

Course review

What have you learned?

Recap of key terms and concepts

- four dimensions of service management
- service value system
- service value chain
- guiding principles
- management practices.

You will also have the opportunity to prepare for the certification by undertaking a sample test and/or an official mock exam.



The four dimensions of service management (2/2)

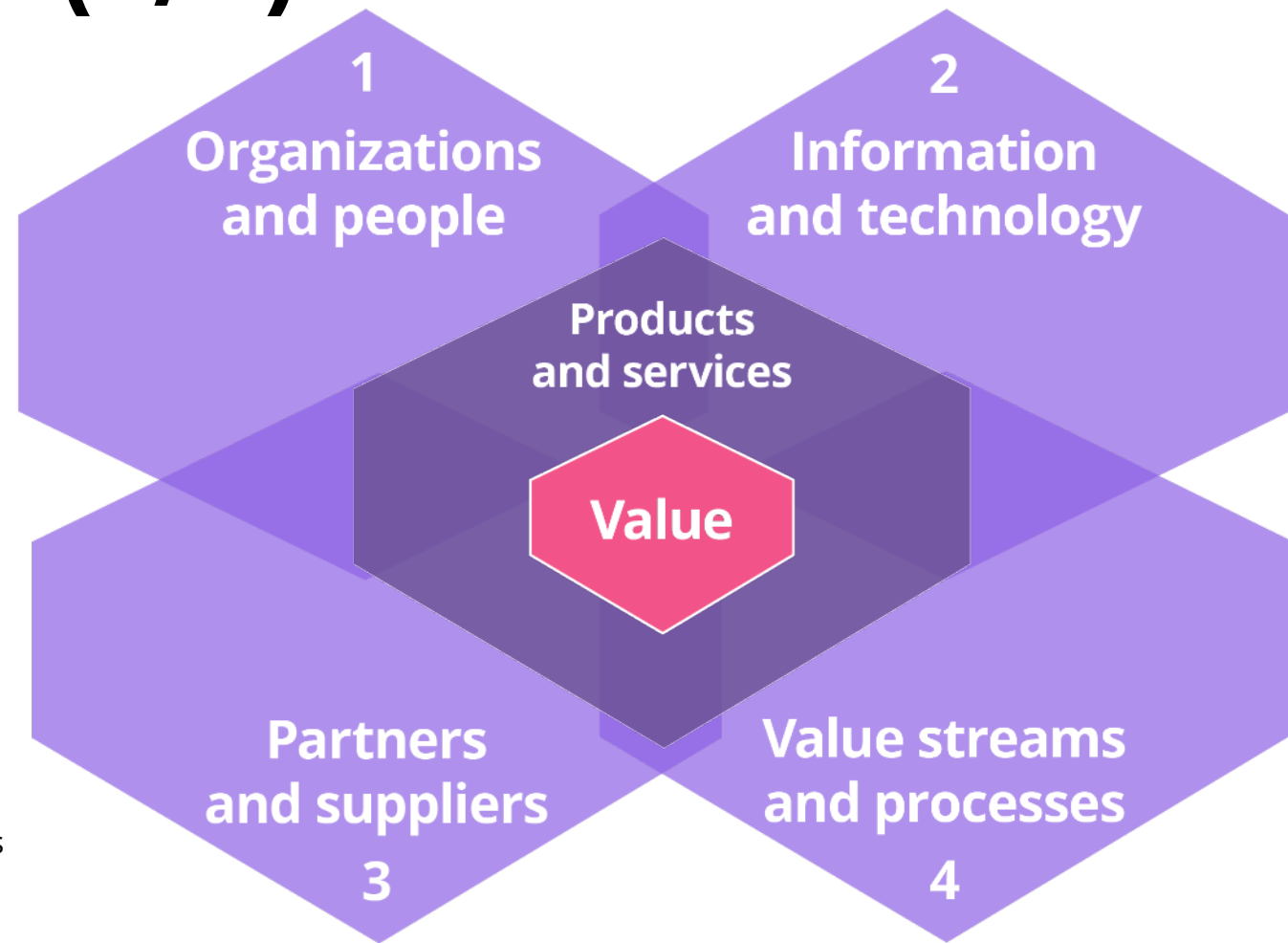


Figure 3.1 The four dimensions of service management

The service value system (2/2)



The key **inputs** to the SVS are **opportunity** and **demand**.

