

Lesson 1: Introduction to Service Management and ITIL®



Learning Objectives

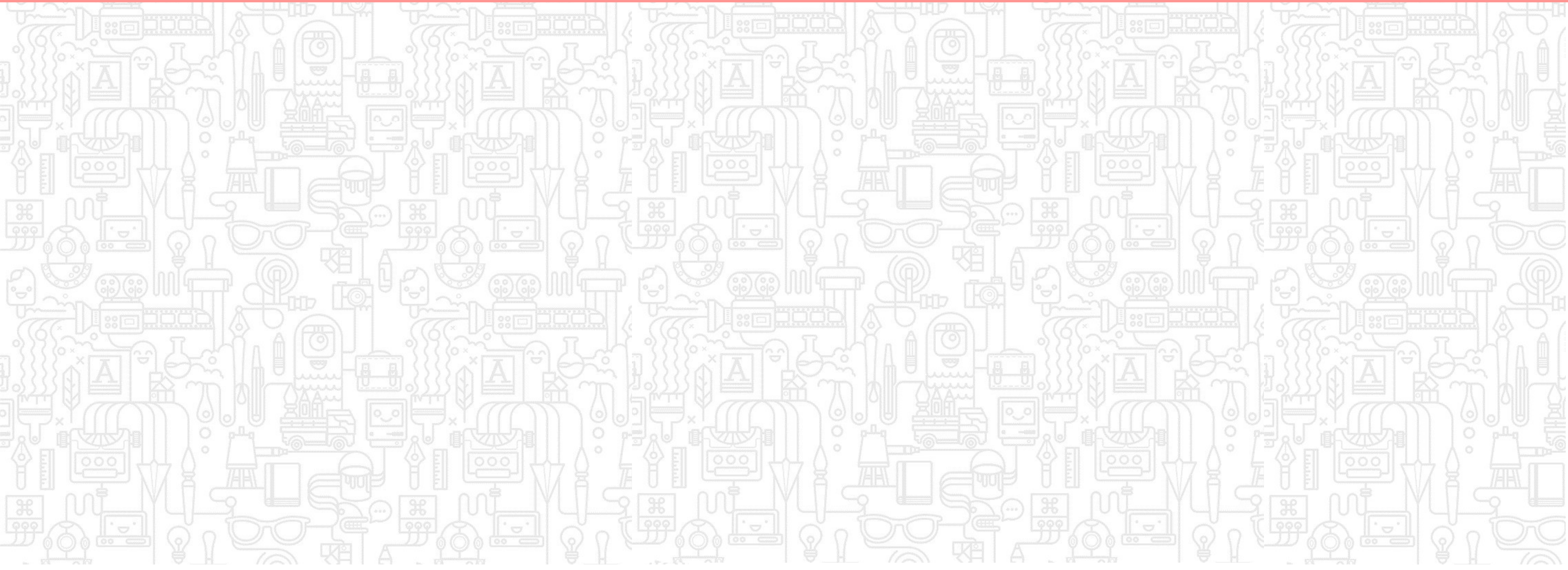
By the end of this lesson, you will be able to:

- ✓ Identify the significance of IT service management in the modern world
- ✓ Discover the goals of ITIL® 4 foundation
- ✓ Describe the structure and benefits of ITIL® 4 framework



Introduction to Service Management and ITIL

Topic 1: Significance of IT Service Management



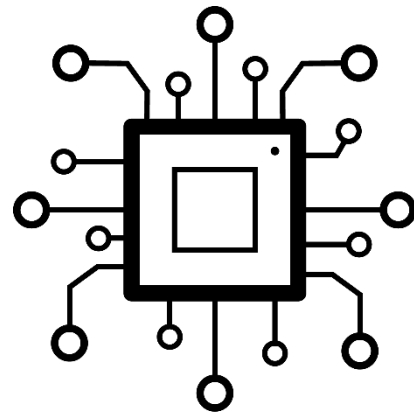
Introduction to IT Service Management



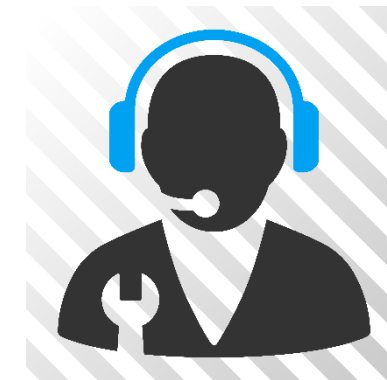
Services enable organizations to create value for themselves and their customers.



They comprise the largest and dynamic component of all economies.



All services are IT enabled.



They offer huge benefits for organizations in creating, expanding, and improving their IT service management capability.

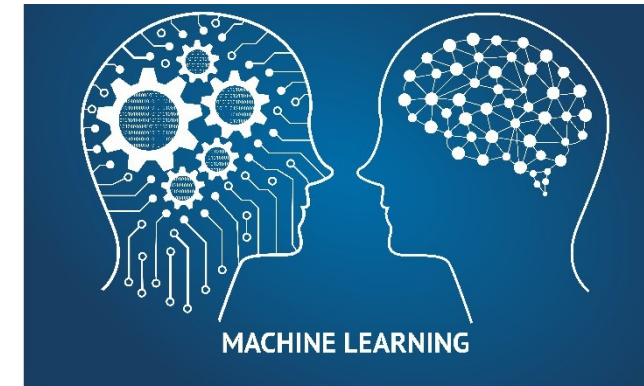
Introduction to IT Service Management



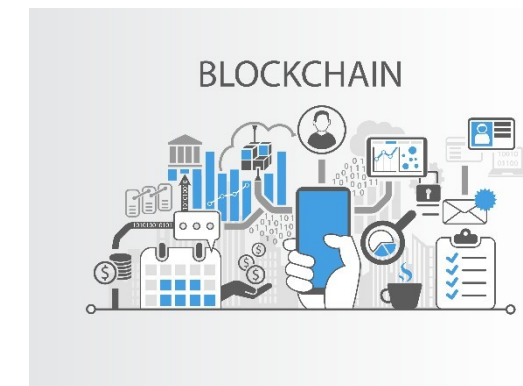
Cloud computing



Infrastructure as a Service (IaaS)



Machine Learning



Blockchain



Opened opportunities for value creation



Made IT an important business driver



Transformed IT as a source of competitive advantage

Introduction to IT Service Management

Organizations are undertaking digital transformation to exploit the digitization opportunities.



The organizational needs for stability, predictability, operational agility, and increased velocity must be balanced with digital transformation.

Introduction to IT Service Management

Information and technology are being integrated with other organizational capabilities.

Cross-functional teams are becoming popular.

