

ITIL 4 management practices

Purpose of the ITIL practices

ITIL Service Value System

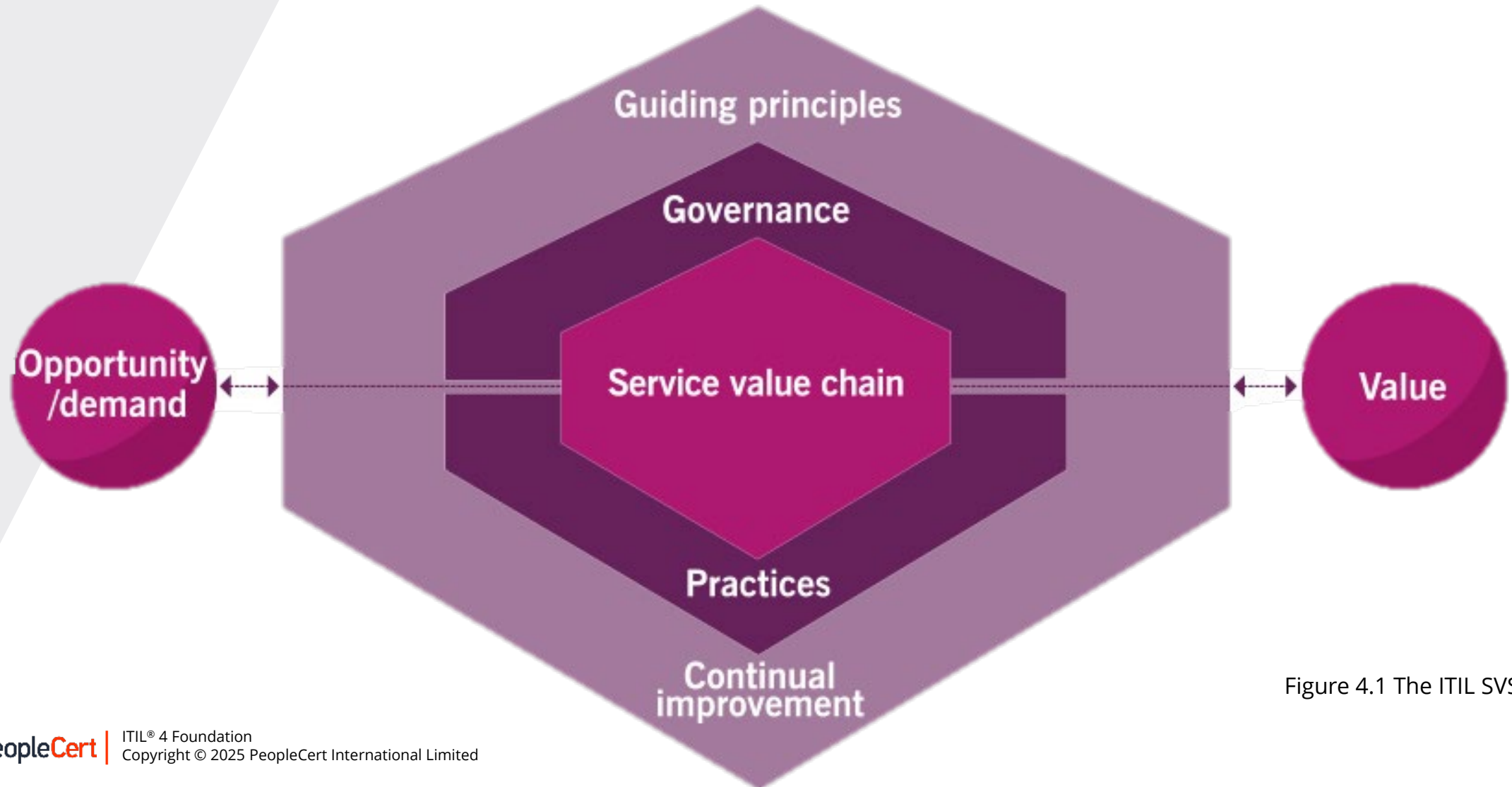
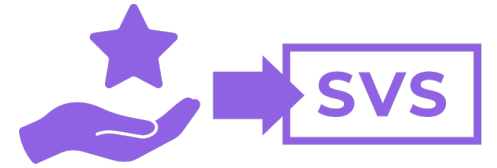