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

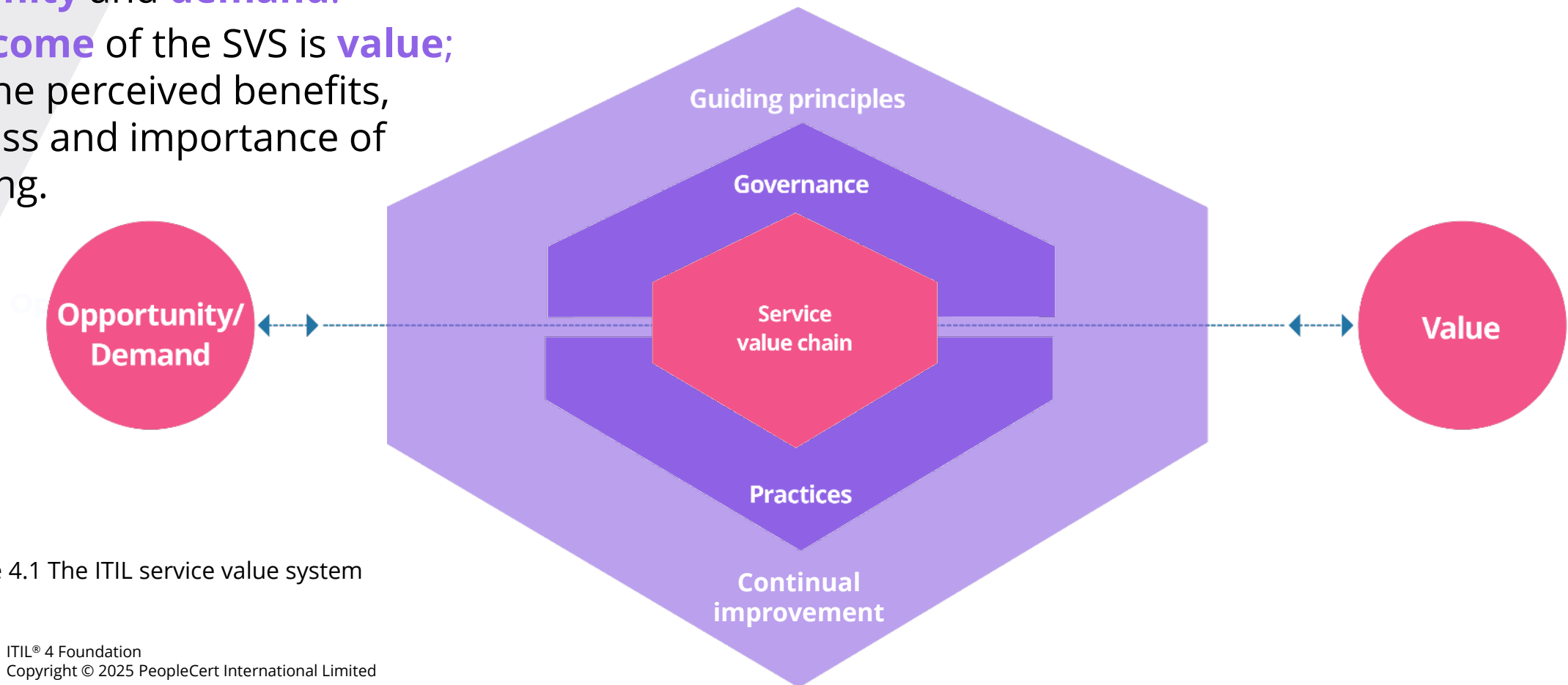


Figure 4.1 The ITIL service value system

The service value chain (2/2)