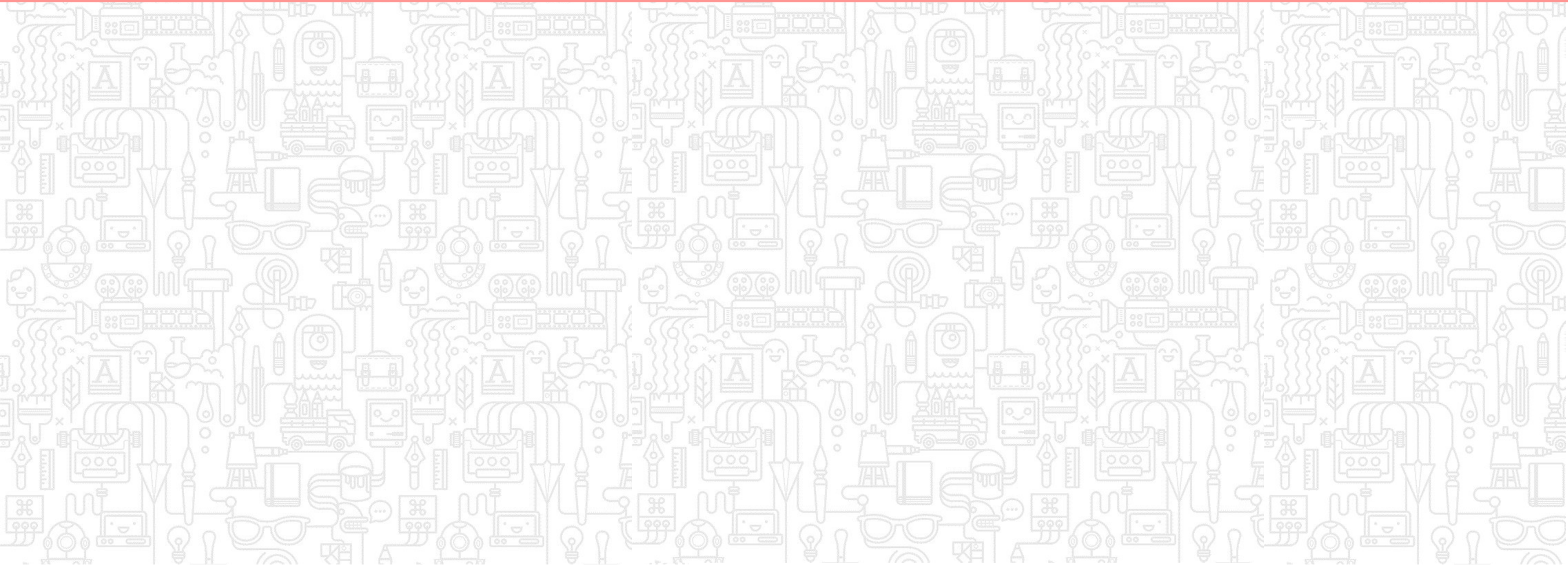
Service management is evolving to support the organizational shift.



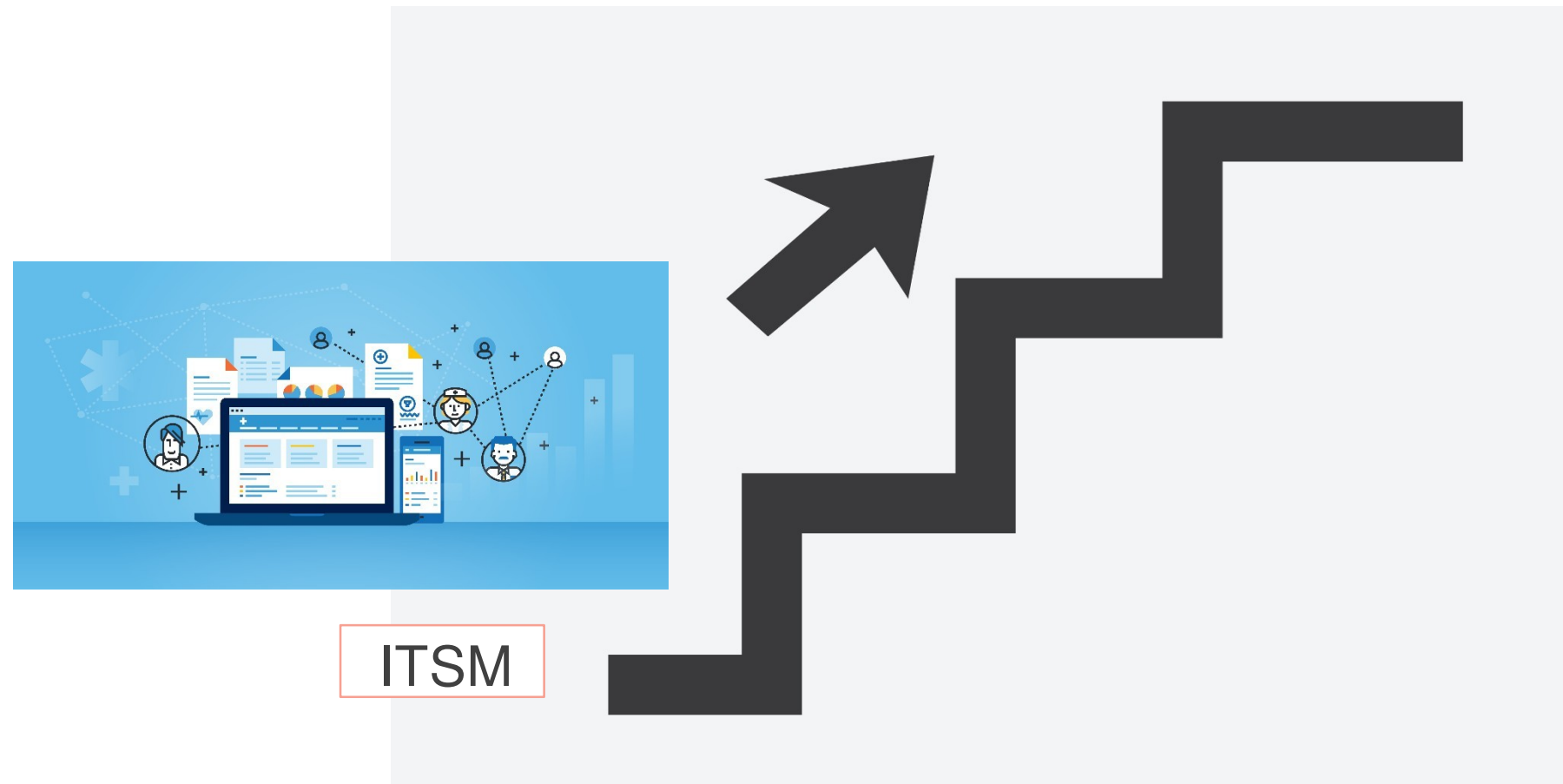
The most widely adopted guidance on IT Service Management (ITSM) is evolving

Introduction to Service Management and ITIL

Topic 2: Goals of ITIL 4 Foundation



About ITIL



ITIL leads the ITSM industry with guidance, training, and certification programs.

