

ITIL v4 Foundation Study Guide

Key Concepts & Definitions

Term	Definition
Service Management	A set of organizational capabilities for delivering value to customers in the form of services.
Value	The perceived benefits, usefulness, and importance of something. Value = Utility (fit for purpose) + Warranty (fit for use).
Customer	Defines requirements for services and takes responsibility for outcomes.
User	A person who uses the service.
Sponsor	Provides financial support for a service.
Supplier	A third-party responsible for supplying goods or services.
Organization	A person or group with its own functions, responsibilities, and authorities.
Product	A configuration of resources designed to deliver value.
Service	A means of enabling value co-creation by facilitating desired outcomes without customers having to manage costs/risks.
Service Offering	A description of one or more services designed to meet customer needs (includes goods, access to resources, and service actions).
Output	A tangible deliverable.
Outcome	A result enabled by a service.
Cost	The amount spent to achieve something.
Risk	A possible event that could cause harm or loss.
Utility	What the service does—fit for purpose.
Warranty	How well the service performs—fit for use (availability, capacity, continuity, security).
Value Stream	A series of steps an organization uses to create and deliver products/services.

The Four Dimensions of Service Management

These ensure a **balanced, holistic** approach:

1. **Organizations & People:** Clear roles, responsibilities, and a collaborative culture.
2. **Information & Technology:** Tools, data, and tech supporting services.
3. **Partners & Suppliers:** Relationships and contracts with third parties.
4. **Value Streams & Processes:** Steps to create/deliver value.
 - **PESTLE:** Political, Economic, Social, Technological, Legal, Environmental factors (used for scanning context).

ITIL Guiding Principles

Universal recommendations to adopt and adapt ITIL:

1. **Focus on Value:** Everything should deliver value to stakeholders.
2. **Start Where You Are:** Use existing capabilities; don't start from scratch.
3. **Progress Iteratively with Feedback:** Work in small, manageable chunks.
4. **Collaborate and Promote Visibility:** Build trust and transparency.
5. **Think and Work Holistically:** End-to-end thinking; no silos.
6. **Keep it Simple and Practical:** Minimize complexity.
7. **Optimize and Automate:** Improve efficiency; automate where appropriate.

Service Value System (SVS)

Framework showing how components and activities work together to create value.

Key Components:

- **Guiding Principles** (above)
- **Governance** (oversight, direction)
- **Service Value Chain** (core activity model)
- **Practices** (ways of working)
- **Continual Improvement** (ongoing evolution)

Service Value Chain (PIEDOD)

Activities in the SVS that turn demand into value:

Activity	Purpose
Plan	Ensure shared understanding of vision, status, and improvement direction.
Improve	Ongoing improvement at all levels.
Engage	Understand stakeholder needs, ensure transparency.
Design & Transition	Design services and ensure they meet expectations.
Obtain/Build	Get or build components for services.
Deliver & Support	Ensure services are delivered and supported.

Key Practices for Exam

Focus on **high-yield practices**:

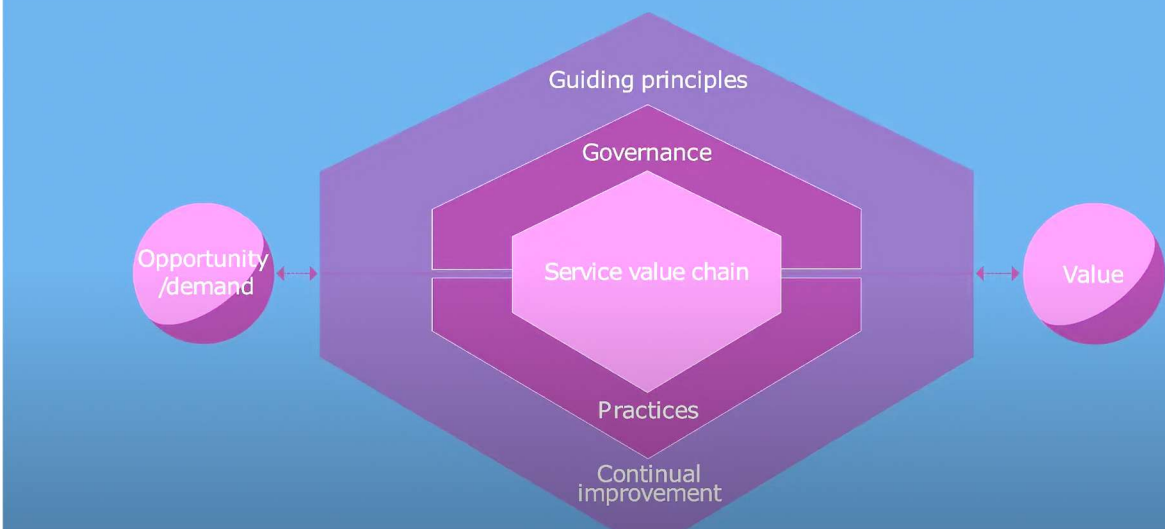
Practice	Purpose
Continual Improvement	Align services with changing business needs.
Change Enablement	Maximize successful service/product changes.
Incident Management	Restore normal service quickly.
Problem Management	Manage root causes of incidents.
Service Desk	Single point of contact for users.
Service Level Management	Ensure services meet agreed targets.
Service Request Management	Handle routine user requests.

Other practices (know at a high level):

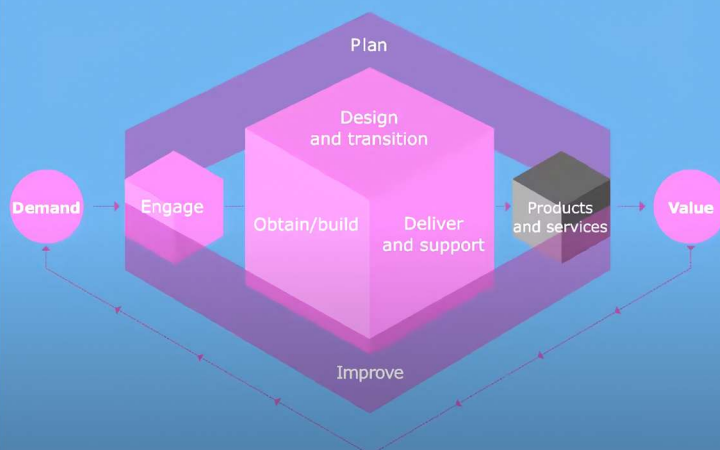
- **Information Security Management**
- **Relationship Management**
- **Supplier Management**
- **IT Asset Management**
- **Monitoring & Event Management**
- **Release Management**
- **Service Configuration Management**
- **Deployment Management**

V alue Streams and Processes <ul style="list-style-type: none"> Activities the organization undertakes Organization of these activities Ensuring value to stakeholders Exercise value stream mapping 	O rganizations and People <ul style="list-style-type: none"> Organizational Structures Decision making habits Staffing and skill requirements Culture and leadership styles
I nformation and Technology <ul style="list-style-type: none"> Information and tools needed Technologies and innovation Relationship between components Culture of knowledge management 	P artners and Suppliers <ul style="list-style-type: none"> Relationship with external vendors Factors that influence suppliers strategies Service integration management Vendor selection procedures

The Service Value System



The Service Value Chain



Value Stream:

- a series of steps an organization takes to co-create value with customers
- These steps can be mapped to the SVC in any combination
- E.g.: Handling of incidents or developing new applications