

ITIL 4 Foundation





Introduction

ITIL 4 Foundation

Who Should Attend this Training?



Introduction

— ITIL 4 Foundation

- Anyone wishing to better understand the IT service management
- Anyone wishing to improve the quality of IT service
- Anyone looking to understand how IT meets business needs
- Anyone looking for a best practice explaining how to manage IT services

Introduction

— Why a new ITIL 4 ?

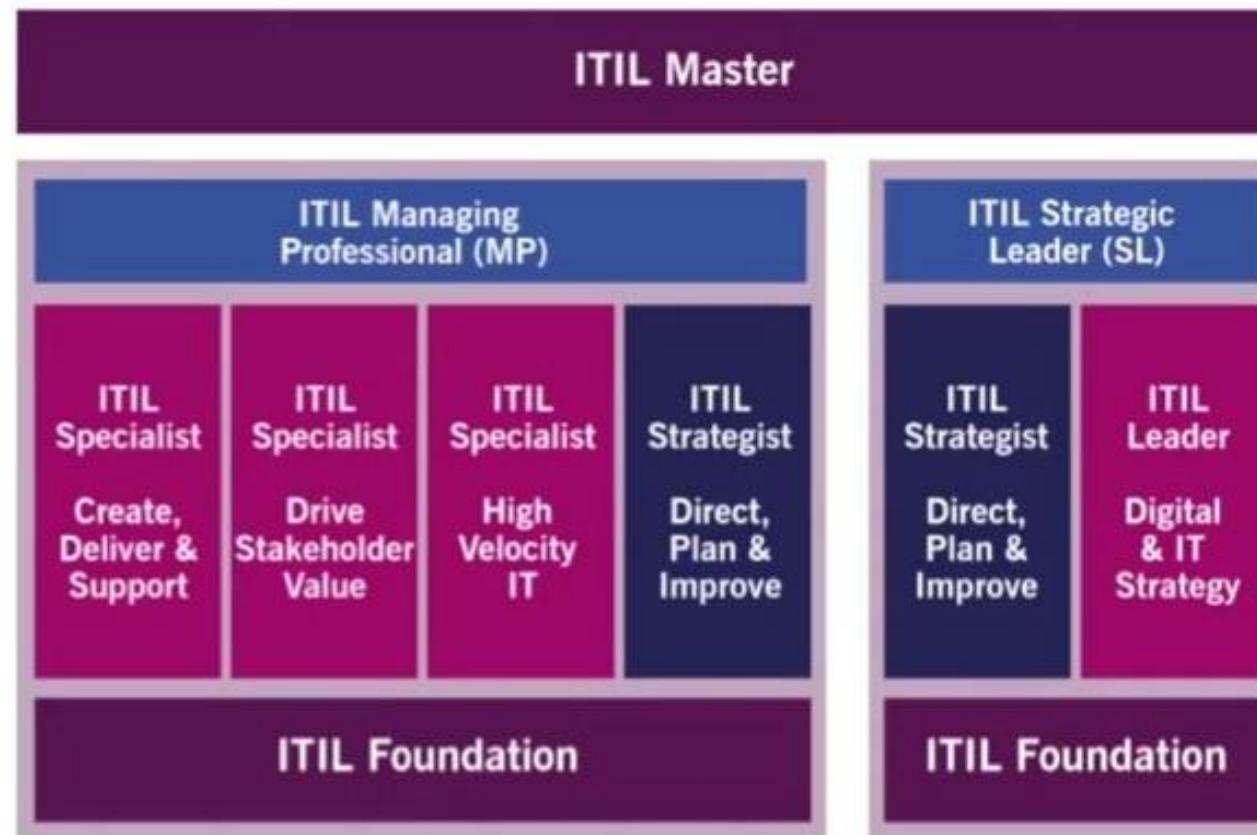


Introduction

— Why a new ITIL 4 ?

- Businesses have changed, as so it has IT's role in business
- IT has changed from traditional to hybrid with cloud/mobile
- New practices have emerged: Agile, DevOps and Lean

ITIL® 4 CERTIFICATION SCHEME



WELCOME TO ITIL®4 FOUNDATION

The purpose of the ITIL® 4 Foundation publication is to introduce readers to the management of modern IT-enabled services, provide them with an understanding of the common language and key concepts and show them how they can improve their work and the work of their organization with ITIL® 4 guidance.

- Provide an understanding of the ITIL® 4 framework and how it has evolved to adopt modern technologies and ways of working
- Explain the concepts of the service management framework to support candidates studying for the ITIL® Foundation exam
- Act as a reference guide that practitioners can use in their work; further study professional development

AGENDA

I. Key concepts of service management

How Organizations create value through managing outcomes, costs and risks
The importance of service relationships

II. Key concepts of ITIL®

The four dimensions of ITSM
The service value system
Inputs and outputs of the service value chain
The nature and use of the guiding principles

AGENDA

III. INTRODUCTION TO THE ITIL PRACTICES

- Definitions of terms related to the ITIL® Practices
- Purposes of 18 of (examined) ITIL® Practices
- Further detail related to:
 - Continual Improvement
 - Change control
 - Incident Management
 - Problem Management
 - Service Desk
 - Service Level Management
 - Service Request Management

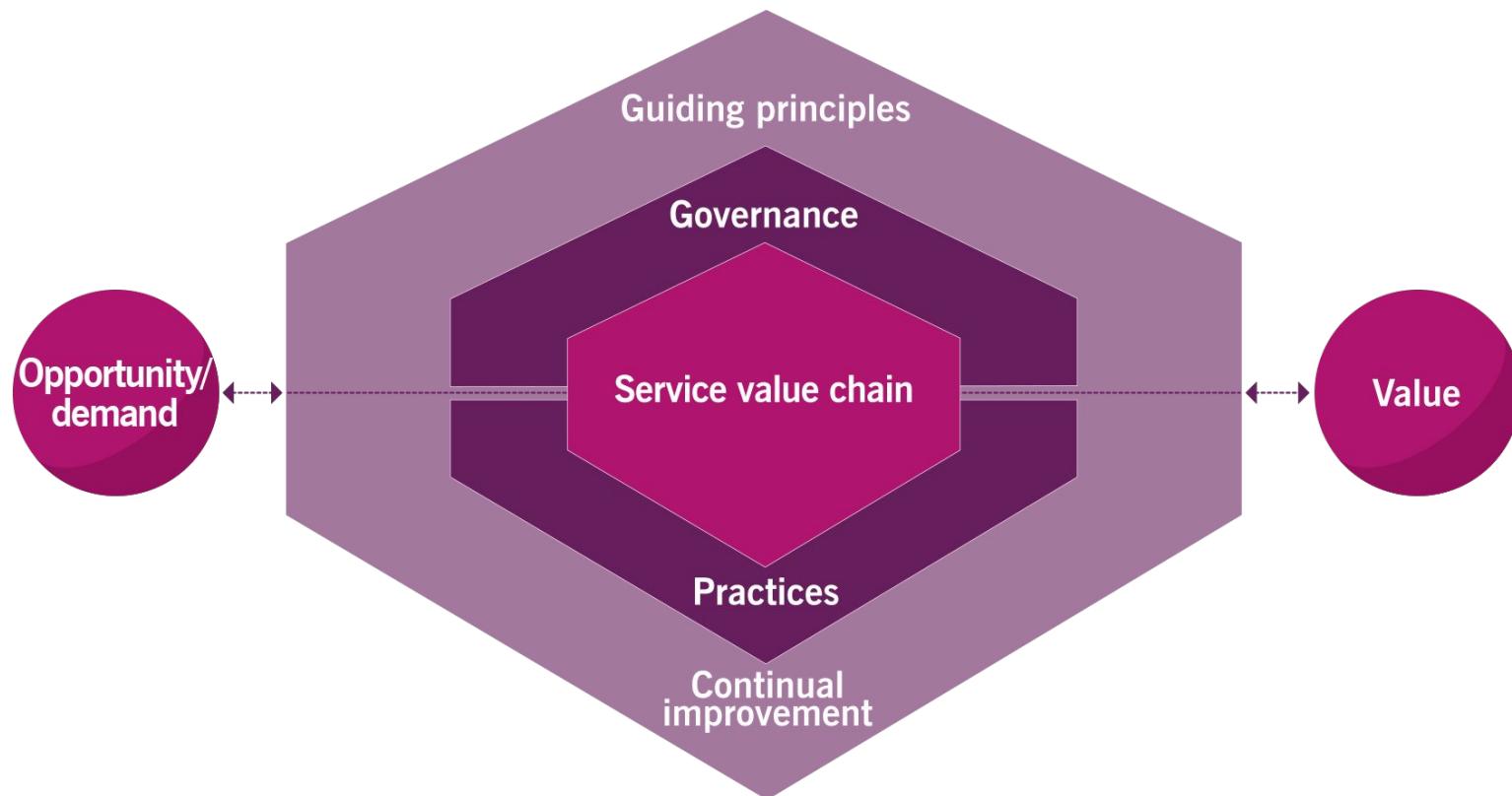


I - KEY CONCEPTS OF IT SERVICE MANAGEMENT



THE SERVICE VALUE SYSTEM (SVS)

The ITIL® service value system (SVS) facilitates integration and coordination of various organizations components and activities and provides a strong, unified, value-focused direction for the organization.



THE NEED FOR SERVICE MANAGEMENT

Technology is advancing faster than ever before. Developments such as Cloud Computing, Infrastructure as a service, machine learning and blockchain have opened fresh opportunities for value creation and led to IT becoming an important business driver and a source of competitive advantage.

Every organization is a service
organized

Almost all services today are IT
enabled

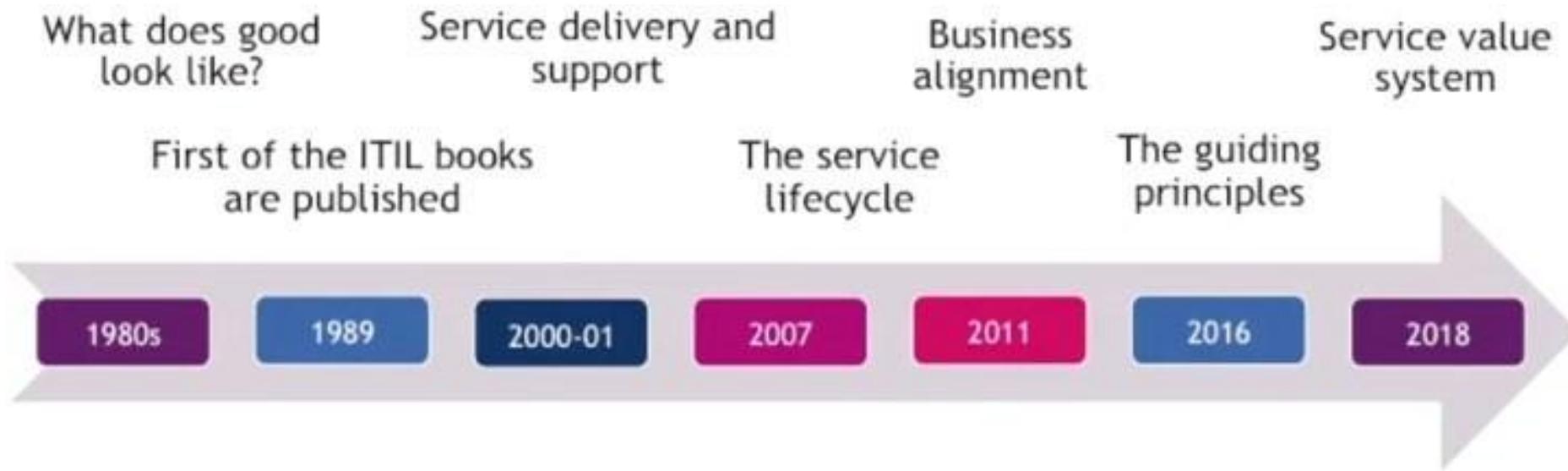
Service Management is defined as set of specialized organizational capabilities for enabling **value** to customers in the form of services

THE PURPOSE OF ITIL® 4

The purpose of ITIL® 4 is to provide organizations with a comprehensive guidance for the management of IT-enabled services in the digital economy

ITIL® 4 provides organizations with a comprehensive framework for ITSM. It is designed to ensure that an effective, efficient, flexible, coordinated and integrated system for governance and management of IT services is established and continually improving in the organization.