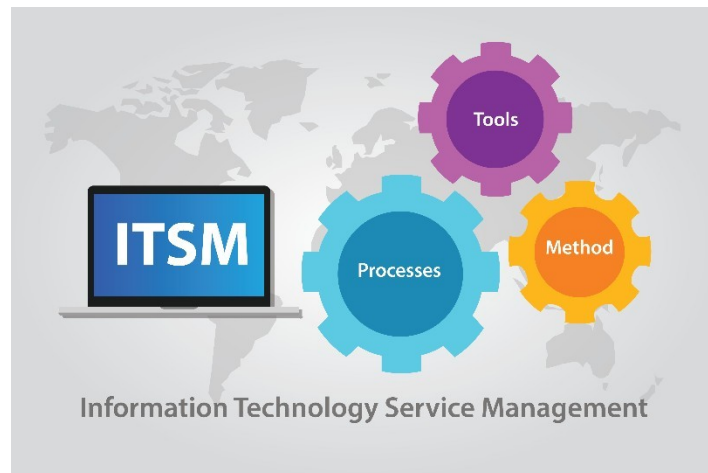
ITIL 4: Benefits for Organization

Reshapes ITSM practices in the wider context of customer experience, value streams, and digital transformation

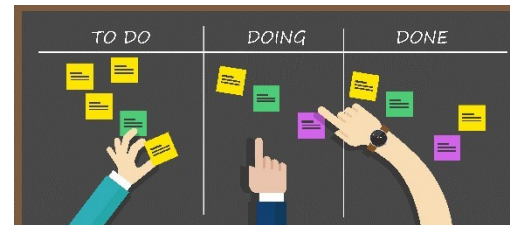
Embraces new ways of working

Provides guidance to address service management challenges

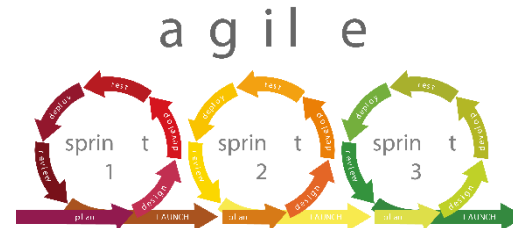
Ensures flexible, coordinated, and integrated system for effective governance of IT Enabled Services (ITeS)



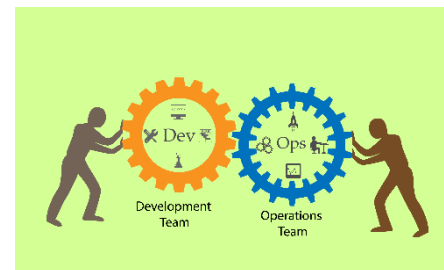
Lean



Agile



DevOps



ITIL 4: Benefits for Professionals

Introduces readers to the management and key concepts of modern IT enabled services

Guides professionals on how they can improve their and their organization's capabilities



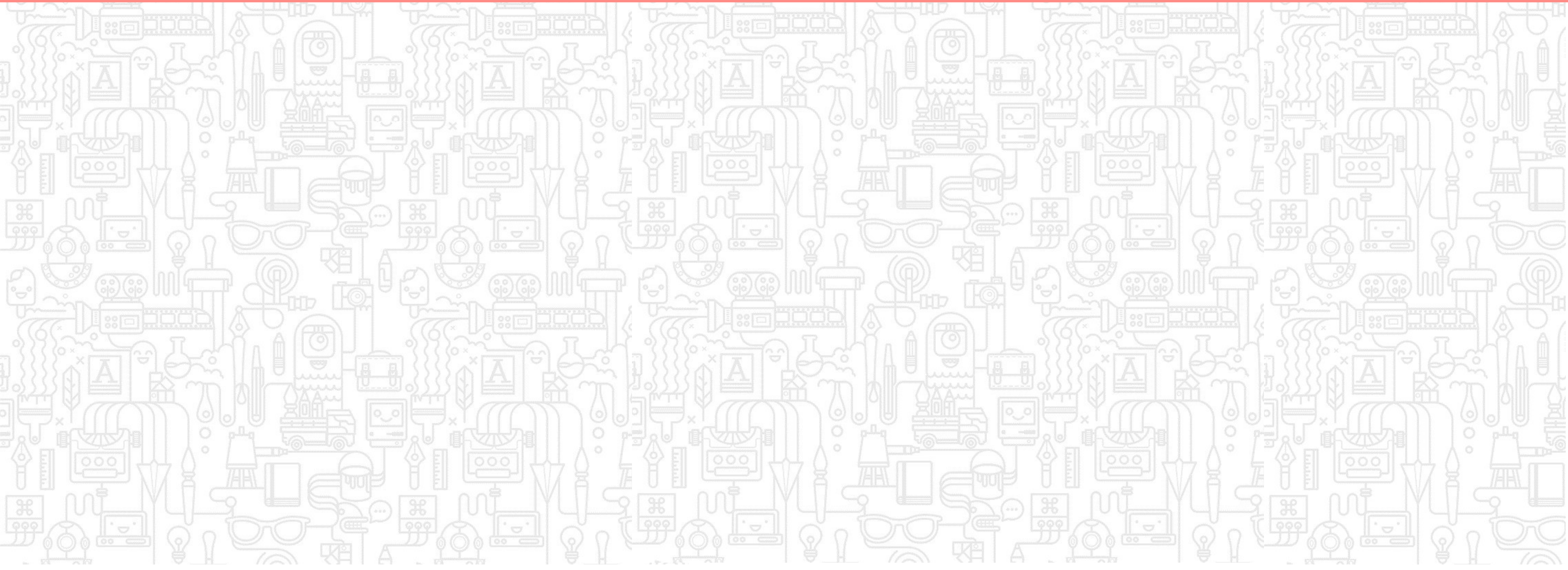
Acts as a reference guide to be used in work, study, and professional development

Elaborates the concepts of service management framework for the ITIL Foundation exam

Provides an overview of the ITIL 4 framework and how it adopts modern technologies and ways of working

Introduction to Service Management and ITIL

Topic 3: Structure and Benefits of ITIL 4 Framework



ITIL 4 Framework

The key components of ITIL® 4:

Service Value System (SVS)

Four Dimensions Model

ITIL 4 Framework

The key components of ITIL® 4:

Service Value System (SVS)

Four Dimensions Model

ITIL SVS

The ITIL SVS represents how the various components and activities of the organization work together to facilitate value creation through IT enabled services.

