

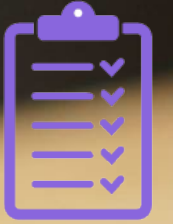
# The key concepts of ITIL 4

ITIL service value system

# Syllabus

4. Understand the purpose and components of the ITIL service value system

4.1 Describe the ITIL service value system





# What you will learn

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

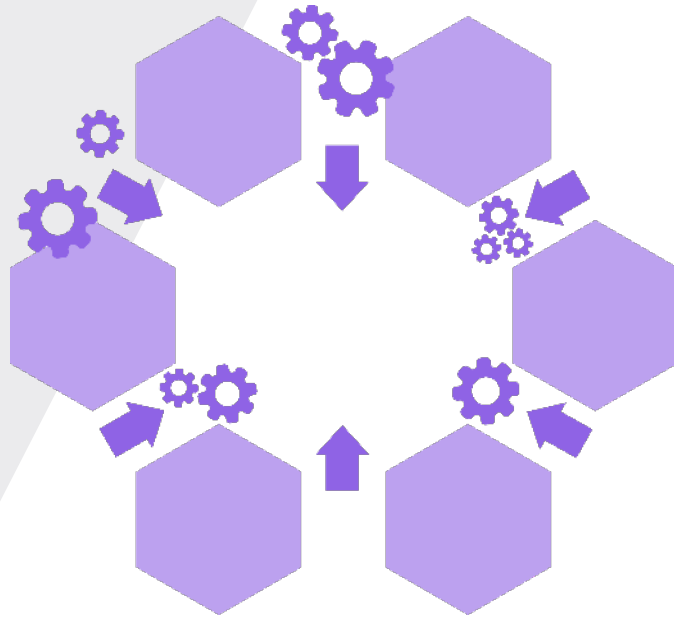
- Describe the ITIL **service value system (SVS)**.



