

ITIL 4 Snapshot

Mary Ó Giolláin

SVS: A description/model of how components & activities work together to enable value creation.
Purpose: To ensure organisation continually co-creates value with all stakeholders through use & mgt. of Products & Services

4 perspectives that influence & are critical to the effective and efficient facilitation of value for customers and other stakeholders

A foundation for Shared Culture, Collaboration & for making Good Decisions

Focus on Value
Start where you are
Progress Iteratively with Feedback
Collaborate & Promote Visibility
Think & Work Holistically
Keep it Simple & Practical
Optimise & Automate

Plan
Engage
Deliver/Support
Design/Transition
Obtain/Build
Improve

A Value Stream is any combination of Value Chain Activities. A series of steps undertaken to create & deliver Products & Services

An operating model covering all key activities to manage Products & Services effectively

4 Dimensions

Organisation & People

Information & Technology

Value Streams & Processes

Partners & Suppliers

Service Value System

Principles

Governance

Value Chain

Practices

Improve

Opportunity & Demand

Value

- Continual Improvement
- Change Enablement
- Incident Management
- Problem Management
- Service Request Management
- Service Desk
- Service Level Management
- Information Security Mgt
- Relationship Management
- Supplier Management
- IT Asset Management
- Monitoring & Event Mgt
- Release Management
- Deployment Management
- Service Configuration Mgt

Practices: Sets of Resources designed for performing certain types of work