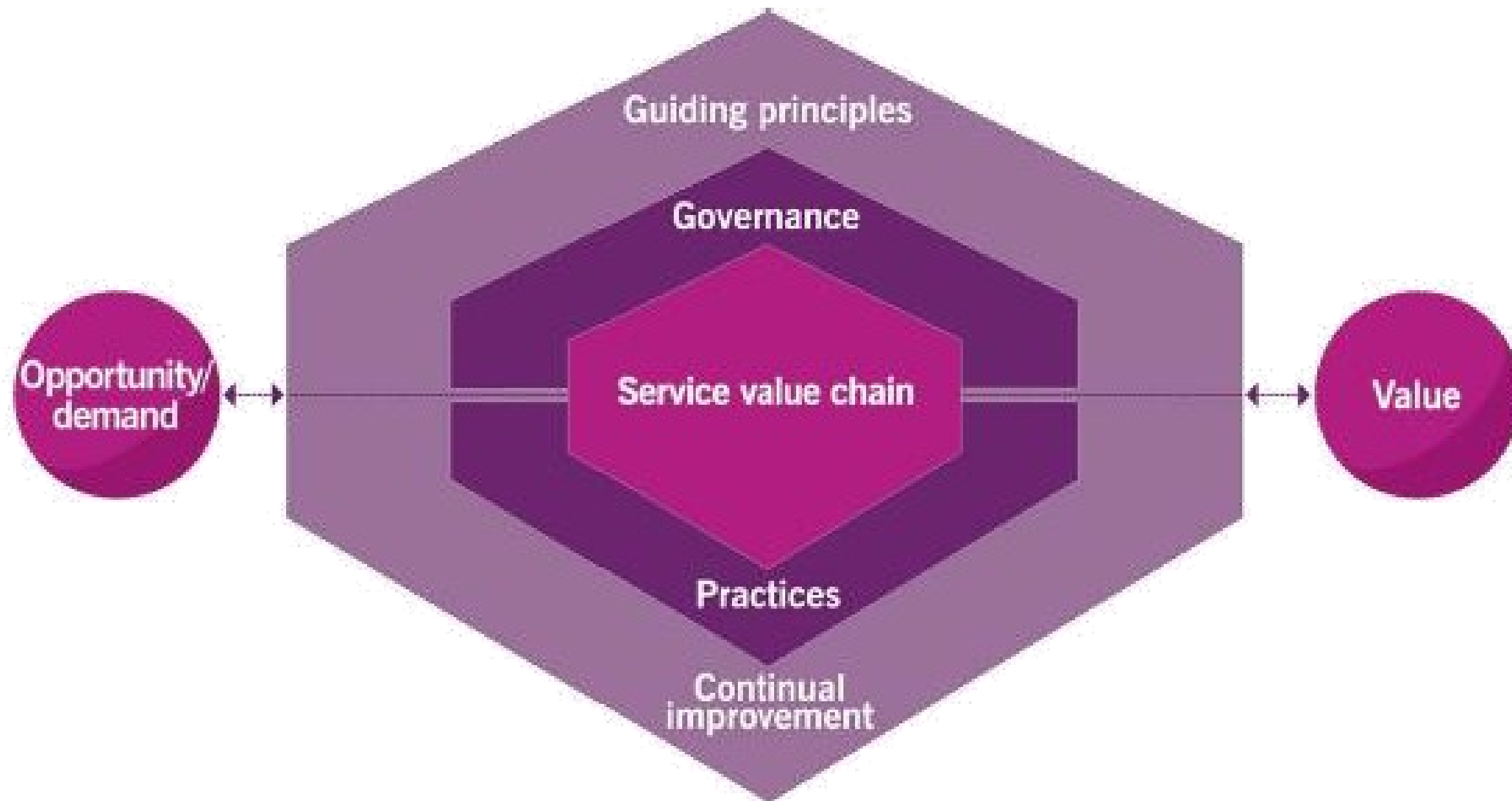


Figure 1.1 The service value system

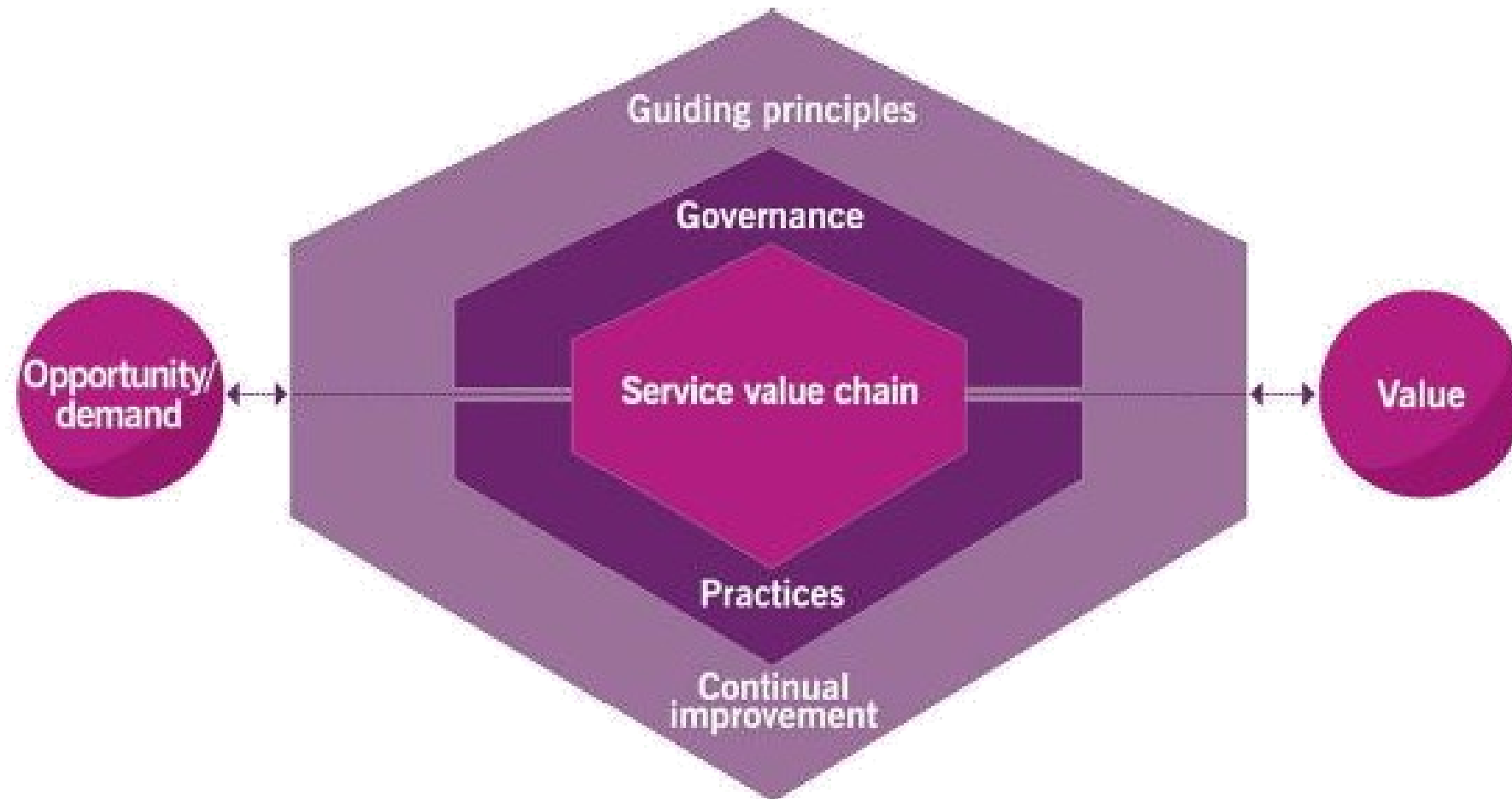


Figure 1.1 The service value system

- The components and activities can be combined in a flexible way.
- ITIL SVS facilitates integration and coordination of various organizational components and activities.
- It provides a strong, unified, and value- focused direction for the organization through IT enabled service.

