# 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)



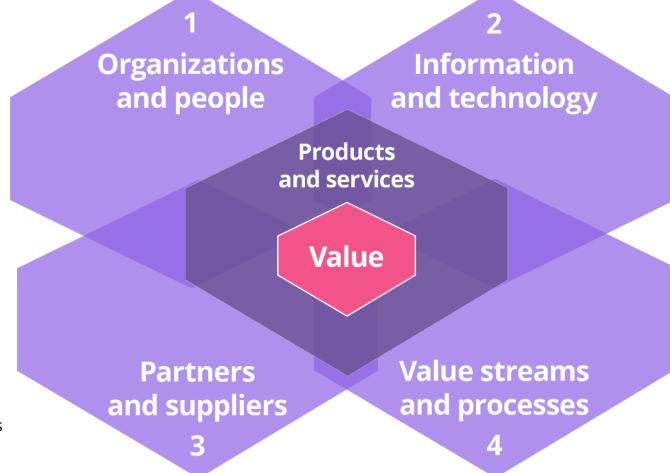


Figure 3.1 The four dimensions of service management



## The service value system (2/2)



**Value** 

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.

Opportunity/

**Demand** 

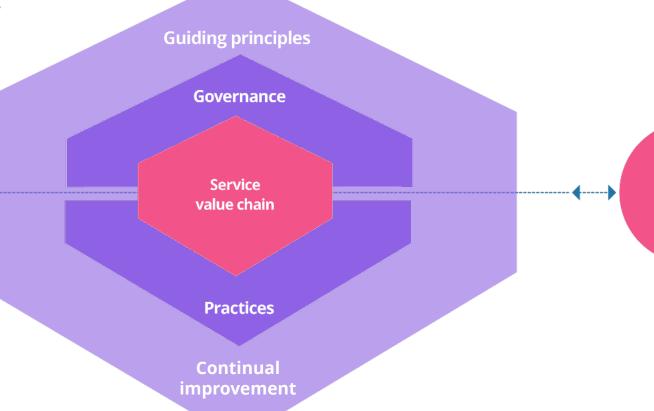
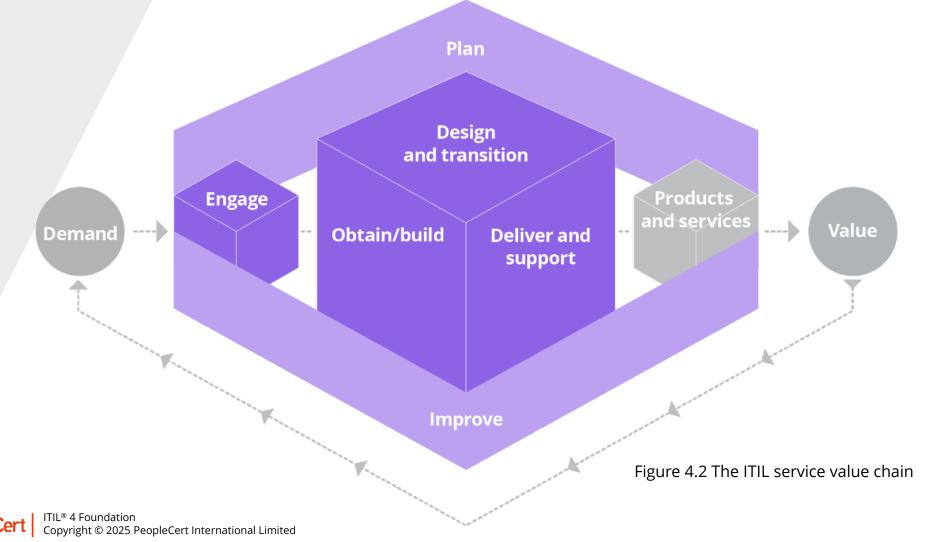


Figure 4.1 The ITIL service value system



#### The service value chain (2/2)





### The guiding principles (2/2)



Collaborate and promote visibility

Progress iteratively with feedback





Think and work holistically

Refer to
Table 4.1 in
your
Learner
Workbook

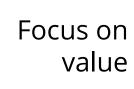
Start where you are







Keep it simple and practical







Optimize and automate



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)

**Architecture** management **Business** analysis

Knowledge management

Service design

**Project** management

Infrastructure and platform management

Workforce and talent management

> Capacity and performance management

> > Service validation and testing

Release management

**Deployment** management

IT asset management

> **Information** security management

examinable

Service

desk

Continual

improvement

Change

enablement

Service level management

Service request management

> **Problem** management

> > Incident management

full depth (7)

**Supplier** management

> and event management

Relationship management

Service configuration management

**Monitoring** 

Software development management

> **Service continuity** management

**Portfolio** 

management

Risk

management

Service financial

management

Service catalogue

management

Strategy

management

**Availability** management

> Measurement and reporting

**Organizational** change management

examinable purpose statement (8)



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## 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
- Start where you are
- Progress iteratively with feedback
- 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
- Start where you are
- **C** Progress iteratively with feedback
- Collaborate and promote visibility

#### Question 2



Which describes outcomes?

- Tangible or intangible deliverables
- Functionality offered by a product or service
- Results desired by a stakeholder
- Configuration of an organization's resources

#### Question 2 | Answer



Which describes outcomes?

- Tangible or intangible deliverables
- B Functionality offered by a product or service
- C Results desired by a stakeholder
- Configuration of an organization's resources

### Question 3



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

- A Security and compliance
- Communication systems and knowledge bases
- Workflow management and inventory systems
- P Roles and responsibilities

#### Question 3 | Answer



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

- A Security and compliance
- Communication systems and knowledge bases
- Workflow management and inventory systems
- **D** Roles and responsibilities