THE EVOLUTION OF ITIL®



ITIL® 4 provides the guidance organizations need to address changing service management challenges and utilize the potential of modern technology

LEARNING OBJECTIVES

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

- Describe the relationship between value and its stakeholders, including the organization, service providers and service consumers, and other stakeholders
- Recall the definitions of the service consumer roles of customer, user and sponsor
- Describe the key concepts of value co-creation through service relationships, including service relationship management, service provision and service consumption
- Describe the key concepts of creating value with services, including outcome, output, cost, risk, utility, and warranty
- Recall the definitions of utility and warranty

UNDERSTANDING VALUE

Service management is defined as a set of specialized organizational capabilities for enabling **value** to customers in the form of services.



Value is the perceived benefits, usefulness and importance of something

Developing the specialized organizational capabilities mentioned in the above definition requires an understanding of:

- The nature and scope of the stakeholders involved
- How value creation is enabled through services

ORGANIZATIONS FACILITATE VALUE CREATION



An organization is a person or a group of people that has its own functions with responsibilities and authorities and relationships to achieve its objectives

Organization vary in size and complexity and in their relation to legal entities from a single person or a team to a complex network of legal entities united by common objectives, relationships, and authorities.

HOW IS VALUE CREATED?

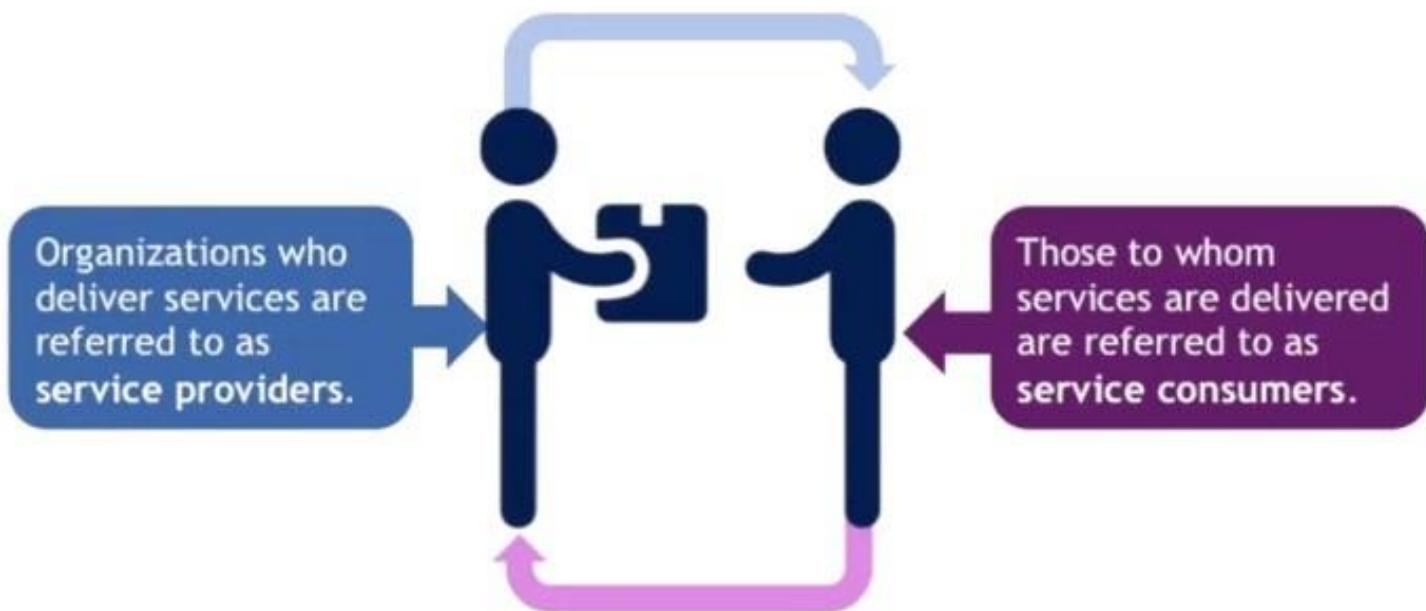
There was a time organizations saw their role as delivering value to their customers in much the way that a package is delivered to a building by delivering company.



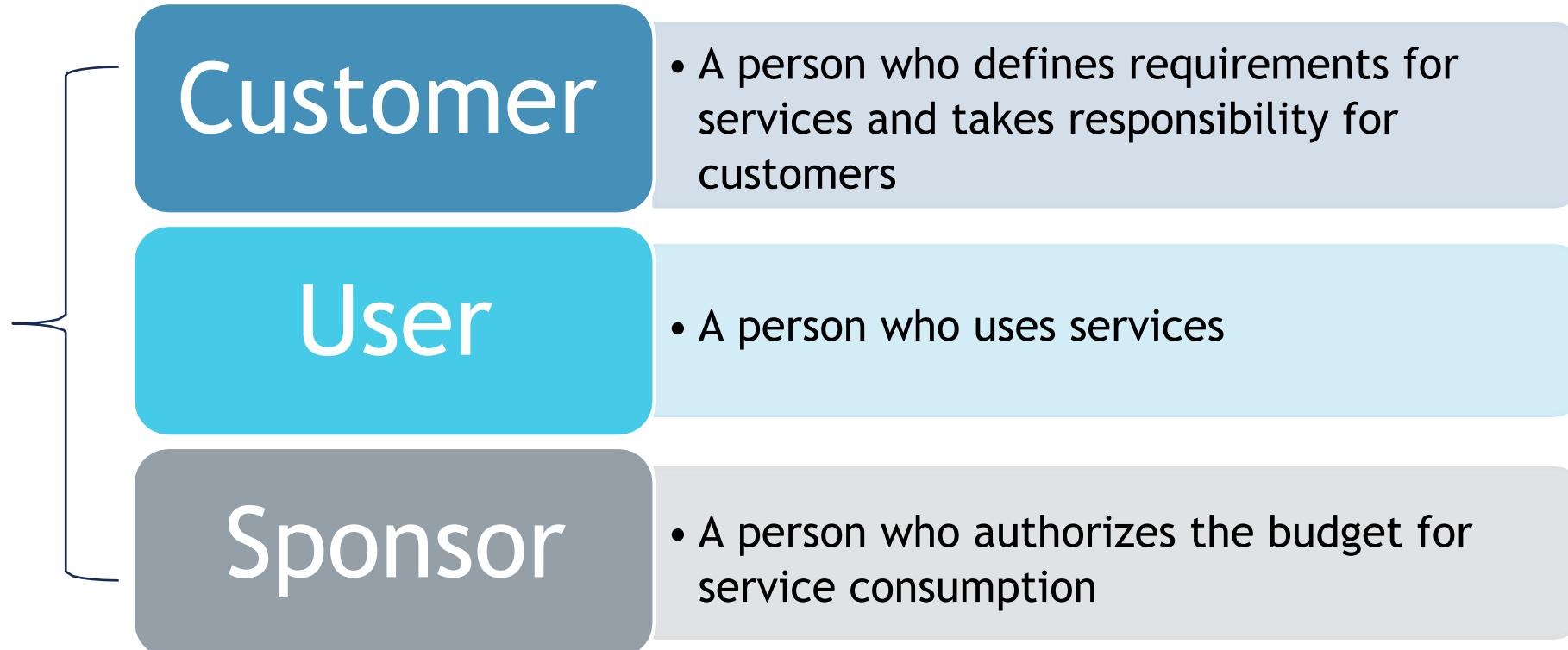
This view treated the relationship between the service provider and the service customer as mono-directional and distant.

PROVIDERS AND CONSUMERS CO-CREATE VALUE

More and more, organizations recognize that value is **co-created** through an active collaboration between providers and consumers as well as other organizations that are part of the relevant service relationships.



SERVICE CONSUMER ROLES



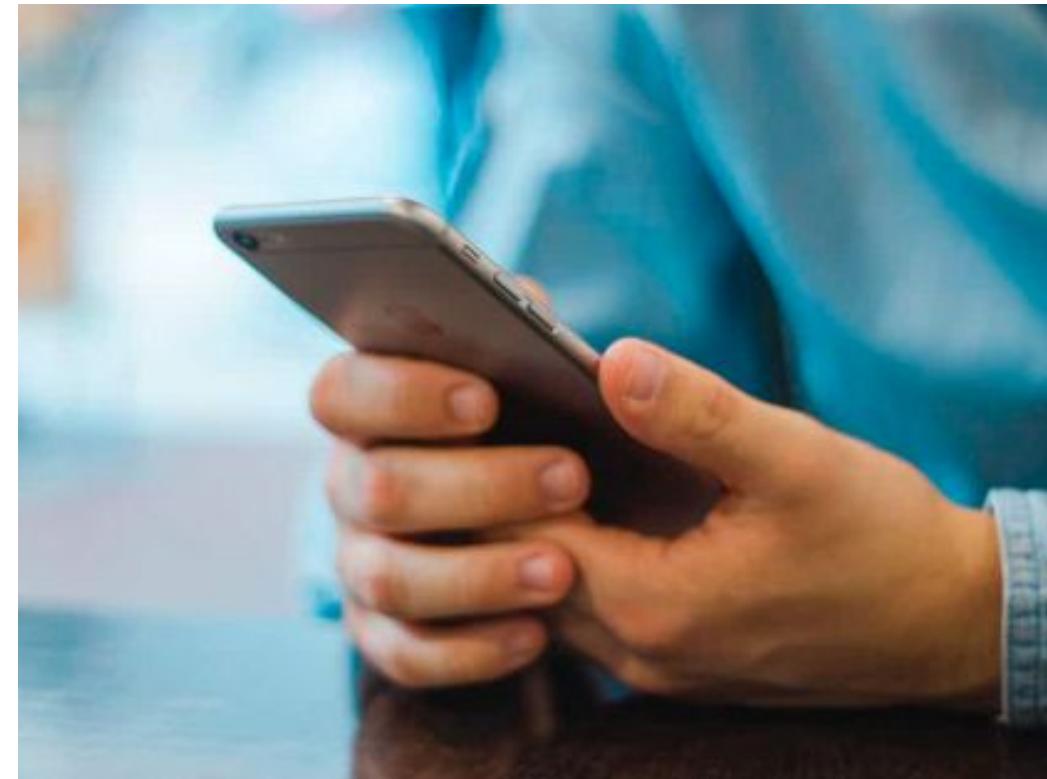
OTHER STAKEHOLDERS IN VALUE CREATION

Beyond the consumer and provider roles, there are usually many other stakeholders that are important to value creation



EXAMPLE OF STAKEHOLDERS IN VALUE CREATION

- The Chief Information Officer (CIO)
- The Chief Financial Officer (CFO)
- The employees



SERVICES AND PRODUCTS

A service is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks

The services an organization provides are based on one or more of its products

A product is a configuration of resources, created by the organization, that will be potentially valuable for their customers.

Products are typically complex and are not fully visible to the consumer. The portion of a product that the consumer actually sees does not always represent all the components that comprise the product and support its delivery.

Organizations define which product components their consumers see, and tailor them to suit their target consumer groups.

SERVICES AND PRODUCTS

Resources: People, Technologies, Storage, Network, knowledge, data, etc.

Products: A configuration of resources (a combination of resources) that have potential value for customers

Products are combined together to create service

WHAT IS SERVICE OFFERING?

A service offering is a description of one or more services designed to address the needs of a target consumer group. A service offering may include goods, access to resources and service actions.

Goods	Access to Resources	Service Actions
<ul style="list-style-type: none">• Ownership is transferred to the consumer• Consumer takes responsibility for future use	<ul style="list-style-type: none">• Ownership is not transferred to the consumer• Access is granted/licensed under agreed terms or conditions	<ul style="list-style-type: none">• Performed by the provider to address a consumer need• Performed according to agreement with the consumer

WHAT IS SERVICE OFFERING?

Component	Description	Examples
Goods	<p>Supplied to the consumer</p> <p>Ownership is transferred to the consumer</p> <p>Consumer takes responsibility for future use</p>	A mobile phone A physical server
Access to resources	<p>Ownership is not transferred to the consumer</p> <p>Access is granted or licensed to the consumer under agreed terms and conditions</p> <p>The consumer can only access the resources during the agreed consumption period and according to other agreed service terms</p>	Access to the mobile network, or to network storage
Service actions	<p>Performed by the service provider to address a consumer's needs</p> <p>Performed according to an agreement with the consumer</p>	User support Replacement of a piece of equipment

WHAT ARE SERVICE RELATIONSHIPS?



