

The guiding principles

Review and reflect quiz

Question 1

What is a guiding principle?

A guiding principle is a recommendation that guides an organization in all circumstances, regardless of changes in its goals, strategies, type of work or management structure. A guiding principle is universal and enduring.

Question 2



List the seven guiding principles

1. focus on value
2. start where you are
3. progress iteratively with feedback
4. collaborate and promote visibility
5. think and work holistically
6. keep it simple and practical
7. optimize and automate.

Question 3

What should you NOT do with individual guiding principles?

Use them in isolation.

Question 4



Complete the missing word.

The road to optimization.

Question 5



Complete the missing words.

Increasing urgency through visibility..



Any
questions?



Knowledge
check!

Question 1



Which guiding principle recommends that the four dimensions of service management are considered?

A Think and work holistically

B Progress iteratively with feedback

C Focus on value

D Keep it simple and practical

Question 1 | Answer



Which guiding principle recommends that the four dimensions of service management are considered?

A Think and work holistically

B Progress iteratively with feedback

C Focus on value

D Keep it simple and practical

Question 2



Which guiding principle recommends collecting data before deciding what can be re-used?

A

Focus on value

B

Start where you are

C

Keep it simple and practical

D

Progress iteratively with feedback

Question 2 | Answer



Which guiding principle recommends collecting data before deciding what can be reused?

A Focus on value

B Start where you are

C Keep it simple and practical

D Progress iteratively with feedback

Question 3



Which ITIL concept describes governance?

A

The seven guiding principles

B

The four dimensions of service management

C

The service value chain

D

The service value system

Question 3 | Answer



Which ITIL concept describes governance?

A The seven guiding principles

B The four dimensions of service management

C The service value chain

D The service value system

Question 4



Which value chain activity ensures that people understand the organization's vision?

A

Improve

B

Plan

C

Deliver

D

Obtain/build

Question 4 | Answer



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Question 5



Which describes the nature of the guiding principles?

A

Guiding principles can guide an organization in all circumstances

B

Each guiding principle mandates specific actions and decisions

C

An organization will select and adopt only one of the seven guiding principles

D

Guiding principles describe the processes that all organizations must adopt

Question 5 | Answer



Which describes the nature of the guiding principles?

A Guiding principles can guide an organization in all circumstances

B Each guiding principle mandates specific actions and decisions

C An organization will select and adopt only one of the seven guiding principles

D Guiding principles describe the processes that all organizations must adopt
