The guiding principles

Review and reflect quiz

What is a guiding principle?

A guiding principle is a recommendation that guides an organization in all circumstances, regardless of changes in its goals, strategies, type of work or management structure. A guiding principle is universal and enduring.





List the seven guiding principles

- 1. focus on value
- 2. start where you are
- 3. progress iteratively with feedback
- 4. collaborate and promote visibility
- 5. think and work holistically
- 6. keep it simple and practical
- 7. optimize and automate.



What should you NOT do with individual guiding principles?





Complete the missing word.

The **road** to optimization.



Complete the missing words.

Increasing <u>urgency</u> through <u>visibility</u>.



Any questions?



Knowledge check!



Which guiding principle recommends that the four dimensions of service management are considered?

- Think and work holistically
- B Progress iteratively with feedback
- Focus on value
- Keep it simple and practical

Question 1 | Answer



Which guiding principle recommends that the four dimensions of service management are considered?

- A Think and work holistically
- B Progress iteratively with feedback
- Focus on value
- Meep it simple and practical



Which guiding principle recommends collecting data before deciding what can be re-used?

- A Focus on value
- Start where you are
- Keep it simple and practical
 - Progress iteratively with feedback

Question 2 | Answer



Which guiding principle recommends collecting data before deciding what can be reused?

- A Focus on value
- B Start where you are
- Keep it simple and practical
- Progress iteratively with feedback



Which ITIL concept describes governance?

- The seven guiding principles
- B The four dimensions of service management
- The service value chain
- The service value system

Question 3 | Answer

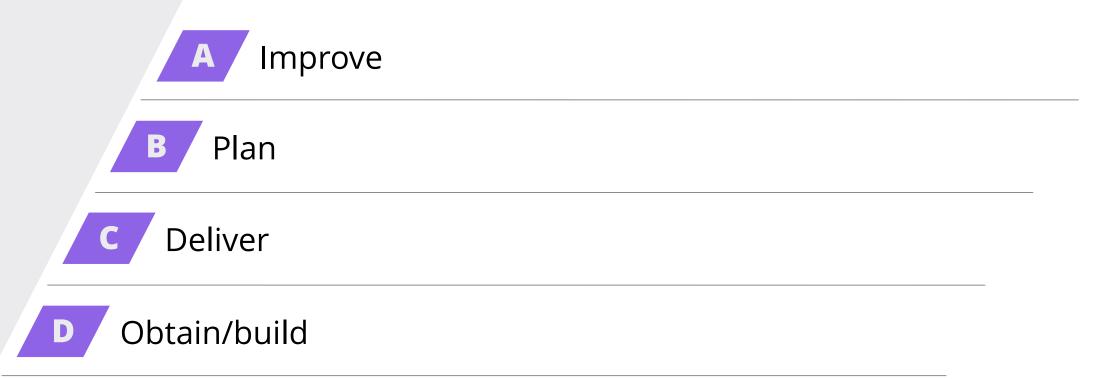


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- The service value chain
- **D** The service value system



Which value chain activity ensures that people understand the organization's vision?



Question 4 | Answer



Which value chain activity ensures that people understand the organization's vision?





Which describes the nature of the guiding principles?

- Guiding principles can guide an organization in all circumstances
- B Each guiding principle mandates specific actions and decisions
- An organization will select and adopt only one of the seven guiding principles
- Guiding principles describe the processes that all organizations must adopt

Question 5 | Answer



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