

ITIL 4 Management Practices - Comprehensive Notes

1. Overview of ITIL Practices

1.1 Definition and Purpose

- **Management Practice:** A set of organizational resources designed for performing work or accomplishing an objective
- **Role in SVS:** Practices are a key component of the ITIL Service Value System
- **Scope:** Designed to support value creation through effective service management

1.2 Alternative Terminology

In organizations, practices might be referred to as: - Capabilities - Processes - Procedures - Functions

Note: In ITIL 4, "practices" have a specific meaning that differs from processes (which are components of practices)

2. Classification of ITIL Practices

2.1 Three Main Categories

2.1.1 General Management Practices

- **Scope:** Adopted and adapted for service management from general business management domains
- **Examples:**
 - Architecture management
 - Continual improvement

- Information security management
- Knowledge management
- Measurement and reporting
- Organizational change management
- Portfolio management
- Project management
- Relationship management
- Risk management
- Service financial management
- Strategy management
- Supplier management
- Workforce and talent management

2.1.2 Service Management Practices

- **Scope:** Developed in service management and ITSM industries
- **Examples:**
 - Availability management
 - Business analysis
 - Capacity and performance management
 - Change enablement
 - Incident management
 - IT asset management
 - Monitoring and event management
 - Problem management
 - Release management
 - Service catalogue management
 - Service configuration management
 - Service continuity management
 - Service design
 - Service desk
 - Service level management
 - Service request management
 - Service validation and testing

2.1.3 Technical Management Practices

- **Scope:** Adapted from technology management domains for service management purposes
- **Examples:**
 - Deployment management
 - Infrastructure and platform management
 - Software development and management

3. Exam-Focused Practices (15)

3.1 Information Security Management

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

3.2 Relationship Management

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

3.3 Supplier Management

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

3.4 IT Asset Management

Purpose: To plan and manage the full lifecycle of all IT assets

3.5 Monitoring and Event Management

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

3.6 Release Management

Purpose: To make new and changed services and features available for use

3.7 Service Configuration Management

Purpose: To ensure that accurate and reliable information about the configuration of services, and the configuration items that support them, is available when and where it is needed

3.8 Deployment Management

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

3.9 Continual Improvement

Purpose: To align the organization's practices and services with changing business needs through the ongoing identification and improvement of services

3.10 Change Enablement

Purpose: To maximize the number of successful service and product changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule

3.11 Incident Management

Purpose: To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

3.12 Problem Management

Purpose: To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors

3.13 Service Request Management

Purpose: To support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner

3.14 Service Desk

Purpose: To capture demand for incident resolution and service requests

3.15 Service Level Management

Purpose: To set clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets

4. Key Concepts

4.1 Practice Components

Each practice typically includes: - **Processes:** Structured sets of activities - **Procedures:** Step-by-step work instructions - **Tools:** Supporting technology - **Skills:** Required competencies - **Knowledge:** Information and expertise

4.2 Integration with Value Chain

- Practices support the service value chain activities
- Multiple practices often work together to achieve objectives
- Practices provide the specific capabilities needed for value streams

4.3 Examinable Content Focus

For ITIL 4 Foundation certification, focus on: - Purpose statements of the 15 specified practices - Understanding how practices support the service value chain - Basic concepts of each practice

5. Study Approach

5.1 Recommended Method

- Memorize purpose statements for all 15 examinable practices
- Understand the difference between practice categories
- Recognize how practices interact within the SVS
- Identify which practices support which value chain activities

5.2 Practice Relationships

Note how certain practices work together: - Incident, Problem, and Change Enablement - Service Desk and Service Request Management - Monitoring and Event Management with Incident Management - Supplier and Relationship Management

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