ITIL 4 Management Practices - Detailed Notes (Part 1)

1. Overview of Eight Key ITIL Practices

1.1 Exam Focus Areas

- **Purpose Recall**: Understand the purpose of eight specific ITIL practices
- **Key Terms**: Memorize definitions of essential ITIL terminology
- **SVC Contribution**: Recognize how each practice contributes to the Service Value Chain

2. Information Security Management

2.1 Purpose

To protect the information needed by the organization to conduct its business

2.2 Key Aspects

- **Risk Management**: Understanding and managing risks to:
- **Confidentiality**: Preventing unauthorized access
- **Integrity**: Ensuring accuracy and completeness
- **Availability**: Ensuring accessible when needed
- **Security Measures**:
- Authentication (verifying identity)
- Non-repudiation (preventing denial of actions)

2.3 Security Balance

Maintains equilibrium between: - **Prevention**: Stopping security incidents before they occur - **Detection**: Identifying incidents that couldn't be prevented - **Correction**: Recovering from detected incidents

2.4 Service Value Chain Contribution

- **High Contribution**: Design & transition, Deliver & support
- **Medium Contribution**: Plan, Improve
- **Low Contribution**: Engage, Obtain/build

3. Relationship Management

3.1 Purpose

To establish and nurture links between the organization and its stakeholders at strategic and tactical levels

3.2 Key Activities

- Identification of stakeholders
- Analysis of relationships
- Continuous monitoring
- Ongoing improvement of relationships

3.3 Service Value Chain Contribution

- **Primary Focus**: Service consumer relationships
- **High Contribution**: Engage
- **Medium Contribution**: Plan, Design & transition
- **Low Contribution**: Obtain/build, Deliver & support, Improve

4. Supplier Management

4.1 Purpose

To ensure the organization's suppliers and their performances are managed appropriately to support seamless provision of quality products and services

4.2 Key Activities

1. Creating single point of visibility and control
2. Negotiating and agreeing contracts
3. Managing relationships with internal/external suppliers
4. Managing supplier performance

4.3 Supplier Evaluation Criteria

- **Risk**: Associated with using the service
- **Importance & Impact**: Value to the business
- **Costs**: Service and provision expenses

4.4 Service Value Chain Contribution

- **High Contribution**: Engage
- **Medium Contribution**: Plan, Design & transition, Obtain/build
- **Low Contribution**: Deliver & support, Improve

5. IT Asset Management

5.1 Purpose

To plan and manage the full lifecycle of all IT assets to help the organization: - Maximize value - Control costs - Manage risks - Support decision-making - Meet regulatory requirements

5.2 Key Term: IT Asset

Definition: Any financially valuable component that can contribute to the delivery of an IT product or service

5.3 Service Value Chain Contribution

- **High Contribution**: Obtain/build
- **Medium Contribution**: Plan, Design & transition
- **Low Contribution**: Engage, Deliver & support, Improve

6. Service Configuration Management

6.1 Purpose

To ensure accurate and reliable information about service configurations and supporting Configuration Items (CIs) is available when and where needed

6.2 Key Components

- Configuration information
- Relationship mapping between CIs
- Service models showing component relationships

6.3 Key Term: Configuration Item (CI)

Definition: Any component that needs to be managed to deliver an IT service

6.4 Service Value Chain Contribution

- **High Contribution**: Design & transition, Deliver & support
- **Medium Contribution**: Plan, Obtain/build
- **Low Contribution**: Engage, Improve

7. Monitoring and Event Management

7.1 Purpose

To systematically observe services and service components, and record and report selected changes of state identified as events

7.2 Key Activities

- Identifying and prioritizing events
- Establishing appropriate responses
- Monitoring conditions indicating potential faults

7.3 Key Term: Event

Definition: Any change of state that has significance for the management of a service or other Configuration Item (CI)

7.4 Service Value Chain Contribution

- **High Contribution**: Deliver & support
- **Medium Contribution**: Design & transition, Obtain/build
- **Low Contribution**: Plan, Engage, Improve

8. Release Management

8.1 Purpose

To make new and changed services and features available for use

8.2 Key Term: Release

Definition: A version of a service or other configuration item, or collection of configuration items, made available for use

8.3 Service Value Chain Contribution

- **High Contribution**: Design & transition, Obtain/build
- **Medium Contribution**: Deliver & support
- **Low Contribution**: Plan, Engage, Improve

9. Deployment Management

9.1 Purpose

To move new or changed hardware, software, documentation, processes, or any other component to live environments

9.2 Additional Responsibilities

- Deploying components to testing or staging environments
- Working closely with change enablement and release management

9.3 Deployment Approaches

- **Phased deployment**: Gradual rollout
- **Continuous deployment**: Automated, frequent releases
- **Big bang deployment**: All at once
- **Pull deployment**: User-initiated updates

9.4 Service Value Chain Contribution

- **High Contribution**: Obtain/build, Deliver & support
- **Medium Contribution**: Design & transition
- **Low Contribution**: Plan, Engage, Improve

10. Key Term Definitions

Term	Definition
IT Asset	Any financially valuable component that can contribute to the delivery of an IT product or service
Event	Any change of state that has significance for the management of a service or other configuration item
Configuration Item	Any component that needs to be managed to deliver an IT service

11. Exam Preparation Focus

11.1 Must-Know Elements

- Purpose statements for all eight practices
- Definitions of three key terms
- Understanding of how practices contribute to SVC activities

11.2 Study Strategy

- Create flashcards for purpose statements
- Practice matching terms to definitions
- Review heat maps for SVC contributions
- Focus on practice interactions and relationships