SERVICE PROVISIONING

Management of provider resources configured to deliver the service

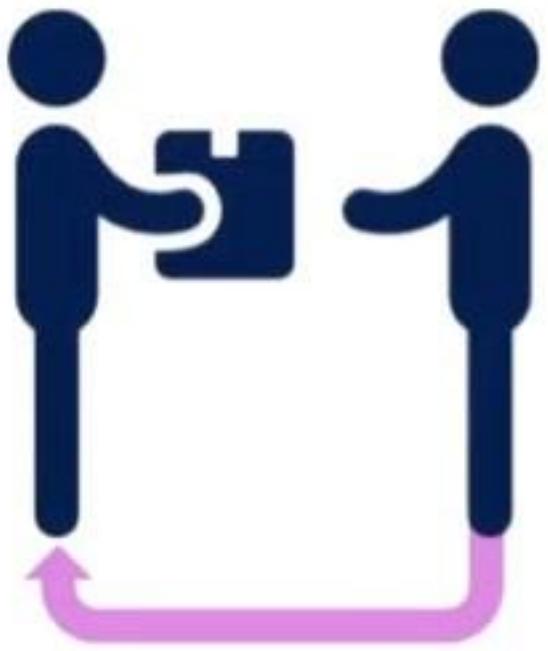
Provision of access to resources for users

Fulfillment of the agreed service actions

Service performance management and Continual improvement



SERVICE CONSUMPTION



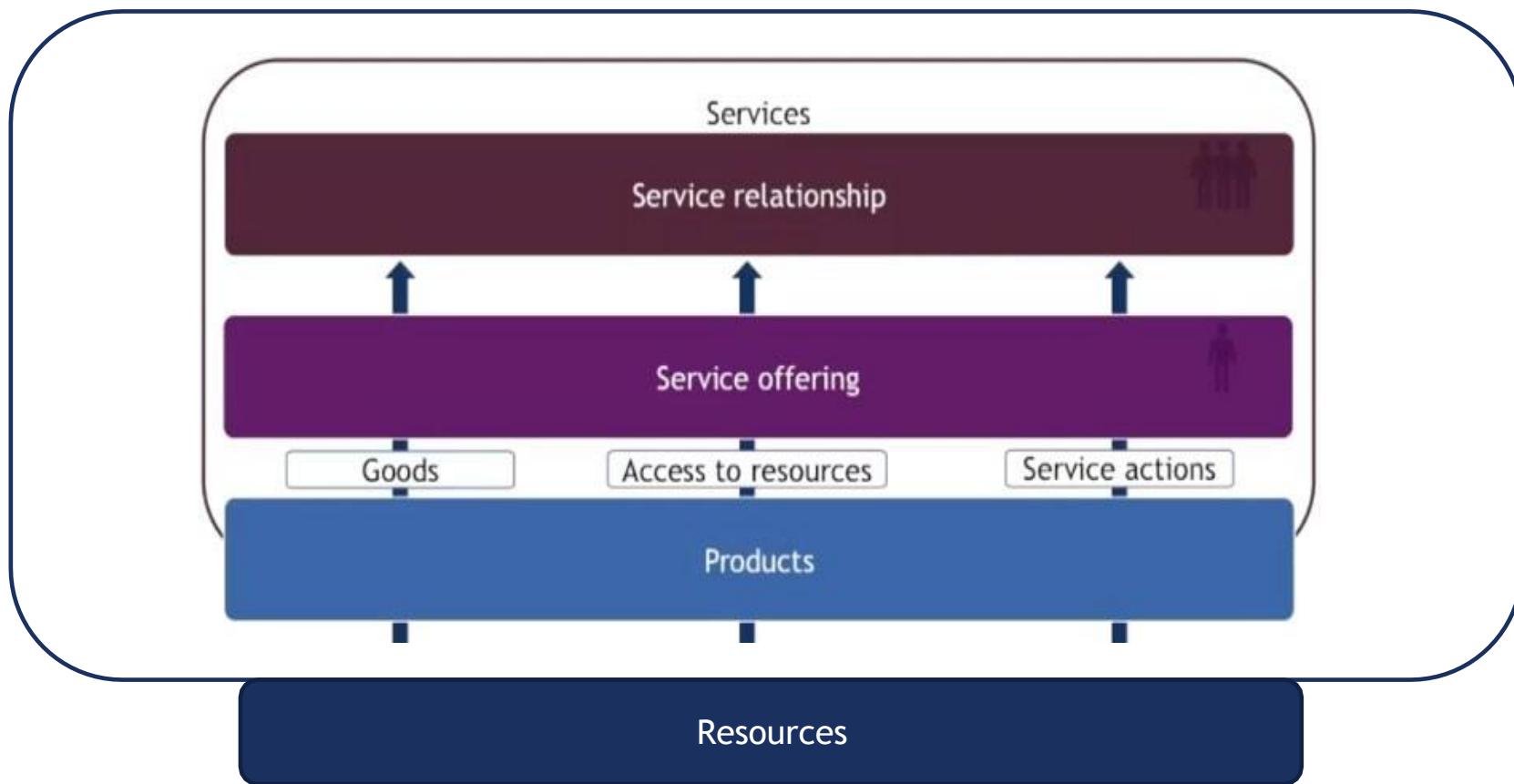
Management of the consumer resources needed to consume the service

Utilization of the provider's resources

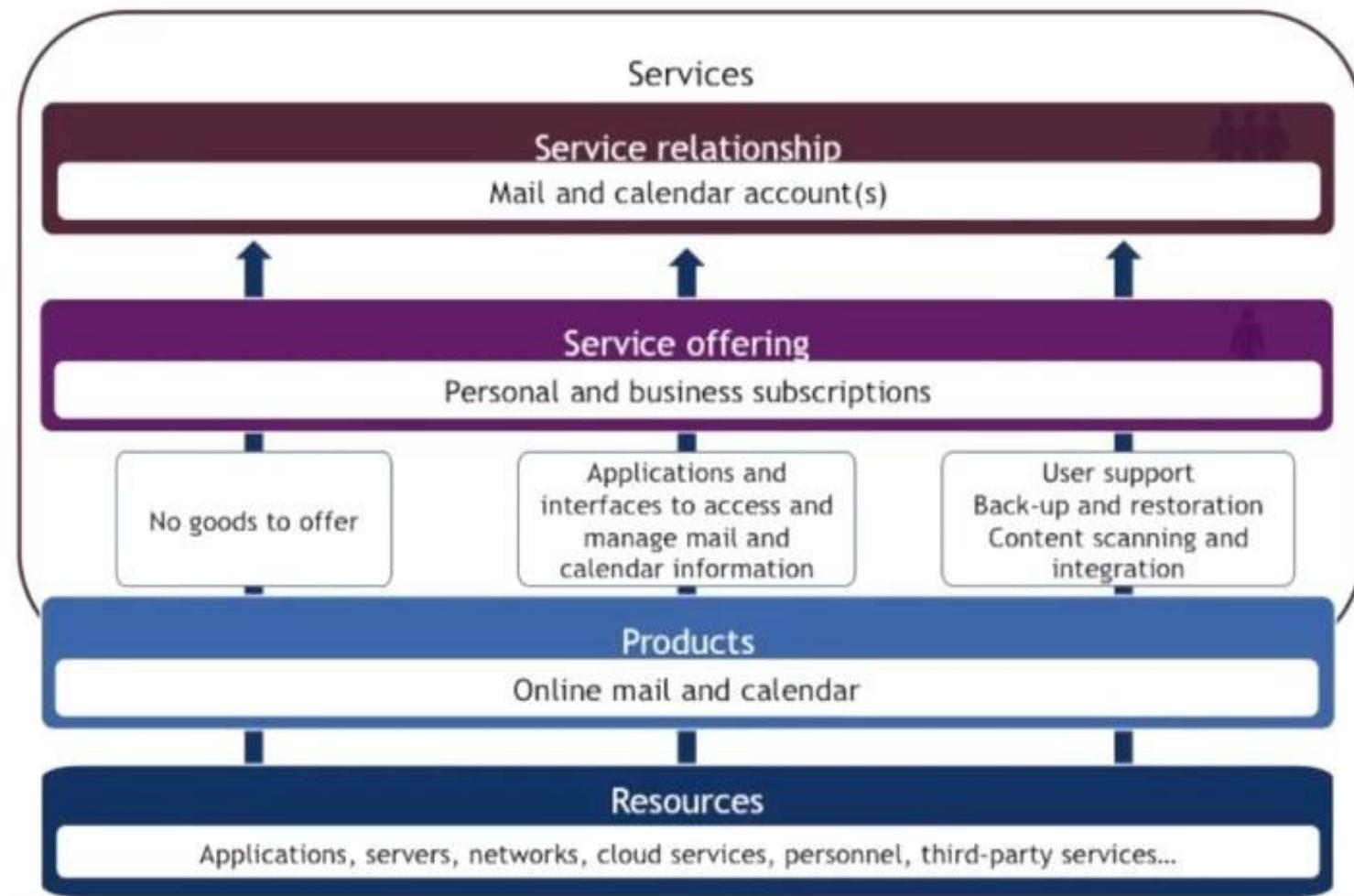
Requesting of service actions to fulfill

Receipt of or acquiring of goods

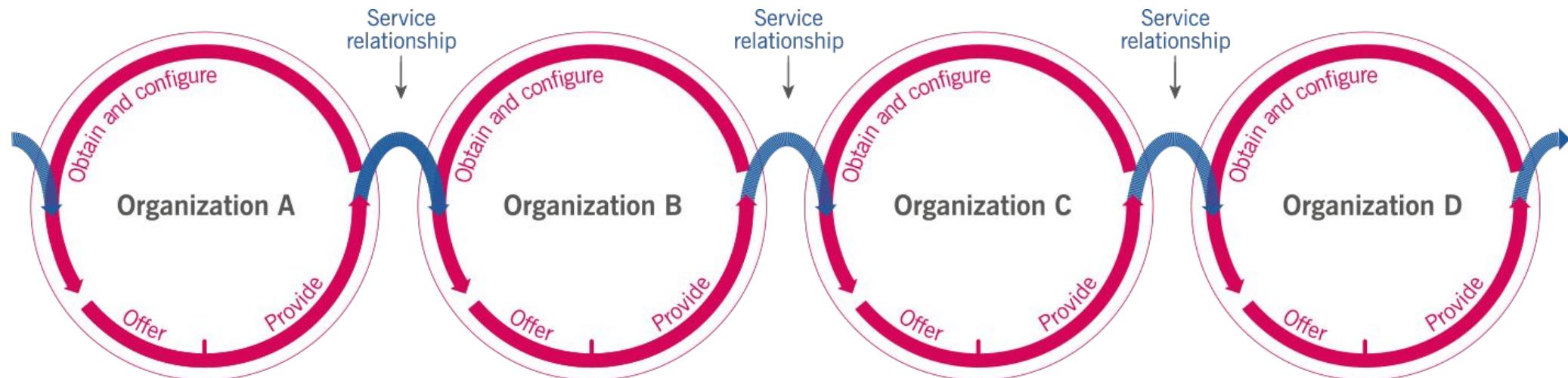
WHAT ARE SERVICE RELATIONSHIPS?



WHAT ARE SERVICE RELATIONSHIPS?