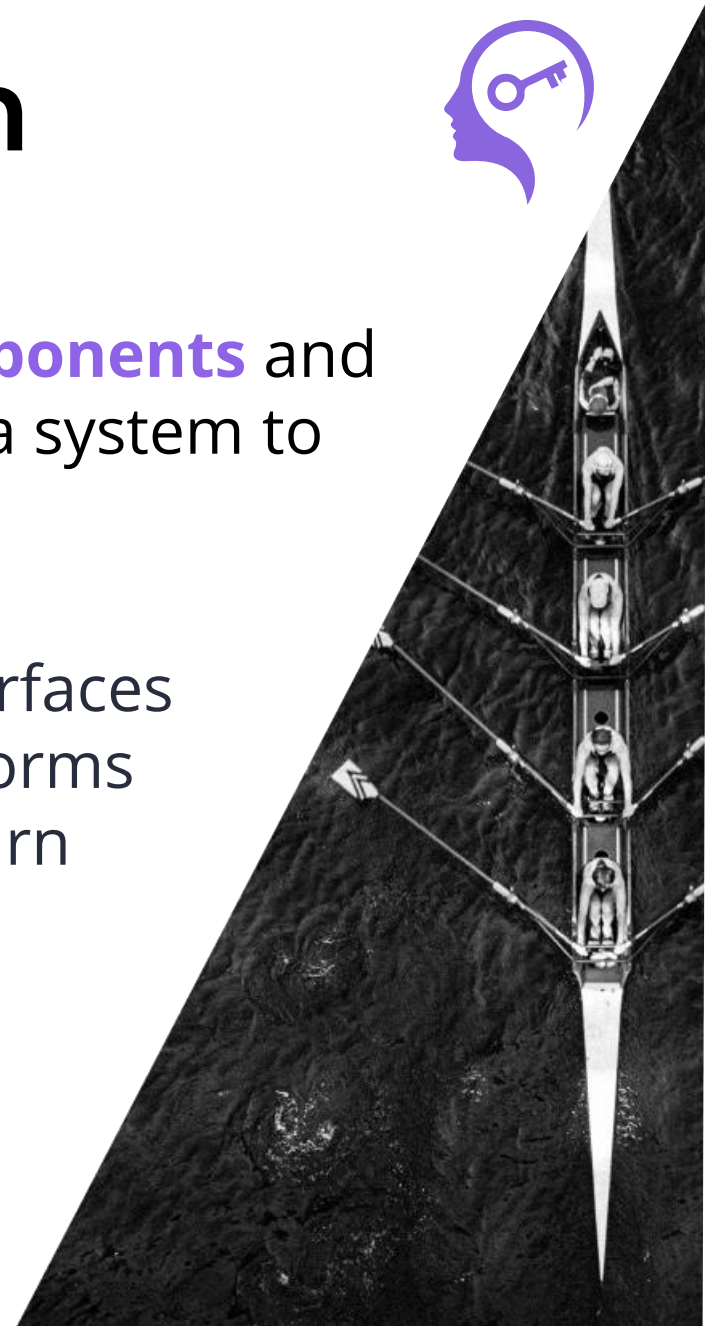
# The ITIL service value system



The **ITIL SVS** describes how all the **components** and activities of the organization unite as a system to enable **value** creation.

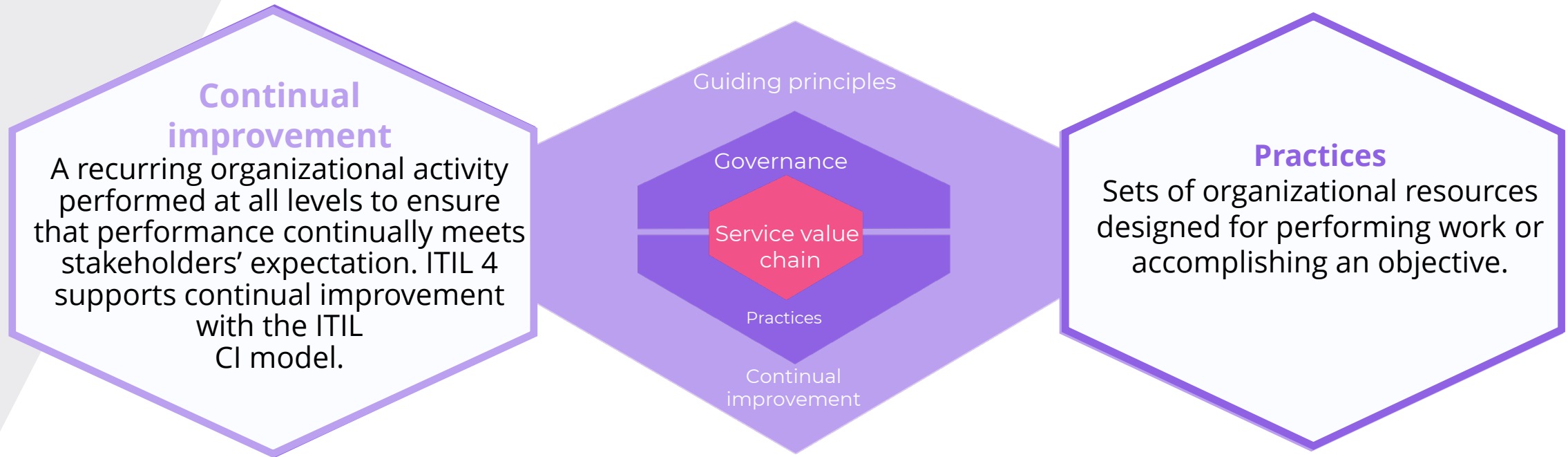


Each organization's SVS interfaces with other organizations. It forms an ecosystem that can in turn facilitate value for those **organizations**, their **customers**, and other **stakeholders**.



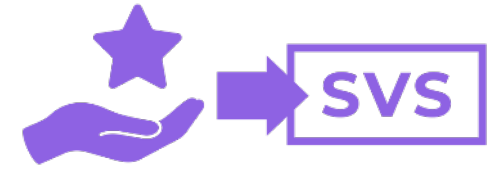
# The ITIL SVS

The ITIL SVS describes how all the **components** and activities of the organization unite as a system to enable value creation.



Adapted from Figure 4.1 The ITIL SVS

# ITIL SVS inputs and outcome



The key **inputs** to the SVS are **opportunity** and **demand**. **Possibilities or Options to add value for stakeholders.**

The **outcome** of the SVS is **value**. It is the perceived benefits, usefulness, and importance of something.