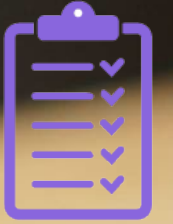
Figure 4.1 The ITIL SVS

Syllabus

6. Know the purpose and key terms of 15 ITIL practices

6.1 Recall the purpose of the following ITIL practices:

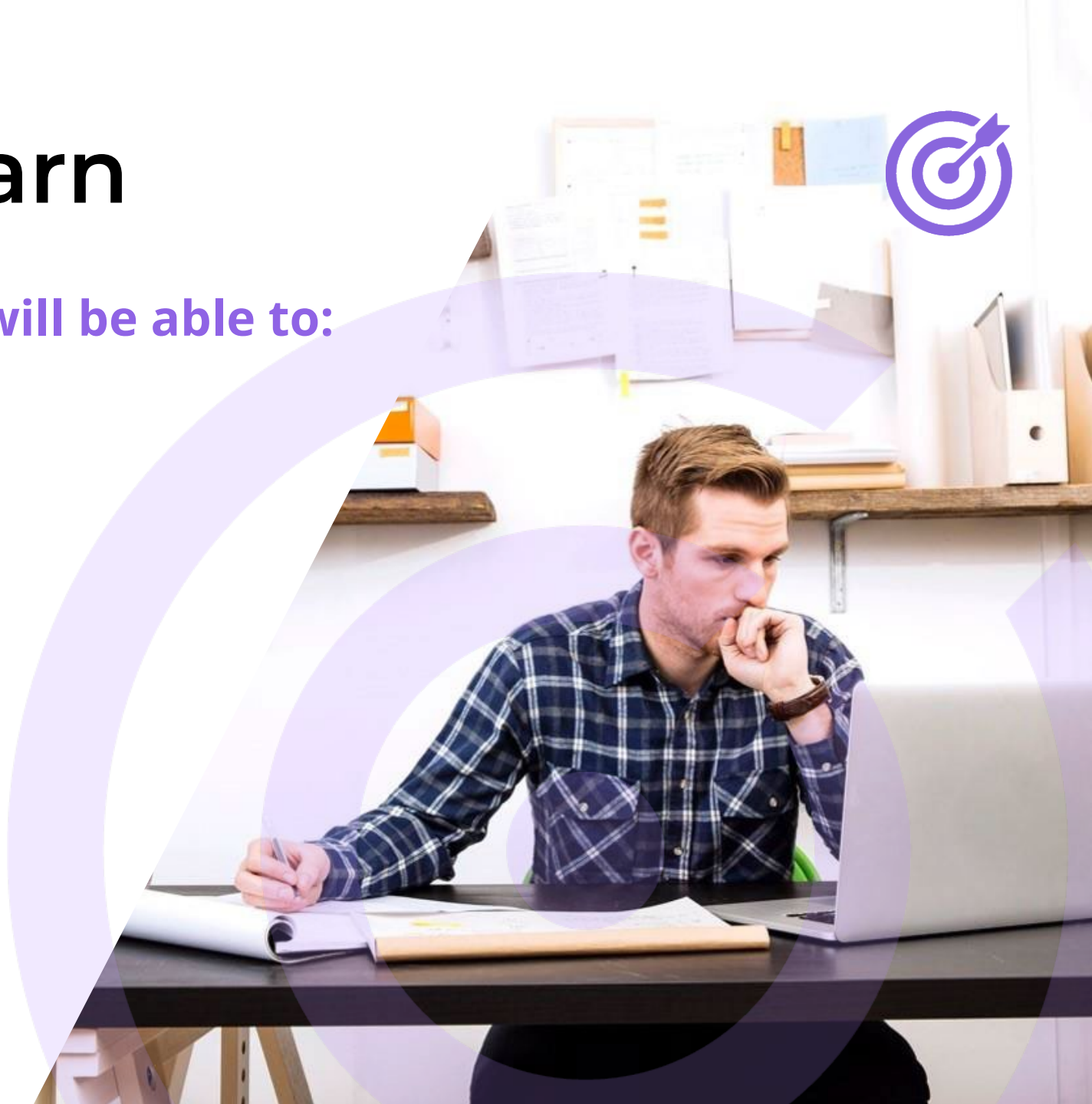
- a) Information security management
- b) Relationship management
- c) Supplier management
- d) IT asset management
- e) Monitoring and event management
- f) Release management
- g) Service configuration management
- h) Deployment management
- i) Continual improvement
- j) Change enablement
- k) Incident management
- l) Problem management
- m) Service request management
- n) Service desk
- o) Service level management



What you will learn

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

- Recall the purpose of the ITIL practices.



Management practices (1/2)



A management practice is a set of **organizational resources** designed for **performing work** or **accomplishing an objective**.



Management practices (2/2)

What else might practices be called in an organization?

- capabilities
- hierarchies
- processes
- procedures

However, ITIL 4 means something quite specific by practices and something different for processes, which are a part of practices.



Grouping ITIL Management practices

General management practices	Service level management practices	Technical management practices
<ul style="list-style-type: none">• Architecture management• Continual improvement• Information security management• Knowledge management• Measurement and reporting• Organisational change management• Portfolio management• Project management• Relationship management• Risk management• Service financial management• Strategy management• Supplier management• Workforce and talent management	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Deployment management• Infrastructure and platform management• Software development and management

The 34 ITIL management practices