Core Components of ITIL SVS

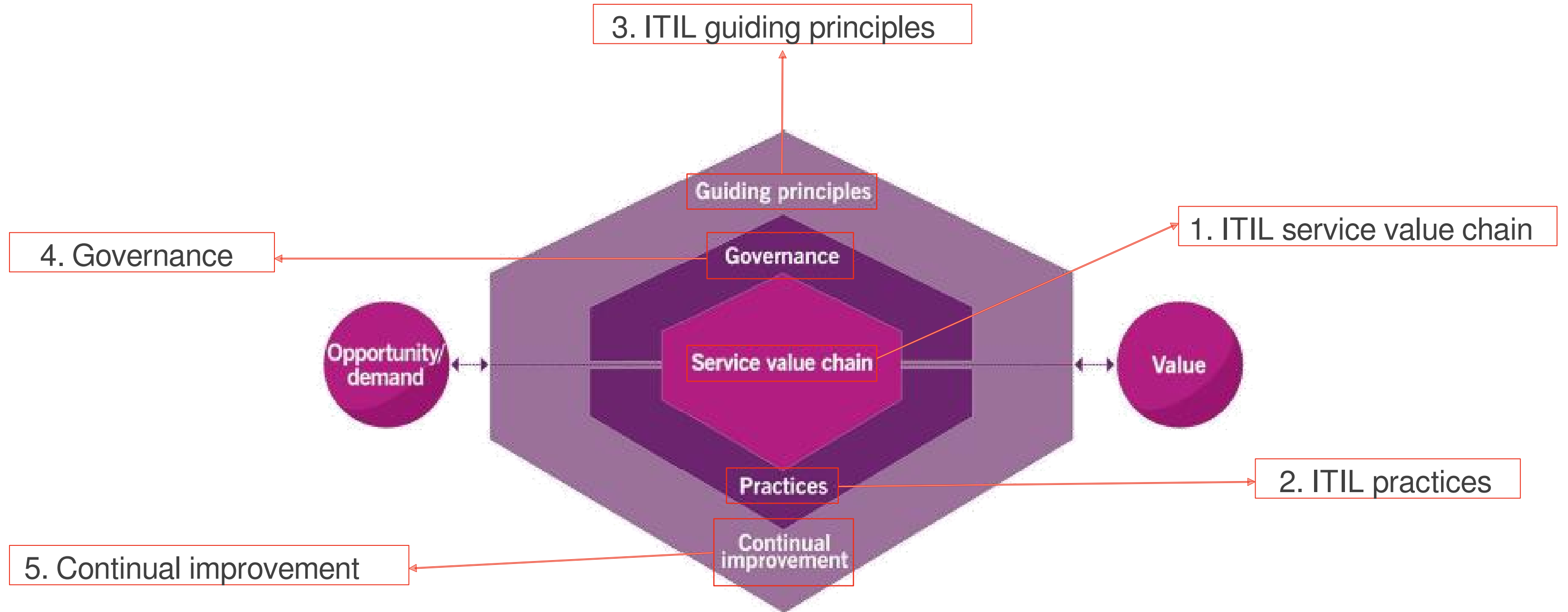


Figure 1.1 The service value system

Core Components of ITIL SVS

1. ITIL service value chain

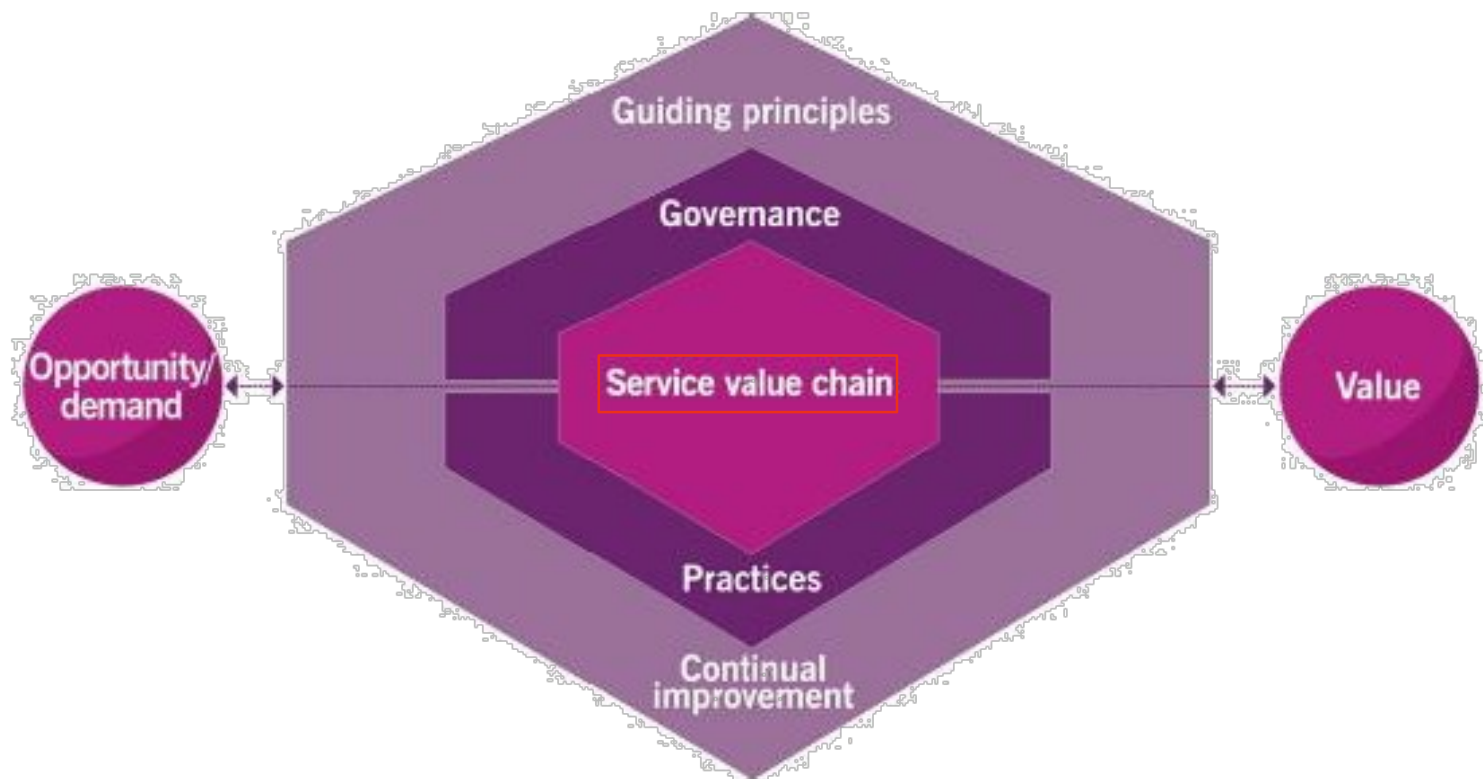


Figure 1.1 The service value system

- Provides an operating model for the creation, delivery, and continual improvement of services
- Defines six key activities that can be combined in many ways, forming multiple value streams