THE SERVICE RELATIONSHIP MODEL

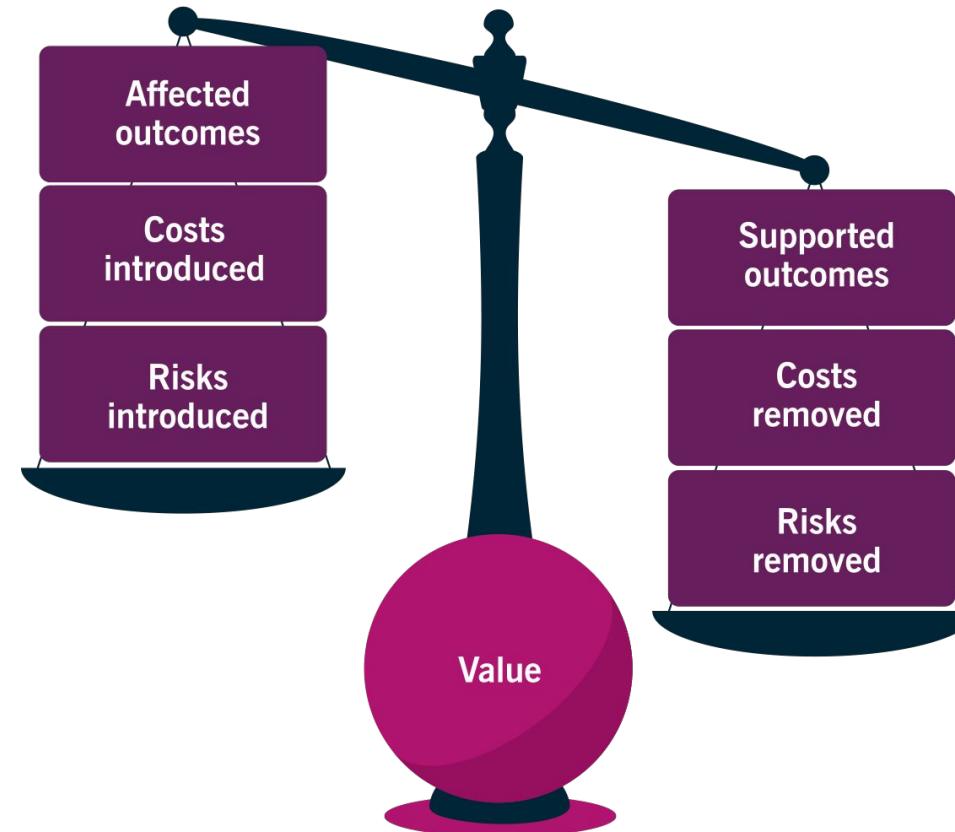


SERVICES FACILITATE OUTCOMES



VALUE , OUTCOMES , COSTS AND RISKS

A service is a means of enabling value co-creation by facilitating **outcomes** that customers want to achieve without the customer having to manage specific **costs and risks**.



UNDERSTANDING COSTS

Costs refer to the amount of money spent on a specific activity or resource

There are costs removed from the consumer by the service.



There are costs imposed on the consumer by the service, including charges by the service provider.

UNDERSTANDING RISKS



The consumer contributes to the reduction of risk through:

- Actively participating in the definition of the requirements of the service and the clarification of its required outcomes
- Clearly communicating the critical success factors and constraints that apply to the service
- Ensuring the provider has access to the necessary resources of the consumer throughout the service relationship.

UNDERSTANDING UTILITY AND WARRANTY

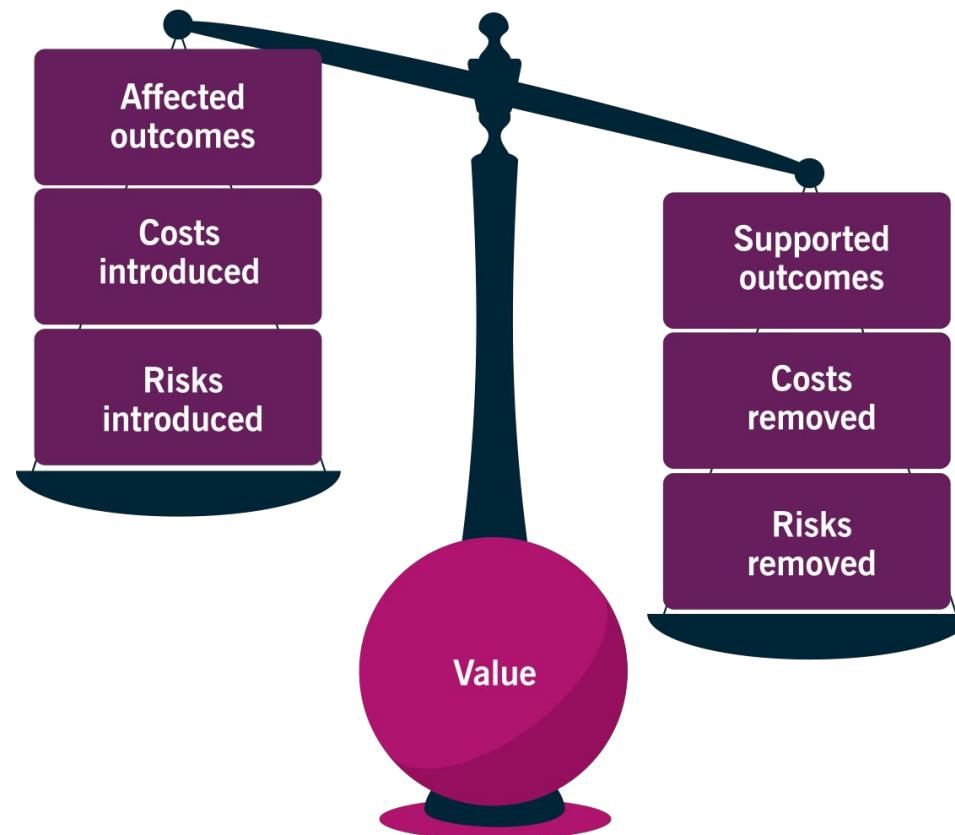
Utility is the functionality offered by a product or service to meet a particular need.

- What the service does
- Can be used to determine whether a service is 'fit for purpose'
- Requires that a service support the performance of the consumer or remove constraints from the consumer

Warranty is the assurance that a product or service will meet agreed requirements.

- How the service performs
- Can be used to determine whether a service is 'fit for use'
- Typically addresses areas such as availability, capacity, security levels and continuity
- Requires that a service has defined and agreed conditions that are met

Example



Example



More costs, risks and less outcomes

A screenshot of Microsoft Excel showing a table titled "Ice Systems Pricing Information" dated 9/1/2018. The table includes columns for Product, Code, Cost, Markup Rate, Retail Price, Percent Off, Sale Price, and Profit Margin. The Profit Margin column for row 106 is currently selected.

Product	Code	Cost	Markup Rate	Retail Price	Percent Off	Sale Price	Profit Margin
Printer System	101	400	0.5	600	0.15	510	
Laser Printer	102	457.7	0.75	800.975	0.2	640.78	
Cabinet	103	68.75	0.905	130.96875	0.1	117.8719	
Chair	104	75	1	150	0.25	112.5	
Black Computer Desk	105	700	1.857	1999.9	0.3	1399.93	
Monitor	106	195	0.835	357.825	0.1	322.0425	

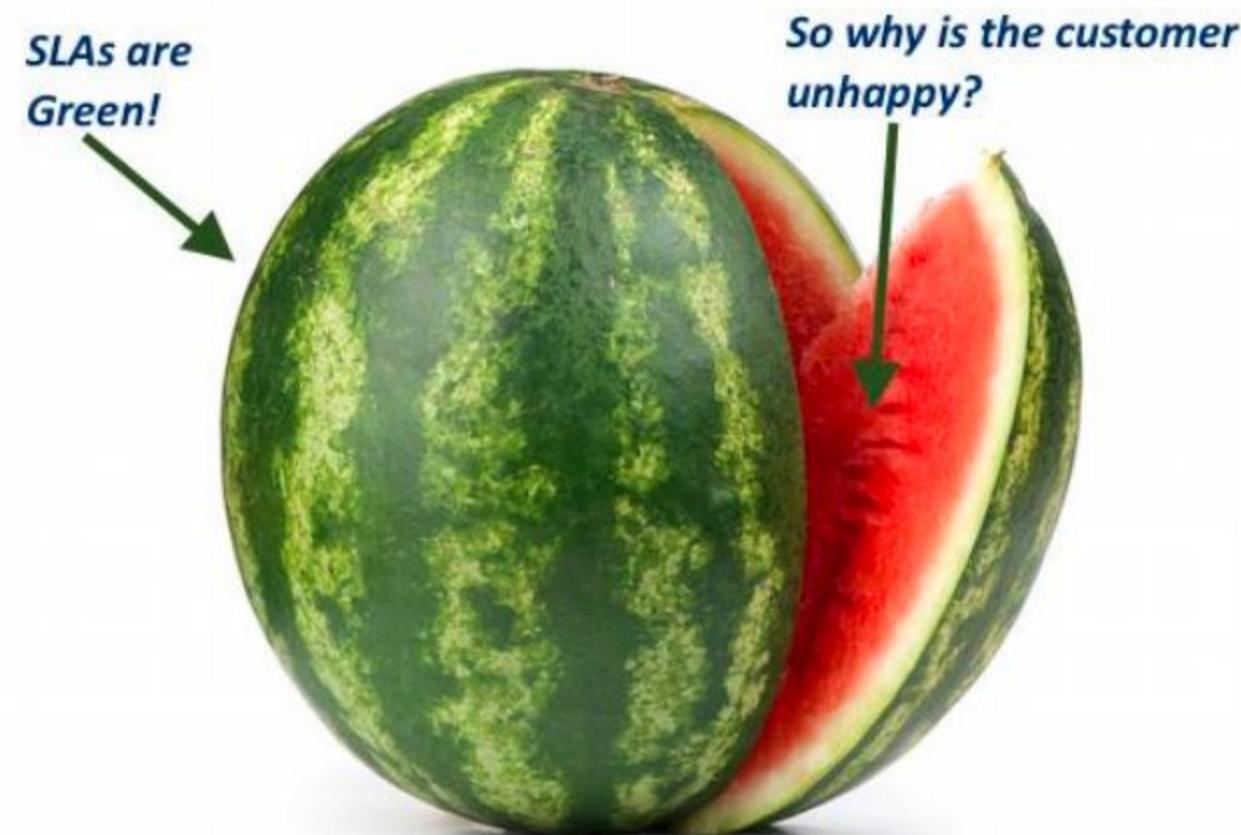
Output vs Outcome

A service provider produces outputs that help its consumers to achieve certain outcomes.

“An **output** is a tangible or intangible deliverable of an activity.”

“An **outcome** is a result for a stakeholder enabled by one or more outputs.”

Output vs Outcome



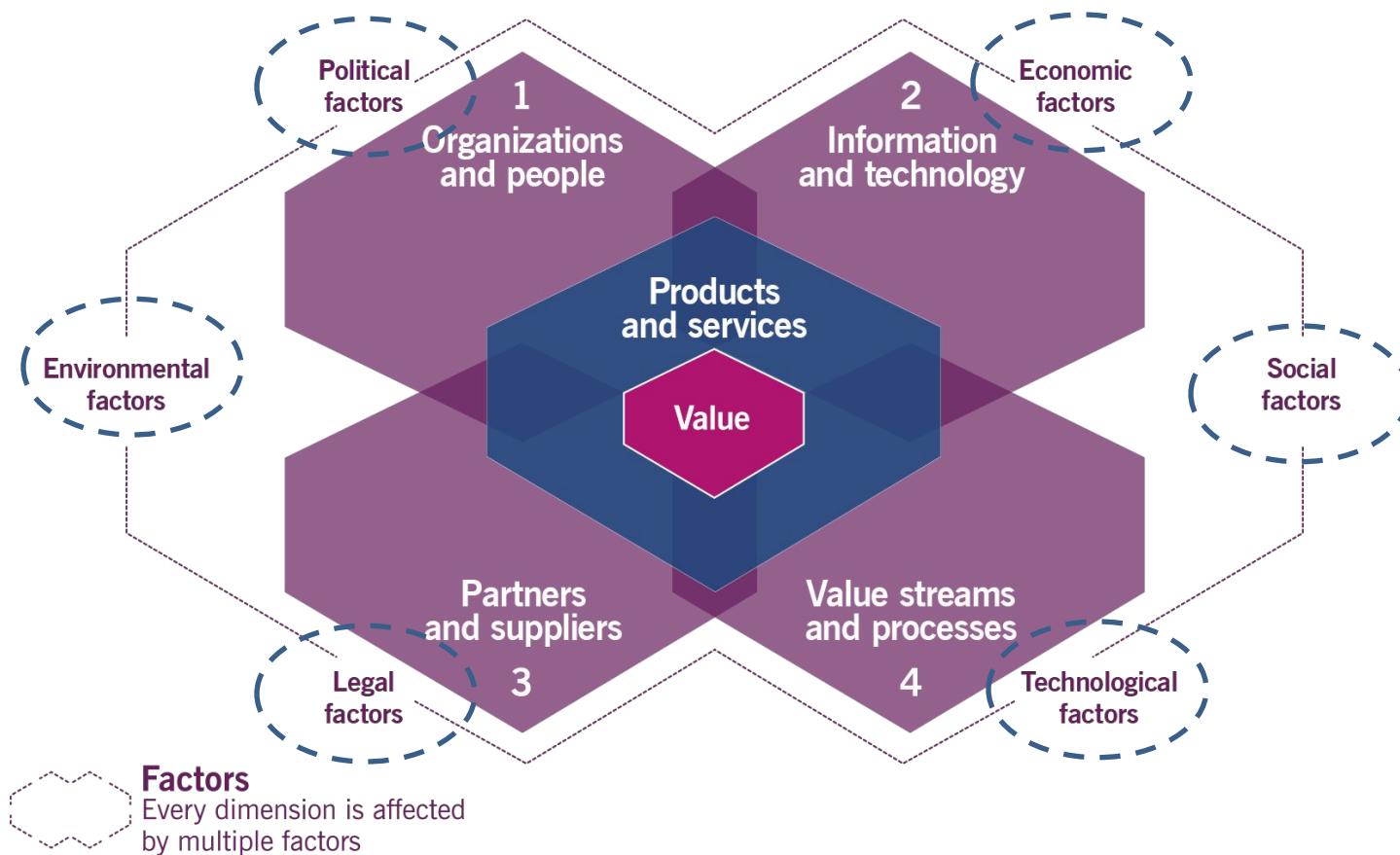
YOU SHOULD NOW BE ABLE TO:

- Describe the relationship between **value** and its **stakeholders**, including the **organization, service providers** and **service consumers**, and other stakeholders;
- Recall the definitions of the service consumer roles of **customer, user** and **sponsor**;
- Describe the key concepts of value co-creation through service relationships, including **service relationship management, service provision** and **service consumption**;
- Describe the key concepts of creating value with services, including **outcome, output, cost, risk, utility** and **warranty**;
- Describe the relationship between products, service offerings, and services;
- Recall the definitions of **utility** and **warranty**

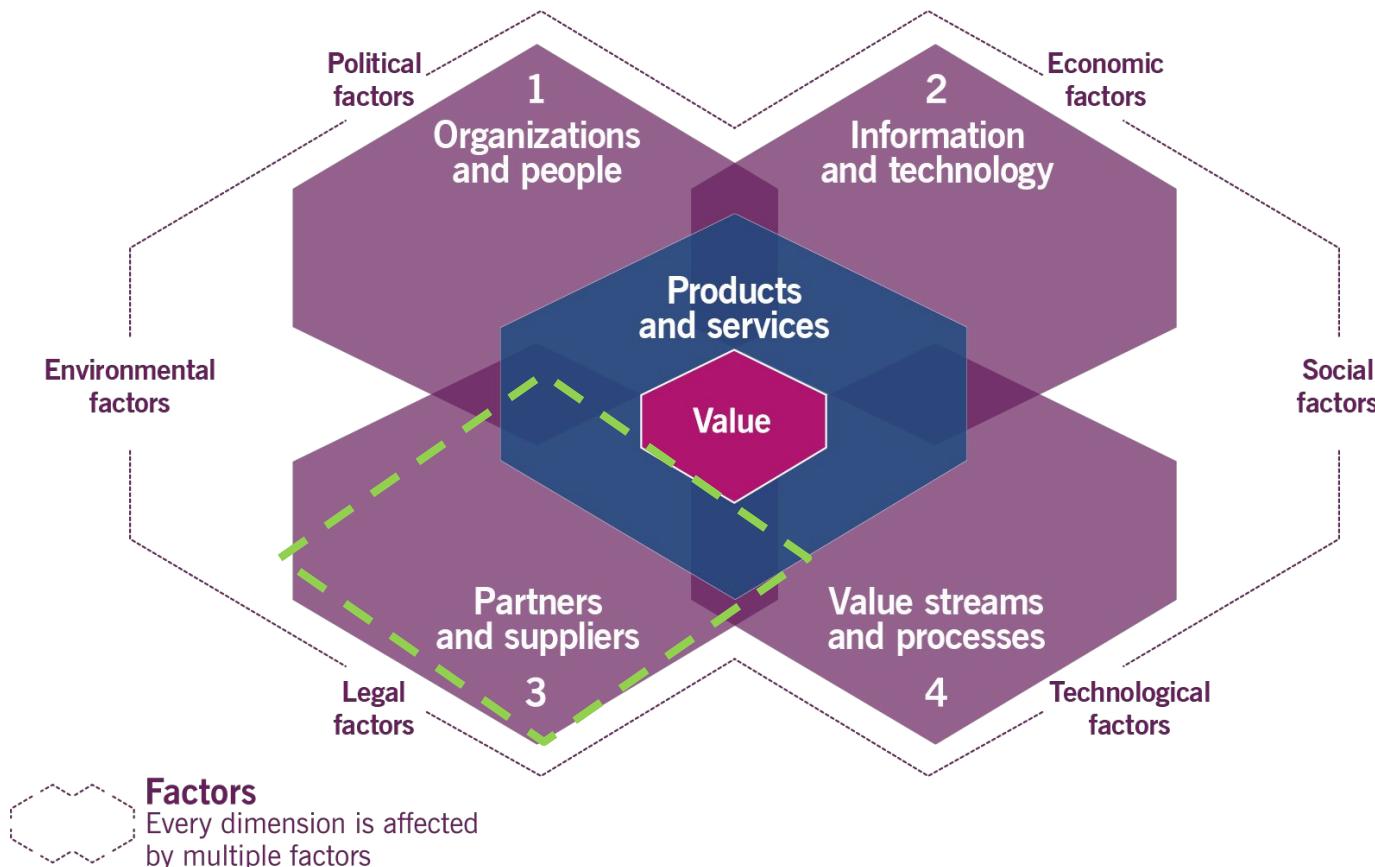
II - KEY CONCEPTS OF ITIL

FOUR DIMENSIONS - GUIDING PRINCIPLES - SERVICE VALUE SYSTEM

THE 4 DIMENSIONS OF THE ITSM



THE 4 DIMENSIONS OF THE ITSM

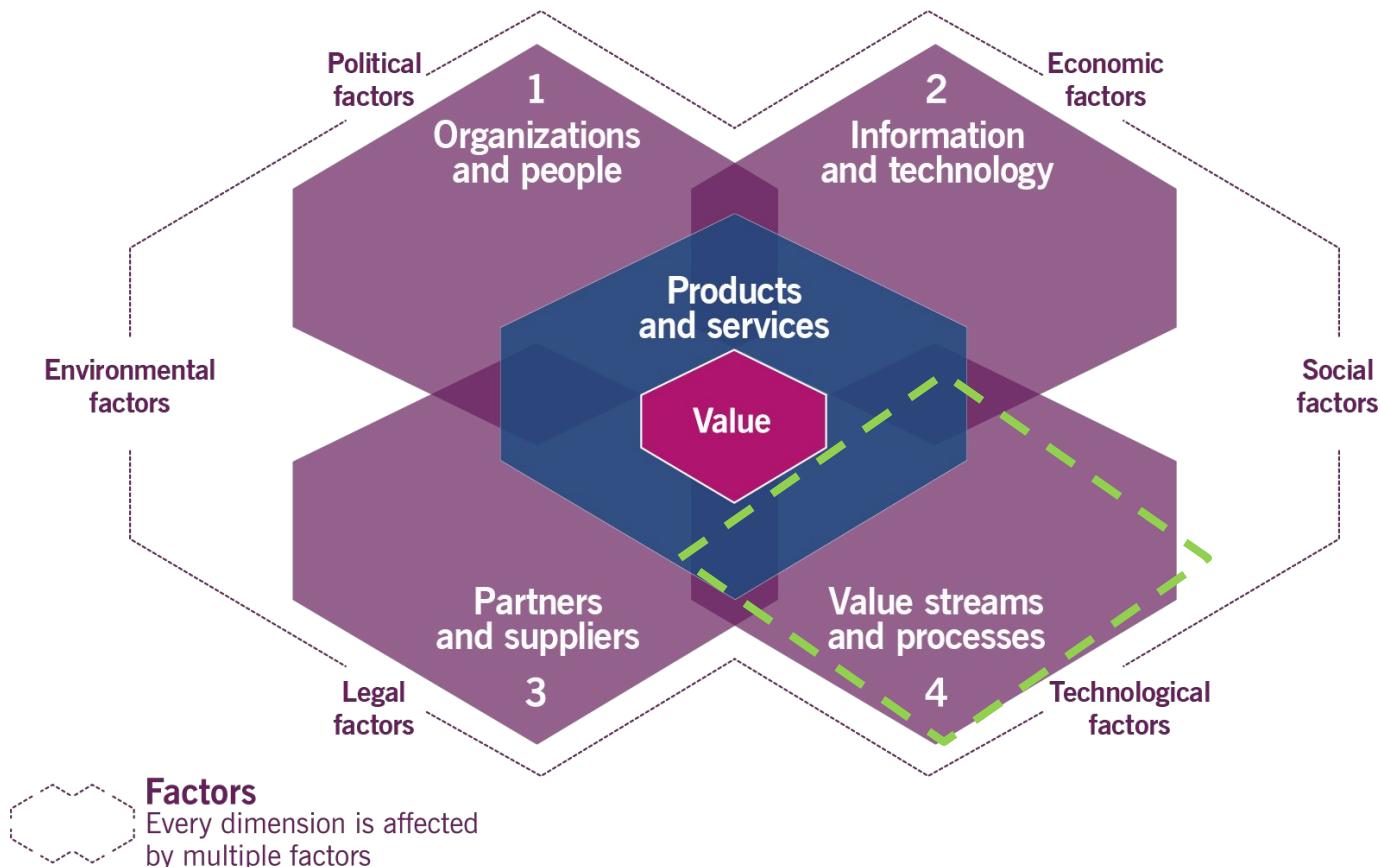


THE 4 DIMENSIONS OF THE ITSM

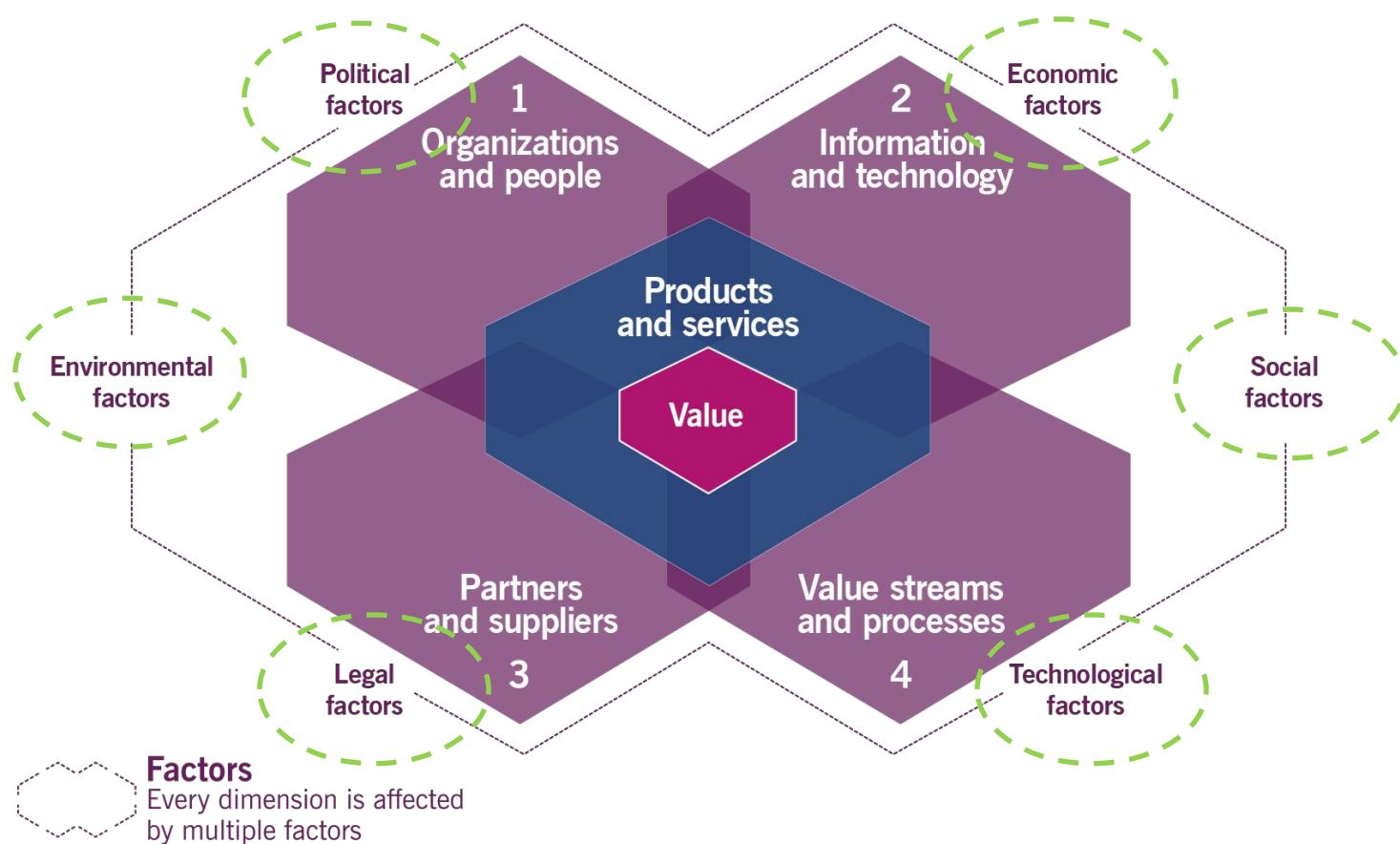
- Some relationship examples are as in the following table:

Form of Cooperation	Outputs	Responsibility for outputs	Responsibility for achievement of outcomes	Level of formality	Examples
Goods supply	Goods supplied	Supplier	Customer	Formal supply contract/ invoices	Procurement of computers
Service delivery	Services delivered	Provider	Customer	Formal agreements	Cloud computing
Service partnership	Value co-created	Shared between provider and customer	Shared between provider and customer	Shared goals, generic agreements	Employee Sharing between Partners

THE 4 DIMENSIONS OF THE ITSM



THE 4 DIMENSIONS OF THE ITSM



THE SERVICE VALUE SYSTEM



THE SERVICE VALUE SYSTEM

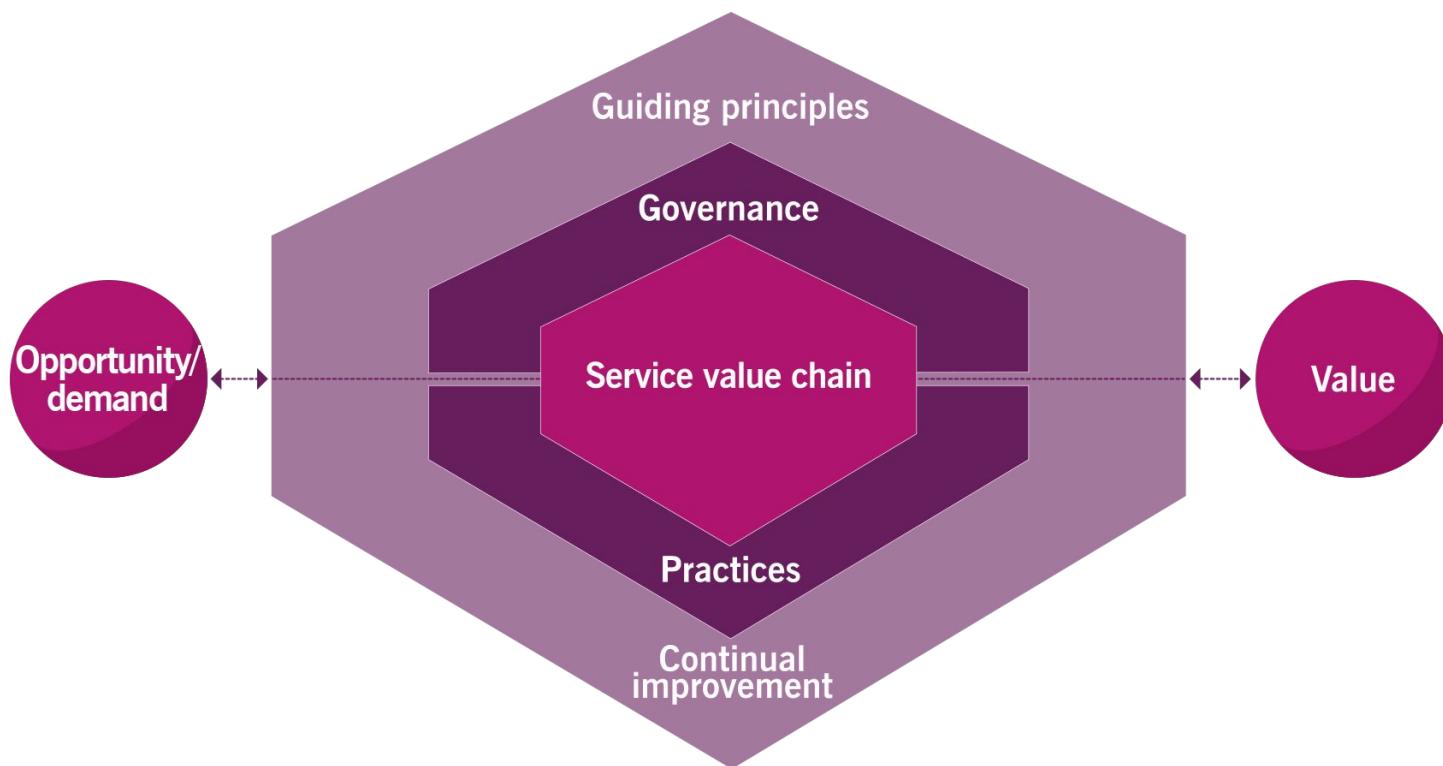


The ITIL® service value system (SVS) describes how all components and activities of the organization work together as a system to enable value creation

The components and activities, together with the organization's resources, can be configured and reconfigured in multiple combinations in a flexible way as circumstances change, but this requires the integration and coordination of activities, practices, terms, authorities and responsibilities and all parties to be truly effective.

THE SERVICE VALUE SYSTEM

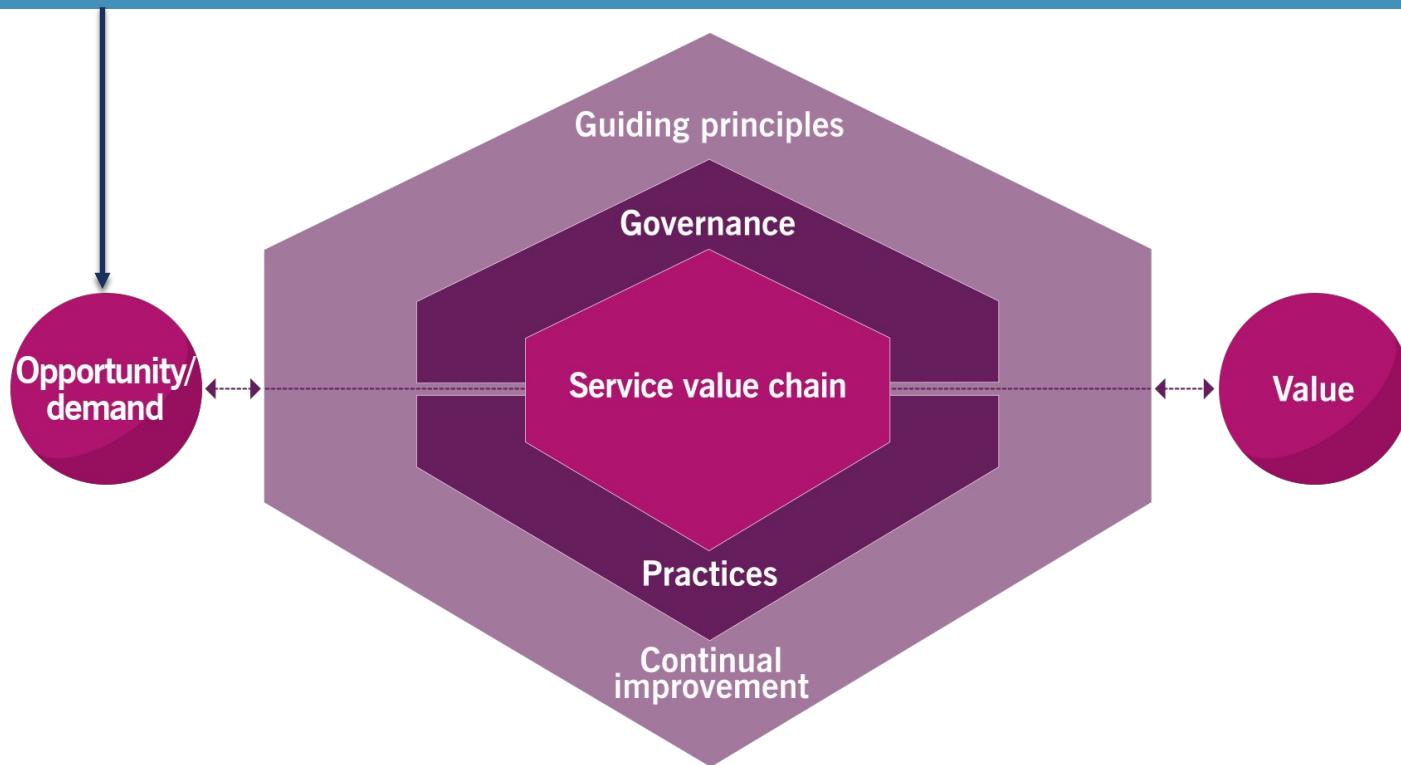
The purpose of the **SVS** is to ensure that the organization continually co-creates value with all stakeholders through the use and management of products and services



INPUTS OF THE SVS

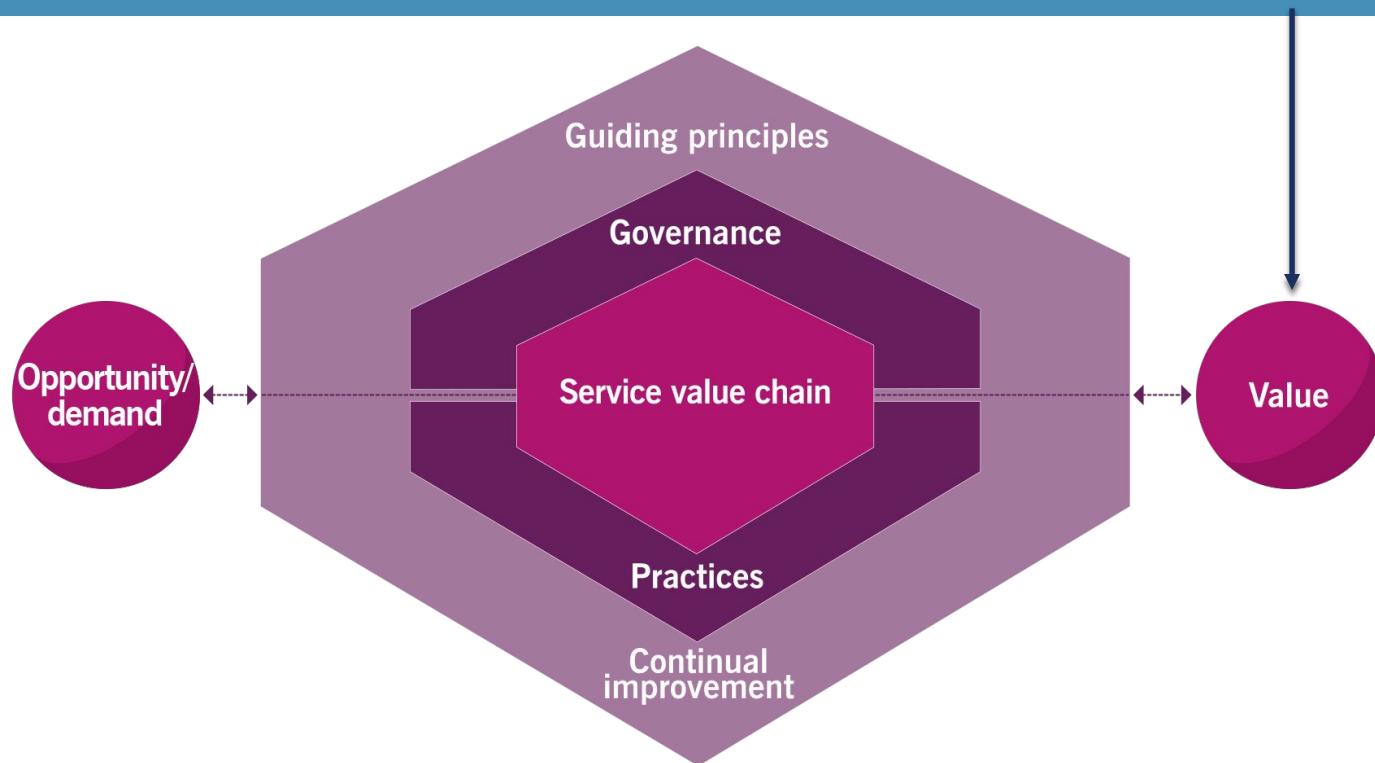
Opportunities represent options or possibilities to add value for stakeholders or otherwise improve the organization.

Demand is the need or desire for products and services among internal and external consumers.



