Think about the work which you have done in the session around Service Value Chain and the content within it. Feel free to refer to the slide deck to support you if required.

Complete the following activities to help take this learning and apply it to your workplace.

**Identify an activity which you do within your job role.**

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|  |

**Think about this activity and where it fits into the Service Value Chain, and complete the following:**

|  |  |  |
| --- | --- | --- |
| Where Does it Fit in the Service Value Chain? | How Does your Role Fit In to the Service Value Chain? | How Does Your Role Impact The Service Value Chain |
|  |  |  |

**Identify the teams in your work environment for each activity in the Service Value Chain (SVC)**

|  |  |
| --- | --- |
| **Service Strategy** |  |
| **Service Design** |  |
| **Service Transition** |  |
| **Service Operations** |  |
| **Continual Service Improvement** |  |

**Identify which practices are being used in your workplace, by your team.**

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