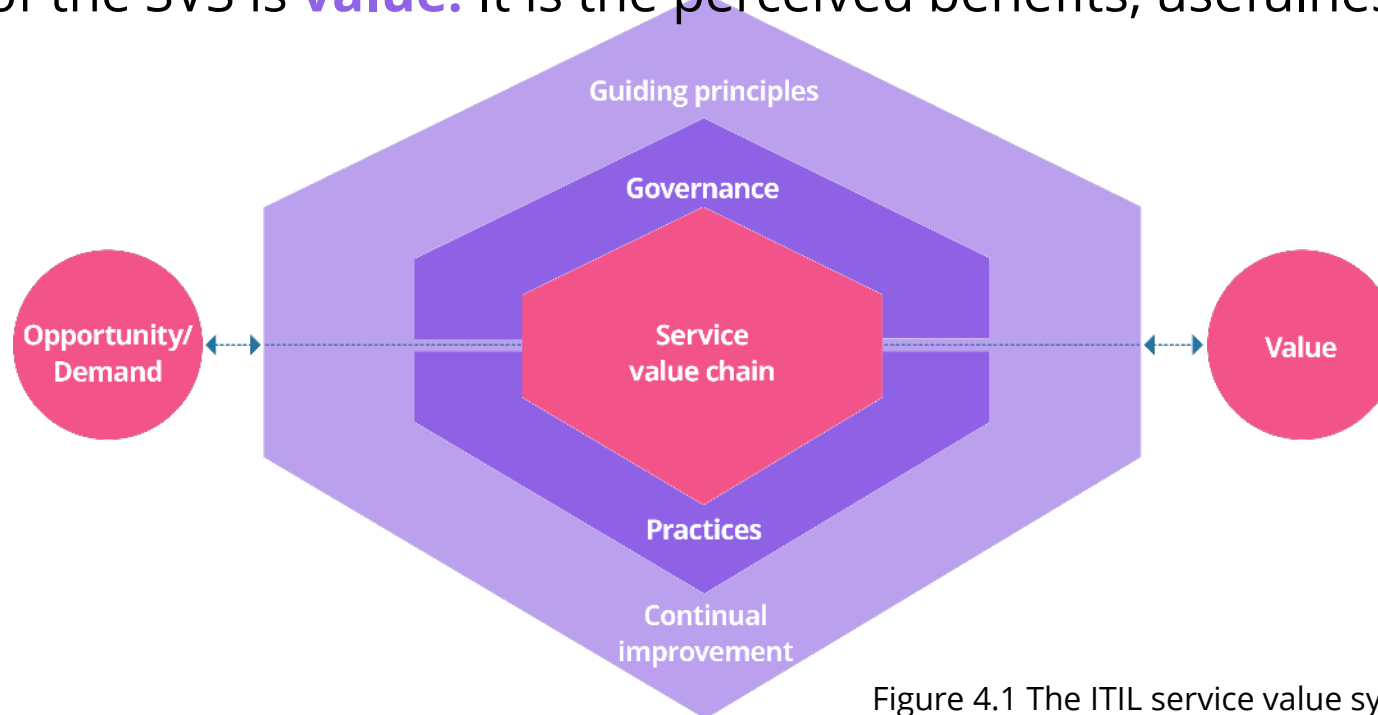
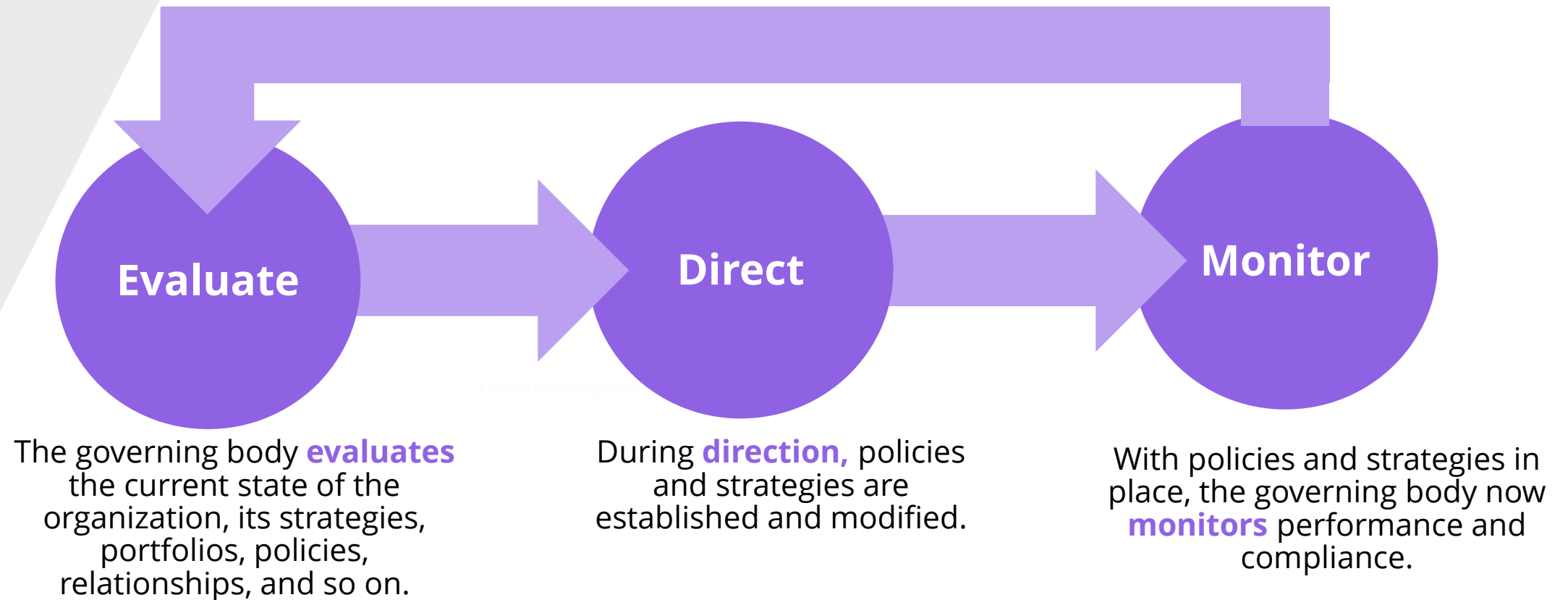


