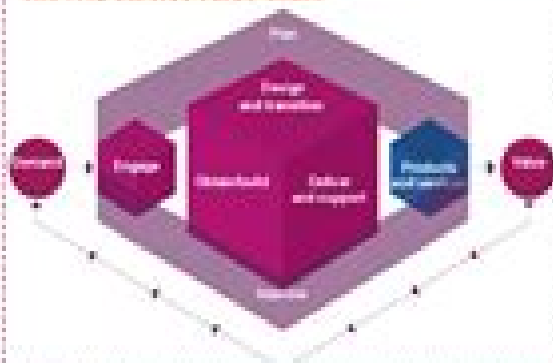
## Useful References



### 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 do things, spend resources, and create complexity without considering what a process creates in its leverage. There is a risk to be a goal that is the correct service process, program, project, 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 Do not attempt to do everything at once. Start high standards, realistic, achievable goals. By organizing work into smaller, manageable pieces that can be completed and completed in a timely manner, it is more likely to create a change focus on each effort.
Progress iteratively with feedback	Work in small, frequent, and often visible increments of work that allow you to focus and adapt. Iterate, learn, improve, change. Working together on work that creates positive results. Do not waste time on work that is not relevant, and increase the amount of work that is done.
Collaborate and promote visibility	Working together across organizational boundaries, and local, global, and cross-functional, across the entire organization.

### Achieving value: costs



### Real 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  
Portfolio management  
Project management  
Resourcing  
Management  
Risk management  
Service financial management  
Management  
Strategy management  
Supplier management  
Workflow and Service management

Asset management  
IT asset management  
Managing and using management  
Process management  
Process management  
Service catalog management  
Service configuration management  
Service continuity management  
Service design  
Service desk  
Service level management  
Service request management  
Service validation and testing

Management

### Guiding principles

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Collaborate and promote visibility  
Working together across organizational boundaries, and local, global, and cross-functional, across the entire organization.

# Itil Dummies Guide

**Mark Heisenberg**



## **Itil Dummies Guide:**

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*Service Management For Dummies* Judith S. Hurwitz, Robin Bloor, Marcia Kaufman, Fern Halper, 2009-05-11 A plain English guide to managing IT from the customer s perspective Practical guidance on delivering and managing IT so that it meets the multiple needs and demands of a company and its customers and end users both inside and outside the organization is hard to come by this accessible book takes a common sense approach that explains exactly what IT services are and how to fit them most effectively into a business Topics include setting a framework keeping costs down improving efficiency and maintaining standards and best practices This concept of how IT should be wired specifically into the goals and need of the company and its customers is part of a broader picture that includes ITIL BPM SOA and Six Sigma

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Another unique Guerrilla tool is Virtual Load Testing based on Dr Gunther's Universal Law of Computational Scaling which provides a highly cost effective method for assessing application scalability [ITIL for Beginners](#) David Larson,2016-10-08

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