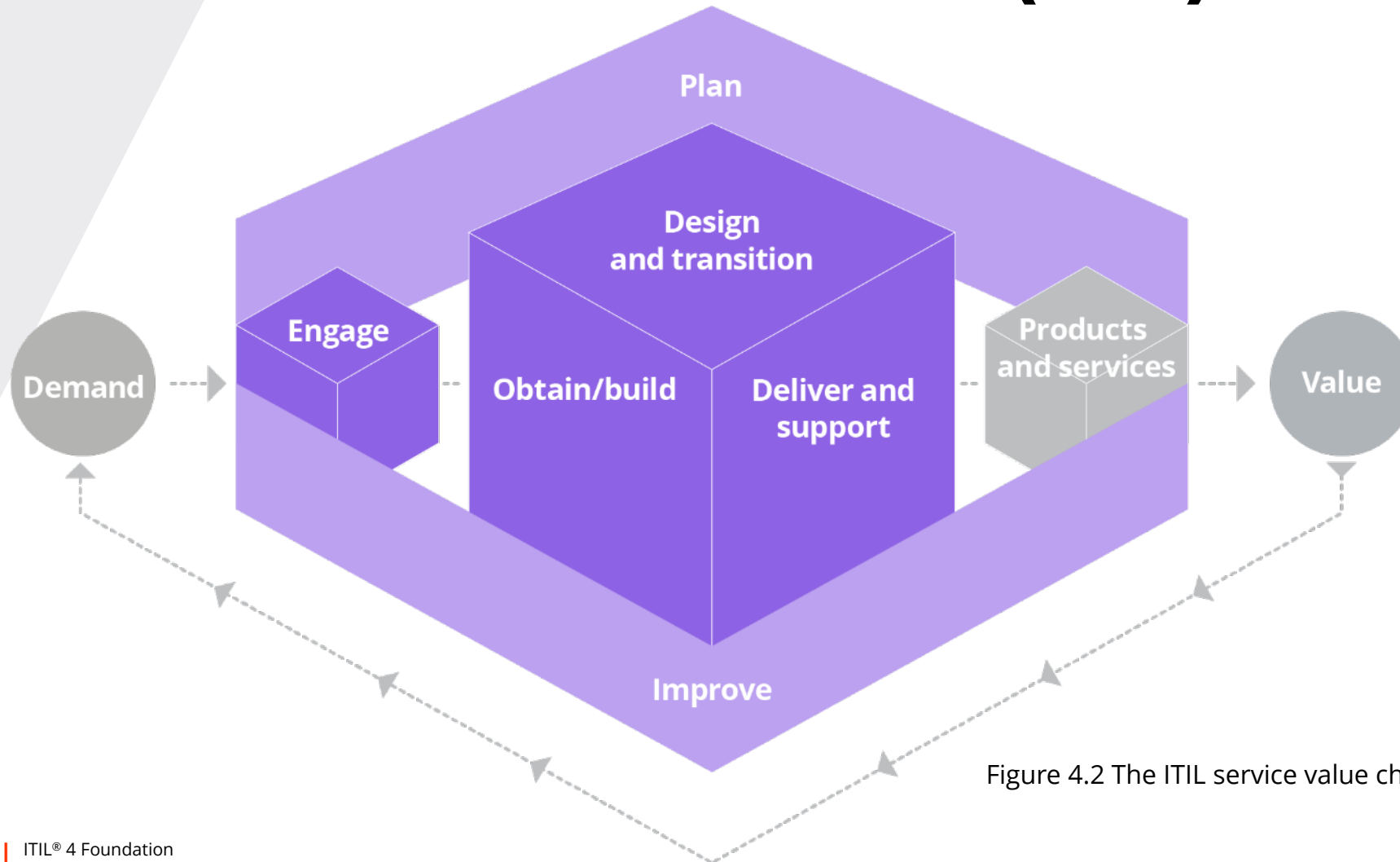
