ITIL 4 management practices

Review and reflect

Question 1

The purpose of the change enablement practice is 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.
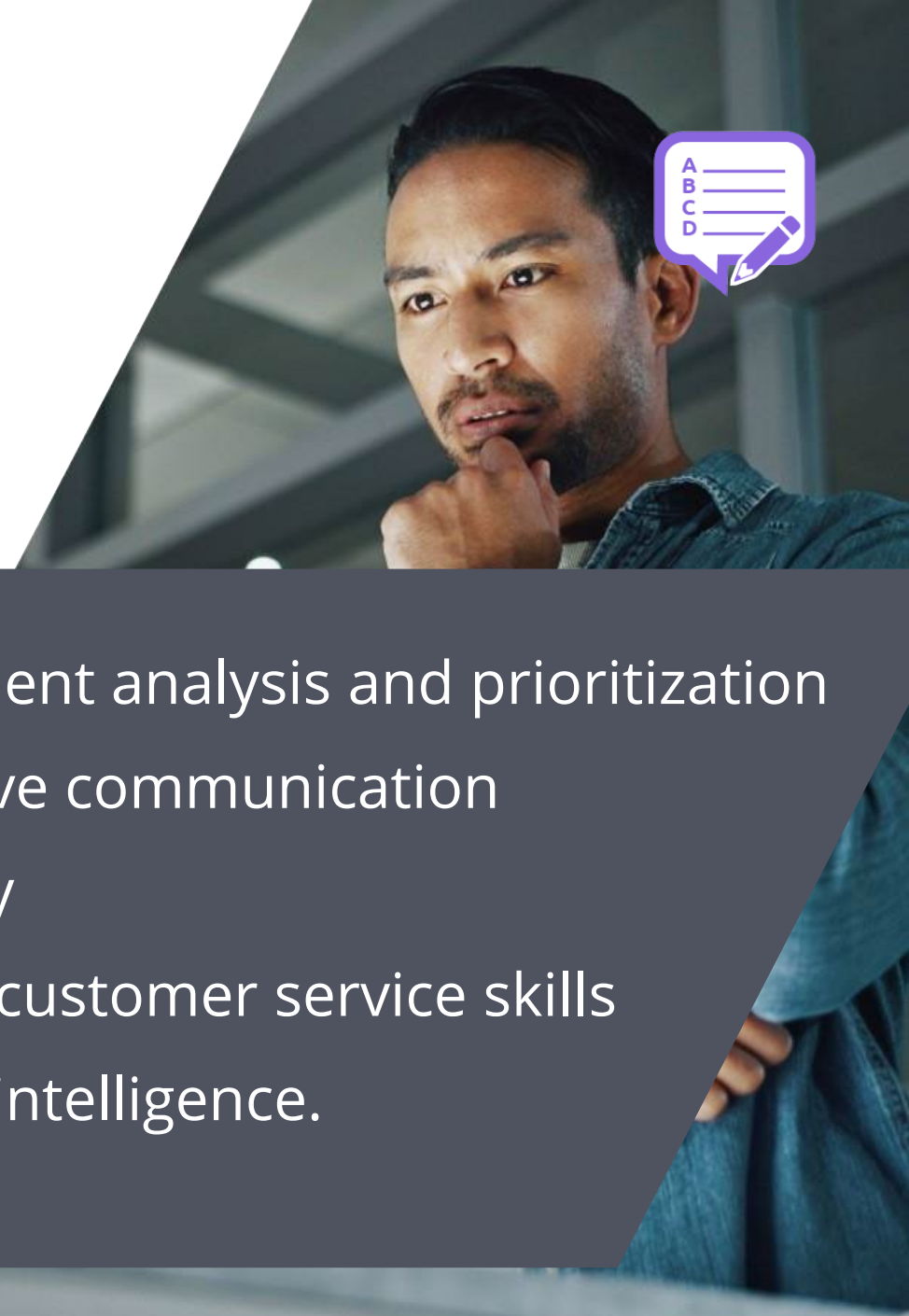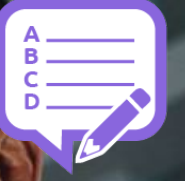
Question 2

What skills should service desk staff have?

Service desk staff should display **all** these skills.

- incident analysis and prioritization
- effective communication
- empathy
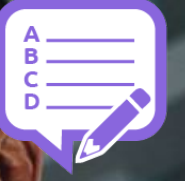- excellent customer service skills
- emotional intelligence.

Question 3

The definition of an incident is an **unplanned** interruption to a service or a **reduction** in the **quality** of a service.

Question 4

Which of these are the three phases of problem management?

- issue resolution
- problem identification
- problem control
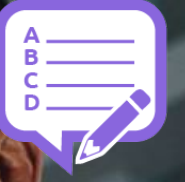- error control
- problem resolution.

Question 4

Which of these are the three phases of problem management?

The **three** distinct phases of problem management are:

- **problem identification,**
- **problem control**, and
- **error control**.

- issue resolution
- problem identification
- problem control
- error control
- problem resolution.

Any
questions?

Continual Improvement Model

What is the vision? ⟷ Business vision, mission, goals and objectives

Where are we now? ⟷ Perform baseline assessments

Where do we want to be? ⟷ Define measurable targets

How do we keep the momentum going?

How do we get there? ⟷ Define the improvement plan

Take action ⟷ Execute improvement actions

Did we get there? ⟷ Evaluate metrics and KPIs

Figure 4.3 The continual improvement model

IT Asset
Any financially valuable component that can contribute to the delivery of an IT product or service.

Configuration item
Any component that needs to be managed in order to deliver an IT service.

Event
Any change of state that has significance for the management of a service or other Configuration Item (CI).

Release
A version of a service or other configuration item, or a collection of configuration items, that is made available for use.

Service request
A request from a user or a user's authorized representative that initiates a service action which has been agreed as a normal part of service delivery.

Incident
An unplanned interruption to a service or reduction in the quality of a service.

Problem
A cause, or potential cause, of one or more incidents.

Workaround
A solution that reduces or eliminates the impact of an incident or problem for which a full resolution is not yet available. Some workarounds reduce the likelihood of incidents.

Service level
One or more metrics that define expected or achieved service quality.

Change
The addition, modification or removal of anything that could have a direct or indirect effect on services.

Service level agreement
A documented agreement between a service provider and a customer that identifies both services required and the expected level of service.

A practice
A set of resources designed for performing work or accomplishing an objective.

Knowledge check!

Question 1

Which practice is responsible for moving components to live environments?

A Change enablement

B Release management

C IT asset management

D Deployment management

Question 1 | Answer

Which practice is responsible for moving components to live environments?

A Change enablement

B Release management

C IT asset management

D **Deployment management**

Question 2

Which practice includes the classification and ownership of queries and requests from users?

A   Service desk

B   Incident management

C   Change enablement

D   Service level management

Question 2 | Answer

Which practice includes the classification and ownership of queries and requests from users?

A **Service desk**

B Incident management

C Change enablement

D Service level management

Question 3

Which practice identifies metrics that reflect the customer's experience of a service?

A Continual improvement

B Service desk

C Service level management

D Problem management

Question 3 | Answer

Which practice identifies metrics that reflect the customer's experience of a service?

A Continual improvement

B Service desk

C **Service level management**

D Problem management