- Can be adapted to multiple approaches, including DevOps and centralized IT, to address the need for multimodal service management

Core Components of ITIL SVS

2. ITIL practices

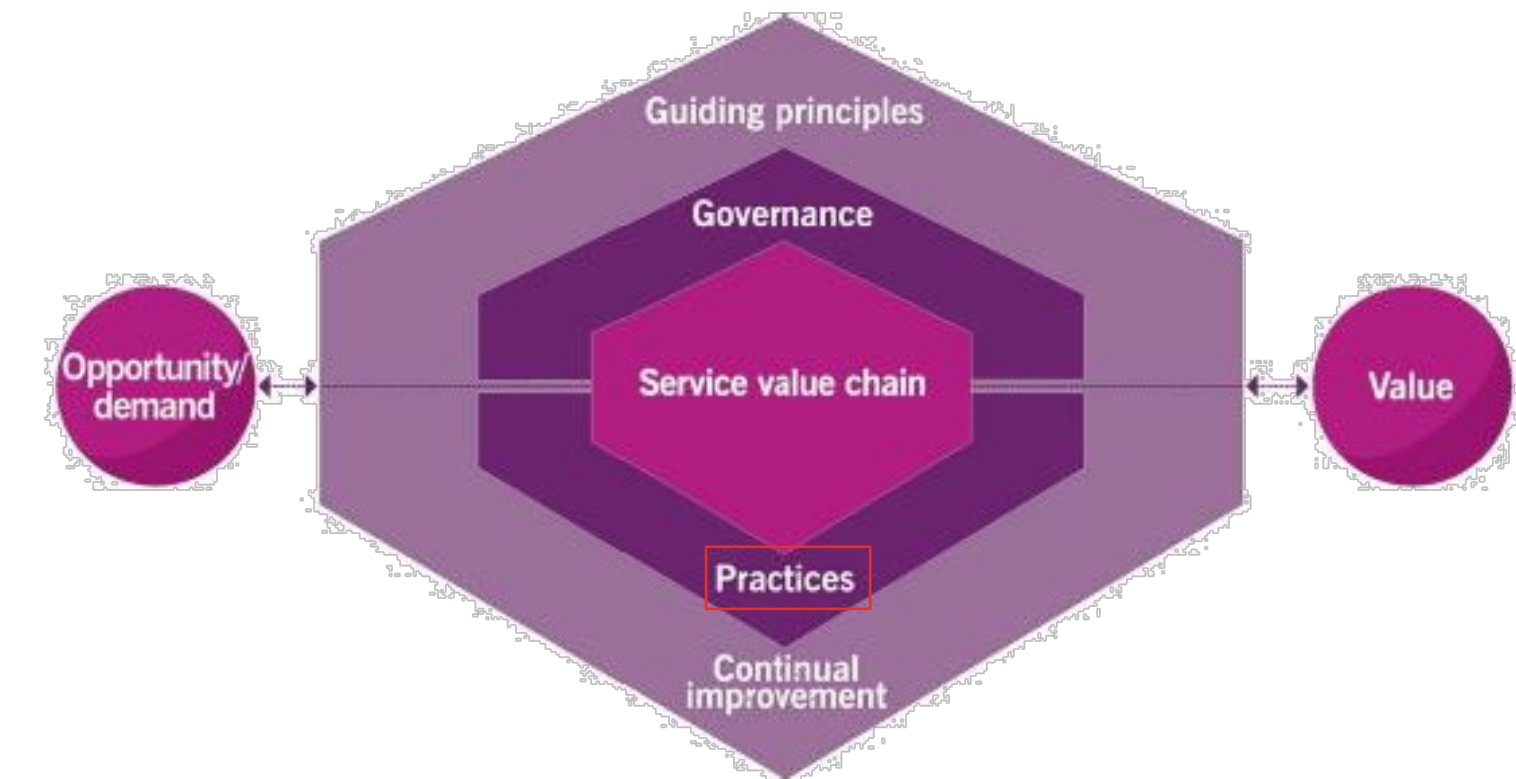


Figure 1.1 The service value system

- Enhance the flexibility of SVS
- Support multiple service value chain activities, providing a comprehensive and versatile toolset for ITSM practitioners