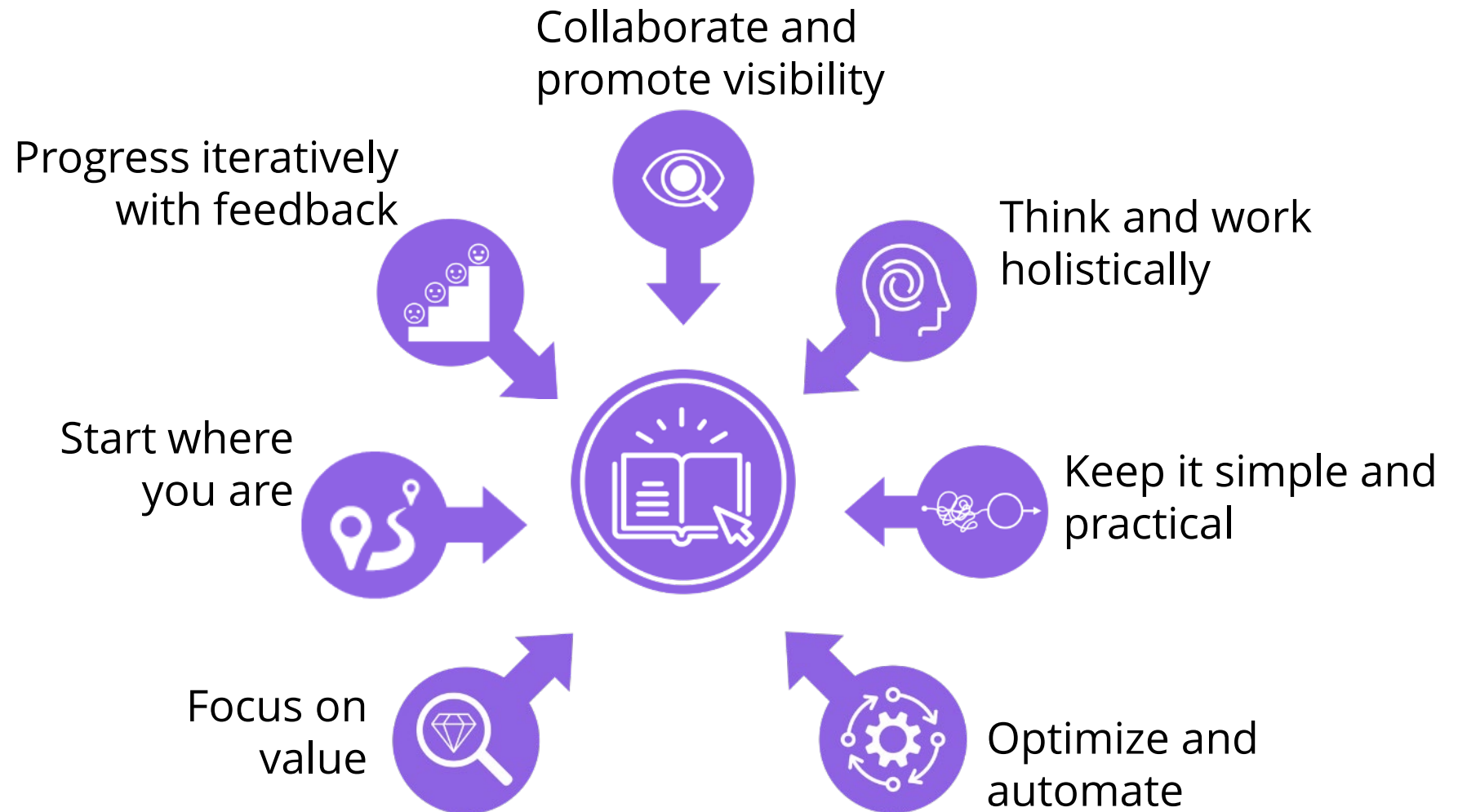