Figure 4.1 The ITIL service value system

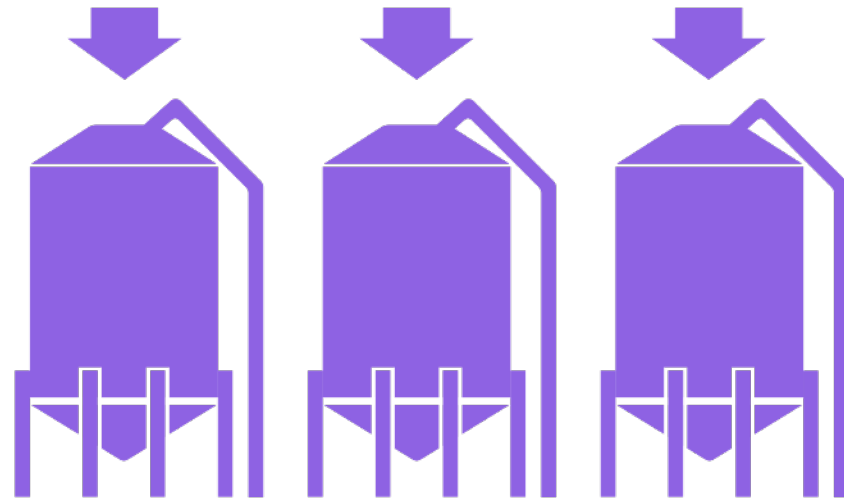
# Governance

**Governance** is the means by which an organization is directed and controlled.



# Challenges of silos

One of the biggest challenges an organization can face when trying to work effectively and efficiently with a shared vision or to become more agile and resilient is the presence of **organizational silos**.





# Need for continual improvement

This requires the **continual improvement** activity to be **performed at all levels of the organization**; the ITIL **continual improvement model** helps to structure this activity.



# Applying the SVS



Can you identify an opportunity or demand in your business, to which you could apply the SVS?

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How would you gain buy-in from siloed departments?

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Which continual improvement efforts will be enhanced by this use of the SVS?

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# Recap: Key learning points



- The key inputs to the SVS are **opportunity** and **demand**.
- The outcome of the SVS is **value**. It is the perceived benefits, usefulness, and importance of something.
- The ITIL SVS describes how all the **components** and activities of the organization unite as a system to enable value creation.