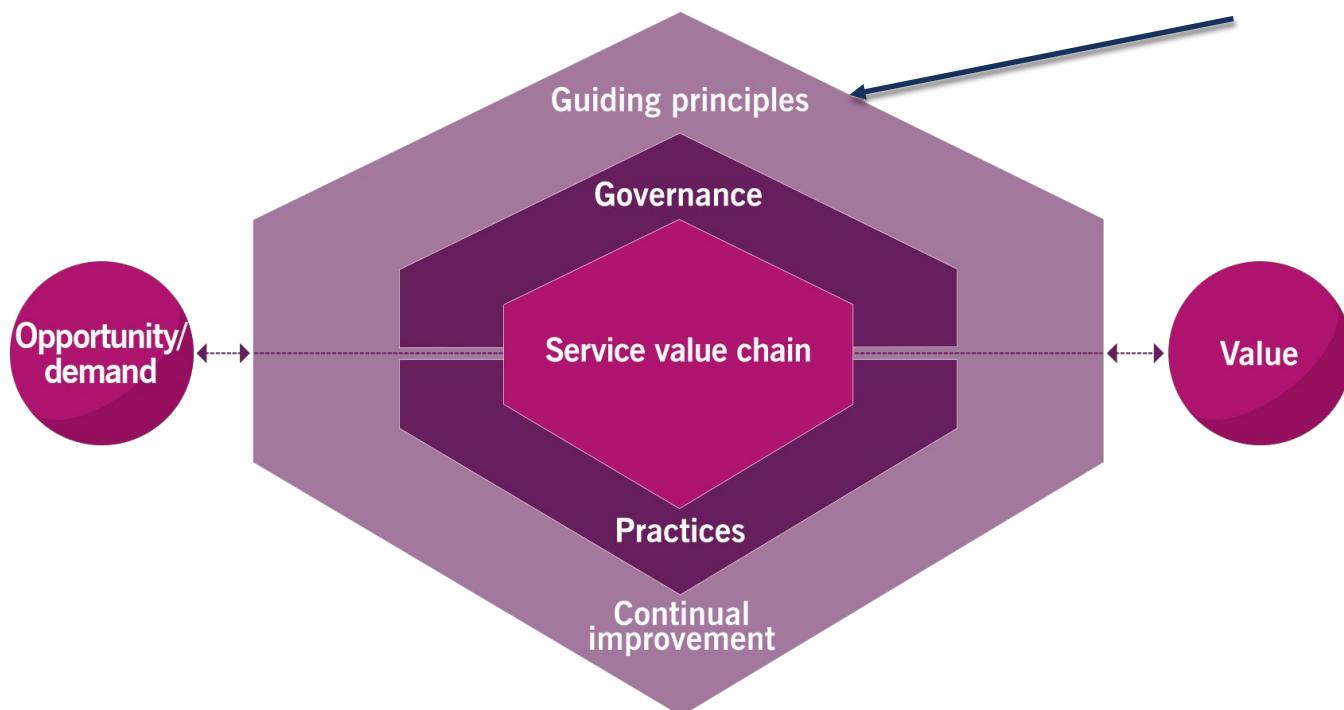
OUTCOME OF THE SVS

The outcome of the SVS is **value**. The SVS can enable the creation of many different types of value for a wide group of stakeholders



COMPONENTS OF THE SVS

The **Guiding Principles** are recommendations that can guide an organization in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure



THE 7 GUIDING PRINCIPLES

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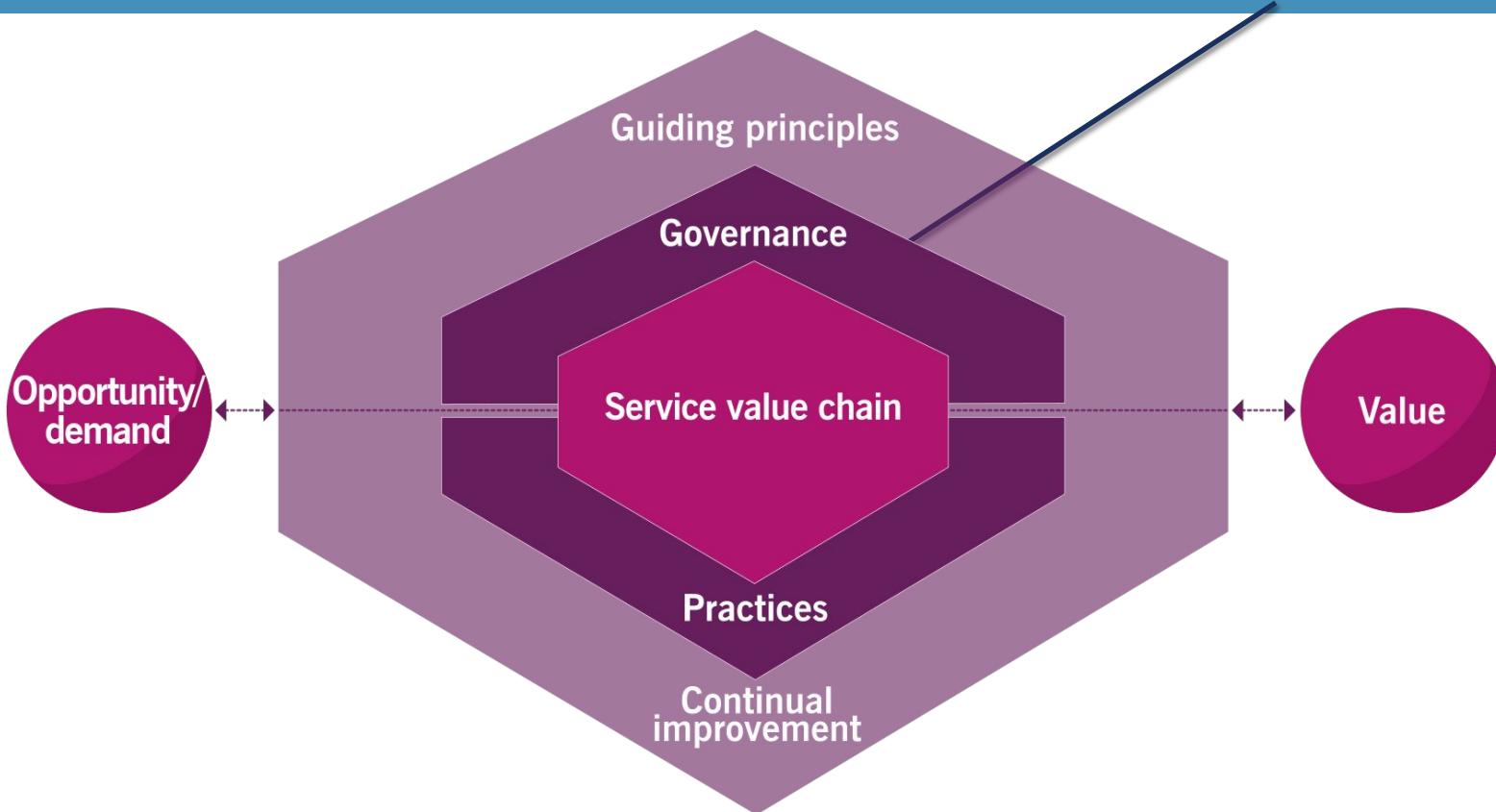


THE 7 GUIDING PRINCIPLES



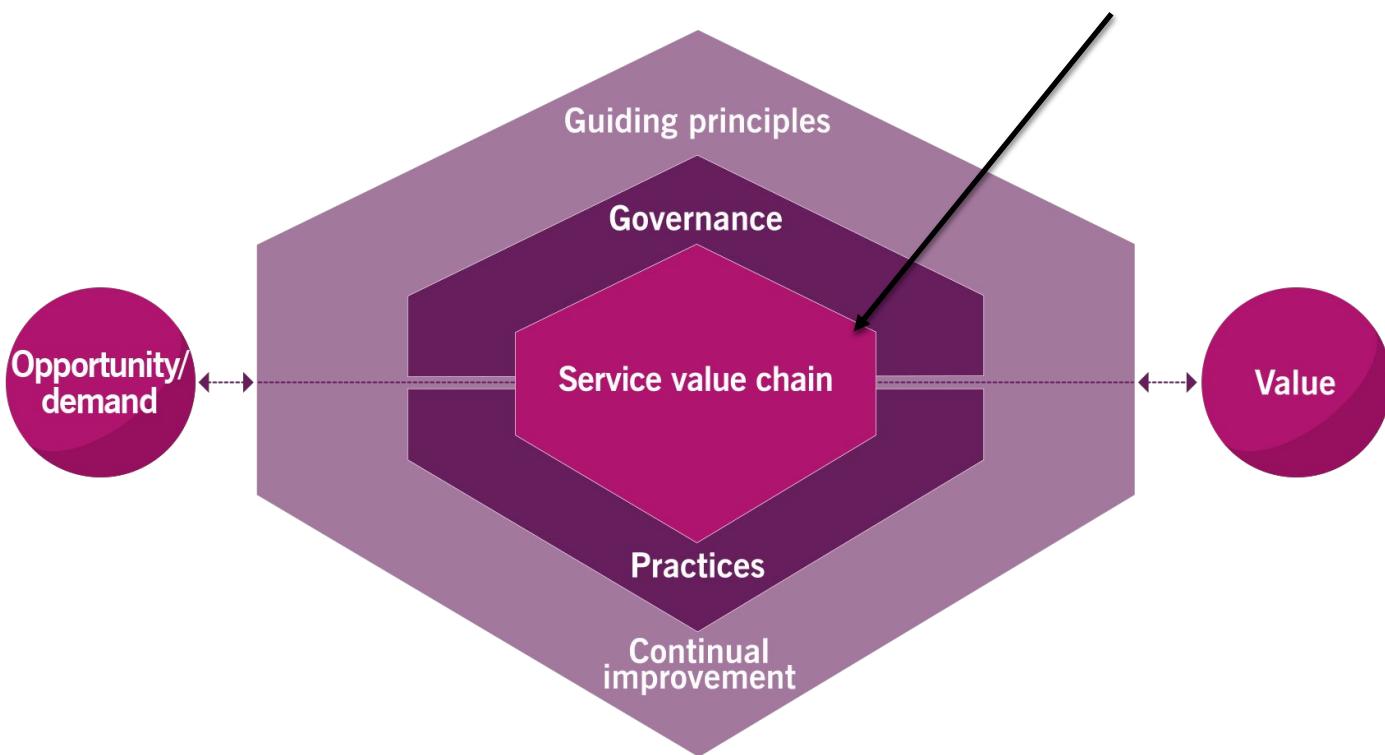
COMPONENTS OF THE SVS

Governance is the means by which an organization is directed and controlled.