Figure 4.2 The ITIL service value chain

The guiding principles (2/2)



Refer to
Table 4.1 in
your
Learner
Workbook



Knowledge
check!

ITIL management practices (1/2)



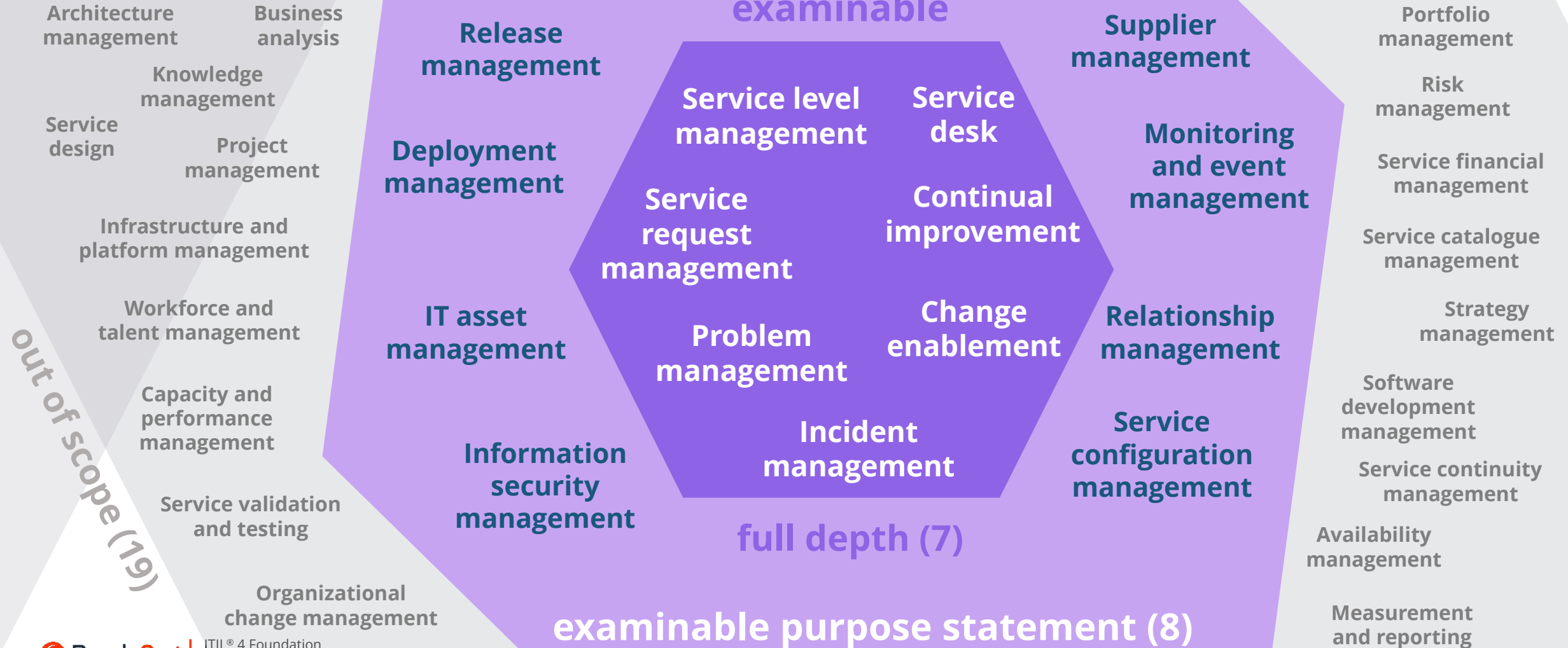
What is a practice?

What are the three categories within the ITIL management practices?

How many ITIL management practices are there?



ITIL management practices (2/2)



Question 1



Which guiding principle recommends organizing work into smaller, manageable sections that can be executed and completed in a timely manner?

A

Focus on value

B

Start where you are

C

Progress iteratively with feedback

D

Collaborate and promote visibility

Question 1 | Answer



Which guiding principle recommends organizing work into smaller, manageable sections that can be executed and completed in a timely manner?

A Focus on value

B Start where you are

C Progress iteratively with feedback

D Collaborate and promote visibility

Question 2

Which describes outcomes?



A

Tangible or intangible deliverables

B

Functionality offered by a product or service

C

Results desired by a stakeholder

D

Configuration of an organization's resources

Question 2 | Answer



Which describes outcomes?

A

Tangible or intangible deliverables

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Functionality offered by a product or service

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Results desired by a stakeholder

D

Configuration of an organization's resources

Question 3



Which is **NOT** a key focus of the 'information and technology' dimension?

A Security and compliance

B Communication systems and knowledge bases

C Workflow management and inventory systems

D Roles and responsibilities

Question 3 | Answer



Which is **NOT** a key focus of the 'information and technology' dimension?

A Security and compliance

B Communication systems and knowledge bases

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