Core Components of ITIL SVS

3. ITIL guiding principles

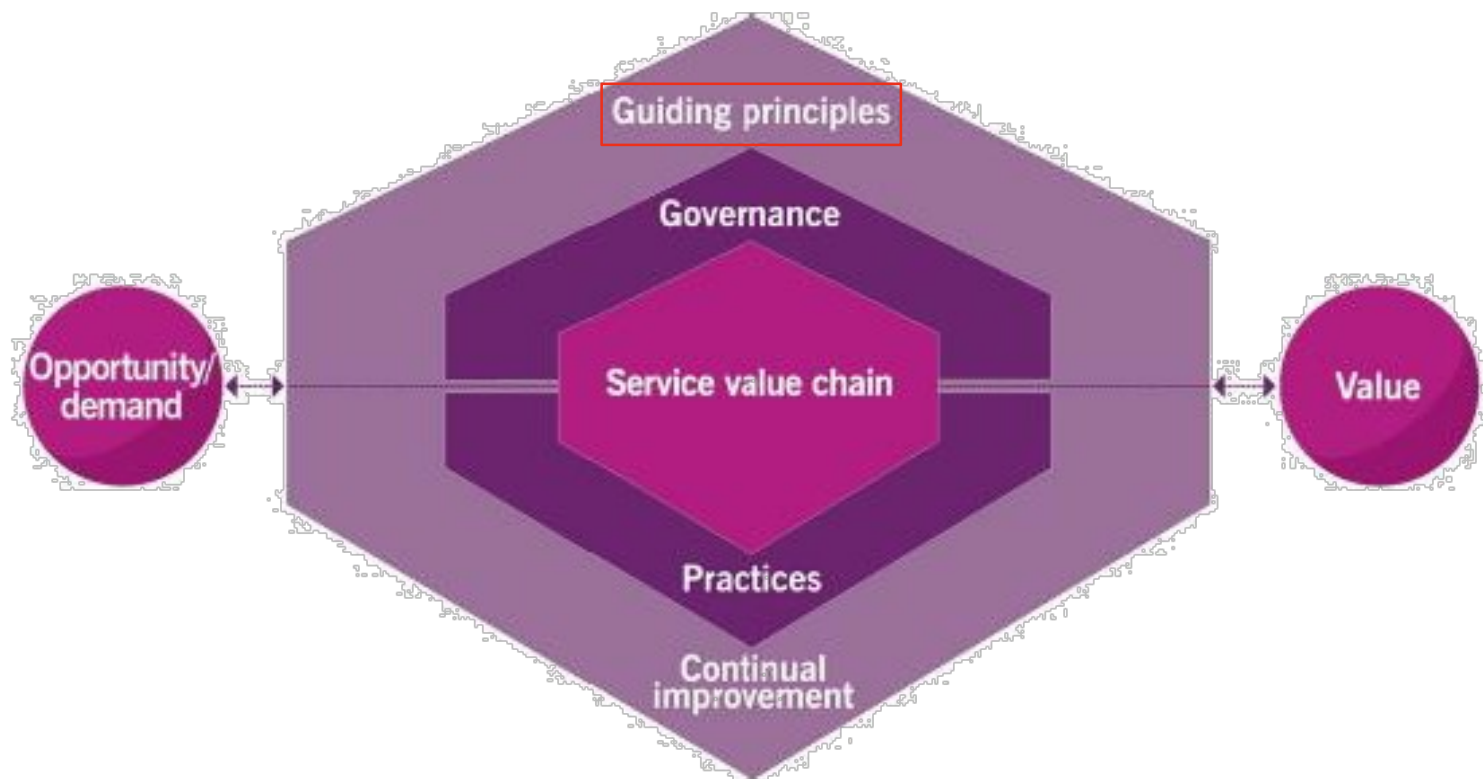


Figure 1.1 The service value system

- Guide an organization's decisions and actions
- Ensure a shared understanding and common approach to service management across the organization
- Create the foundation for an organization's culture and behavior

4. Governance

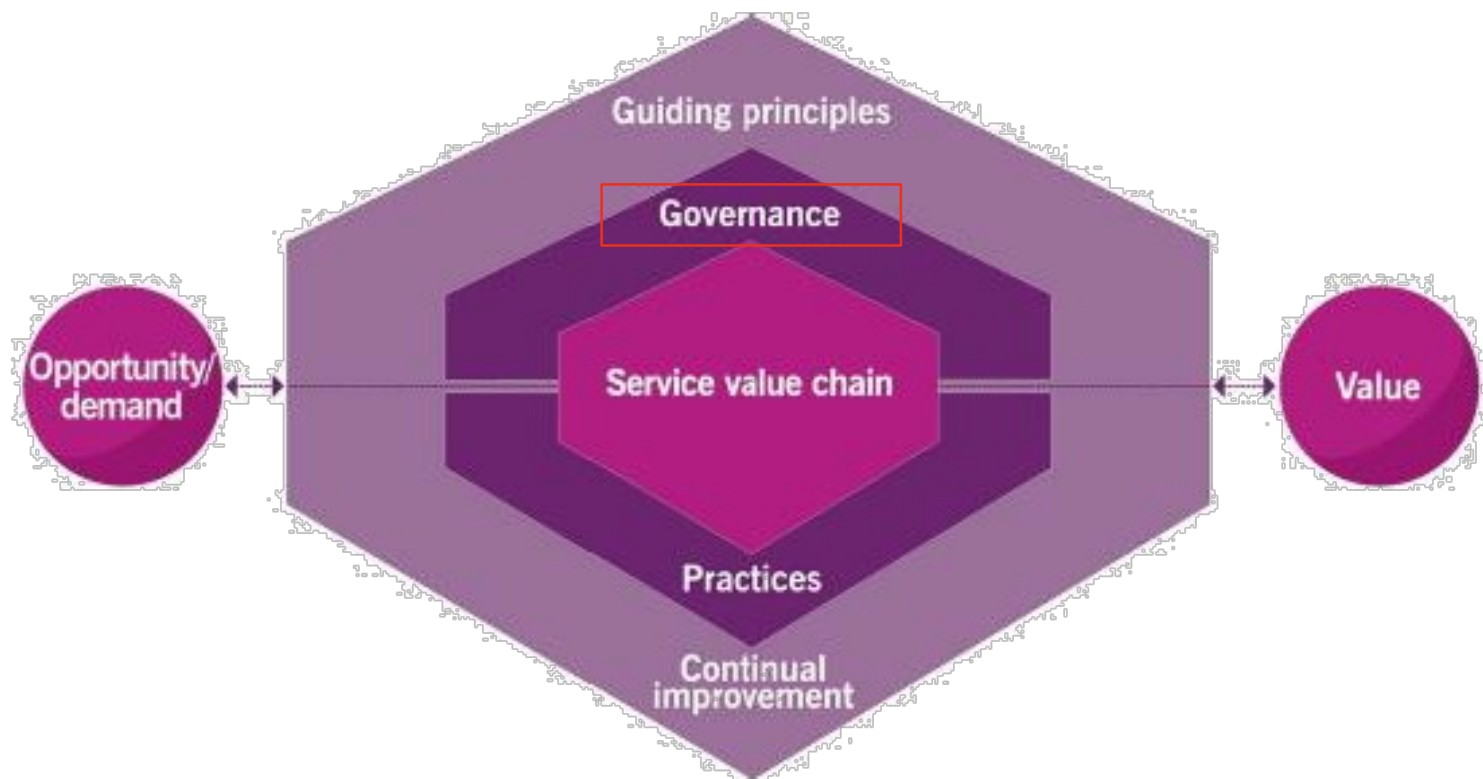


Figure 1.1 The service value system

- Enables organizations to continually align their operations with the strategic direction set by the governing body

Core Components of ITIL SVS

5. Continual improvement

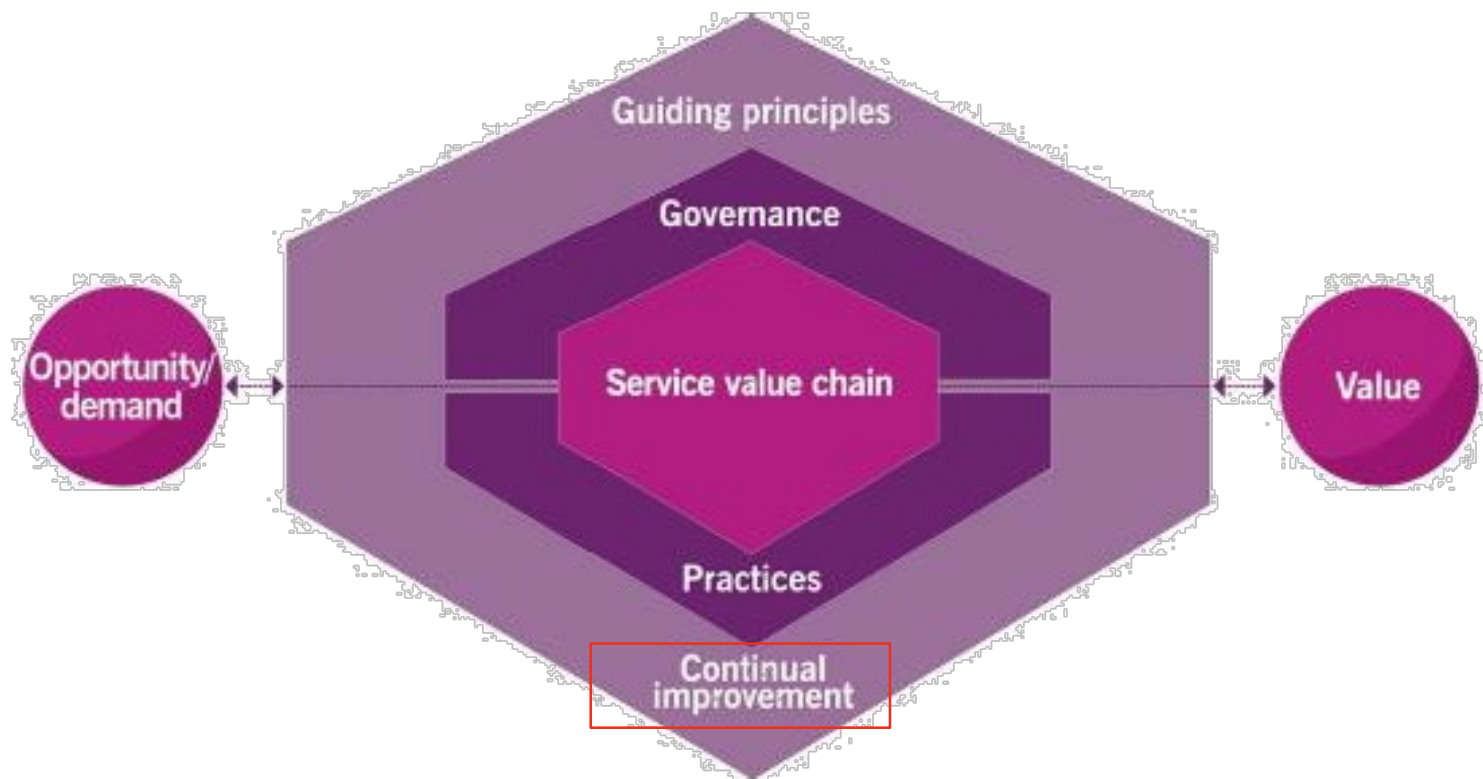


Figure 1.1 The service value system

- Supports all other components of the ITIL SVS
- Is a simple and practical improvement model
- Maintains the resilience and agility of all components
- in a constantly changing environment

ITIL 4 Framework

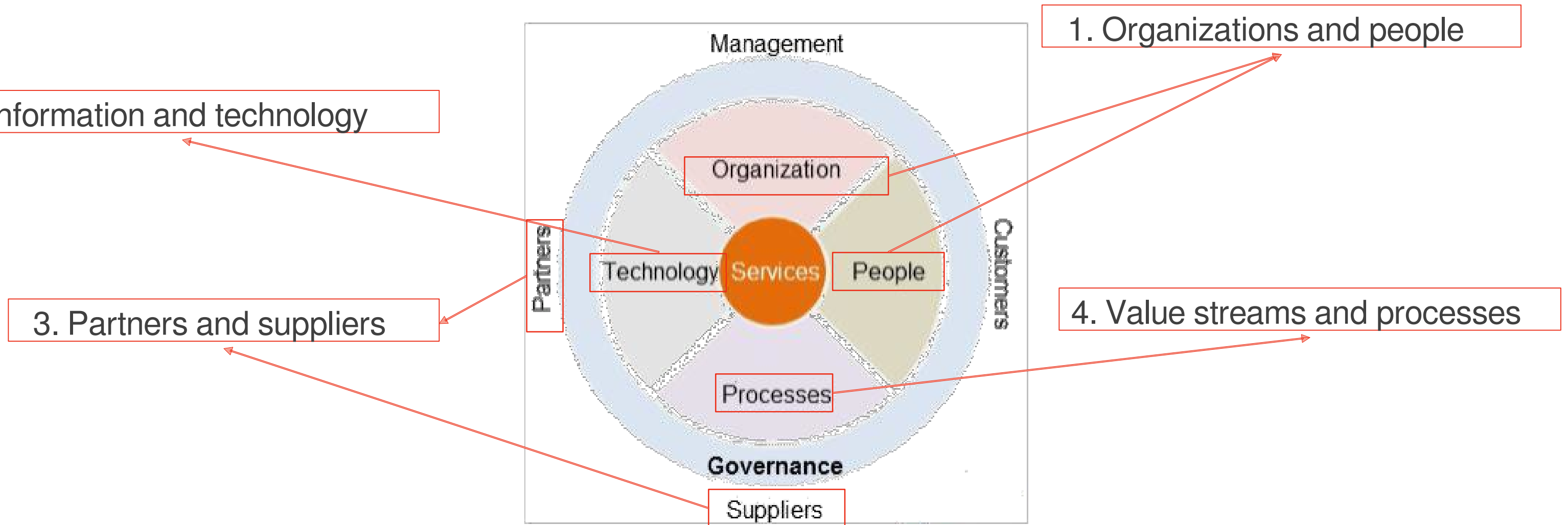
The key components of ITIL® 4:

Service Value System (SVS)

Four Dimensions Model

The Four Dimensions Model

ITIL 4 outlines the four dimensions of service management, from which each component of the SVS should be considered.



An organization ensures that the SVS remains balanced and effective by giving each of the four dimensions an appropriate amount of focus.

Key Takeaways

- ✔ Service management is changing to address and support the organizational shift and ensure that the opportunities from new technologies are maximized. ITIL has led
- ✔ the ITSM industry with guidance, training, and certification programs for more than 30 years.
- ✔ The key components of the ITIL 4 framework are the ITIL service value system (SVS) and the four dimensions model.
- ✔ The ITIL SVS represents how the various components and activities of the organization work together to facilitate value creation through IT enabled services.
- ✔ The four dimensions of service management are organizations and people, information and technology, partners and suppliers, and value streams and processes.

Thank You