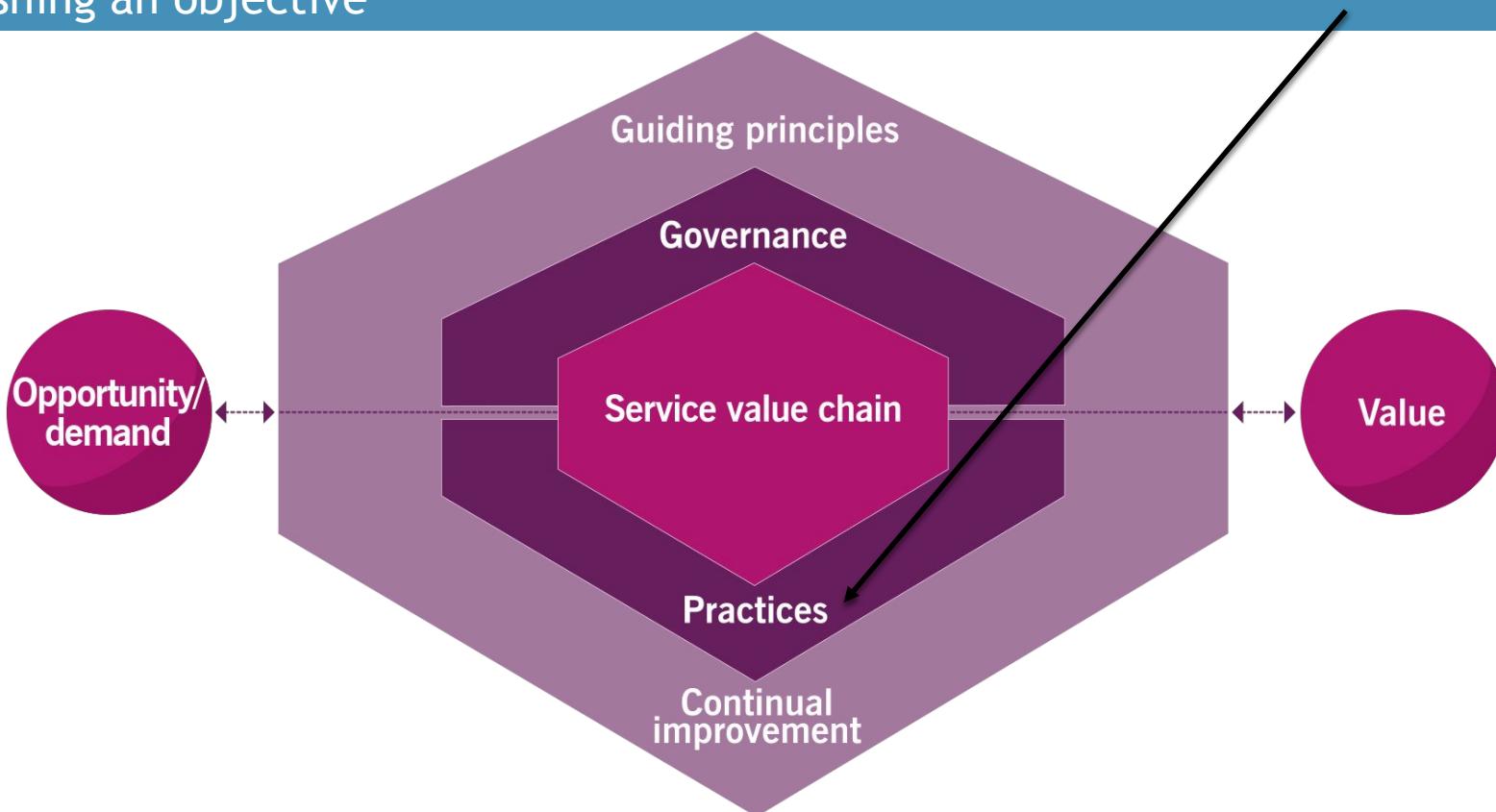
COMPONENTS OF THE SVS

The **Service value chain** is a set of interconnected activities that an organization performs in order to deliver a valuable product or service to its consumers and to facilitate value realization.



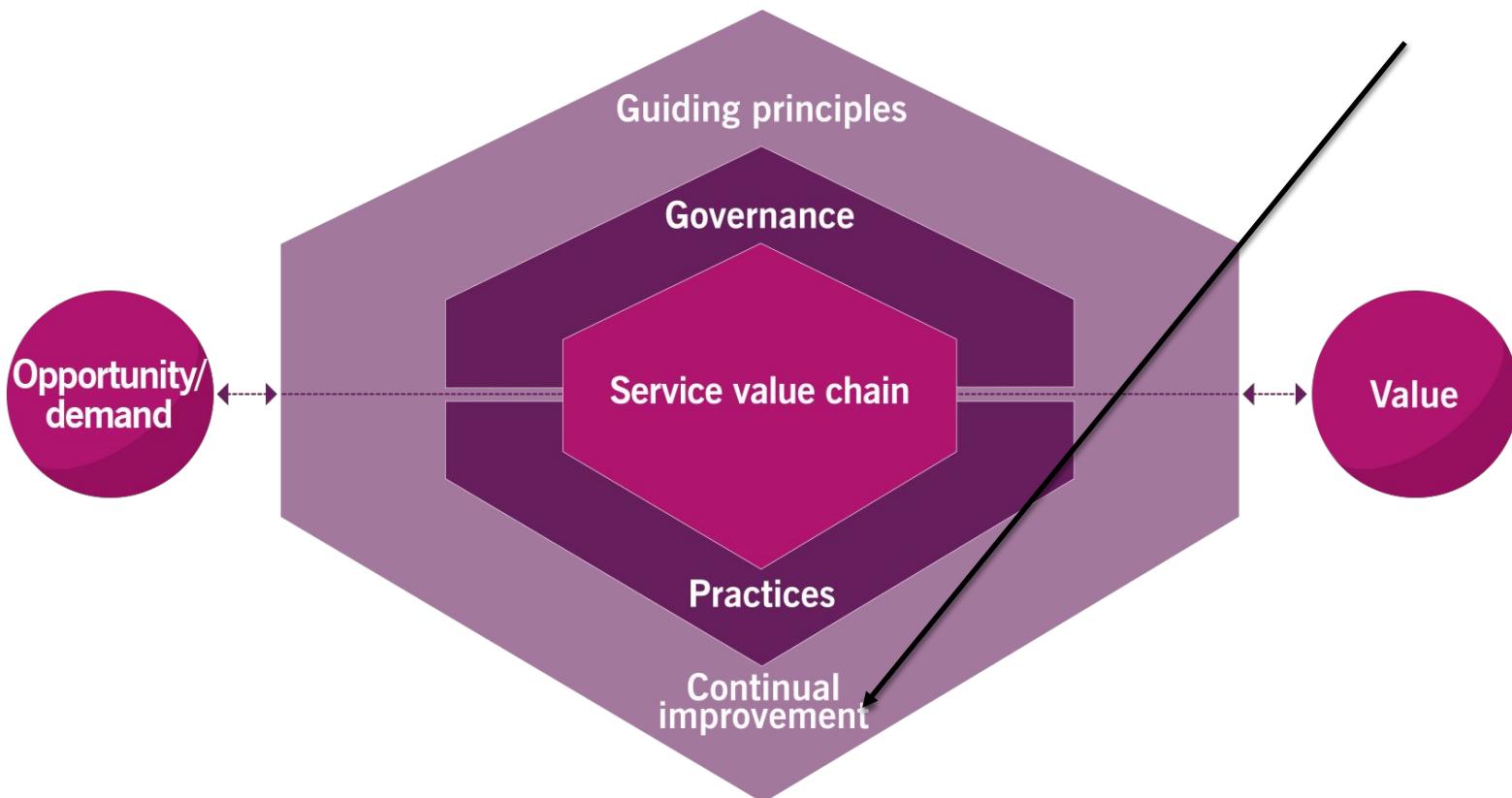
COMPONENTS OF THE SVS

The ITIL® **Practices** are sets of organizational resources designed for performing work or accomplishing an objective



COMPONENTS OF THE SVS

Continual improvement is a recurring organizational activity performed at all levels to ensure that organization's performance continually meets stakeholders expectations.

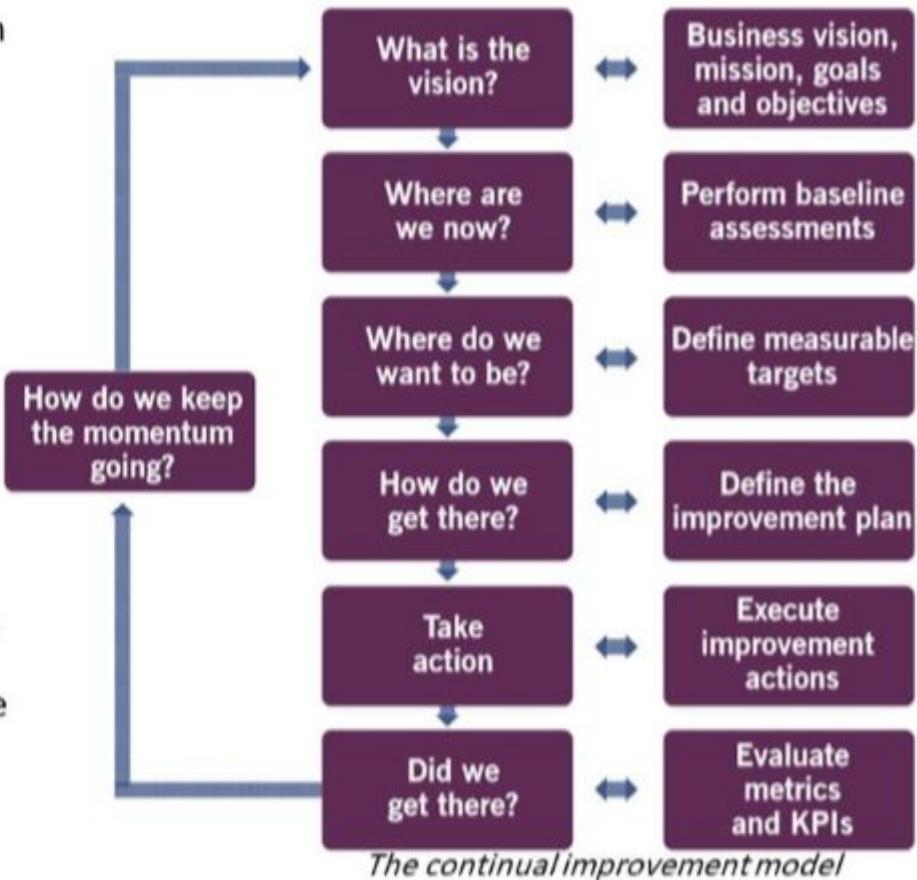


COMPONENTS OF THE SVS

The Continual Improvement Model

- The **ITIL continual improvement model** can be used as a high-level guide to support improvement initiatives. Use of the model increases the likelihood that ITSM initiatives will be successful, puts a strong focus on customer value, and ensures that improvements efforts can be linked back to the organization's vision.

- The model supports an **iterative approach** to improvement, dividing work into manageable pieces with separate goals that can be achieved incrementally.

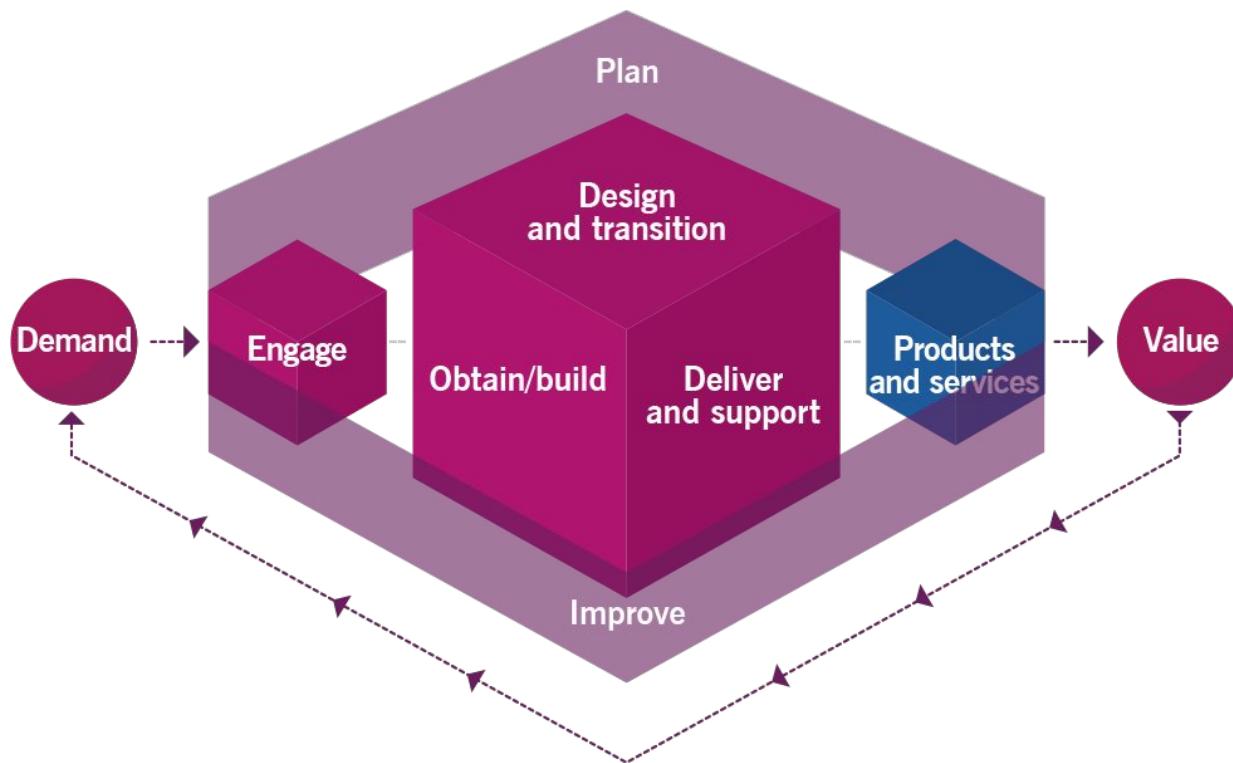


THE SERVICE VALUE CHAIN



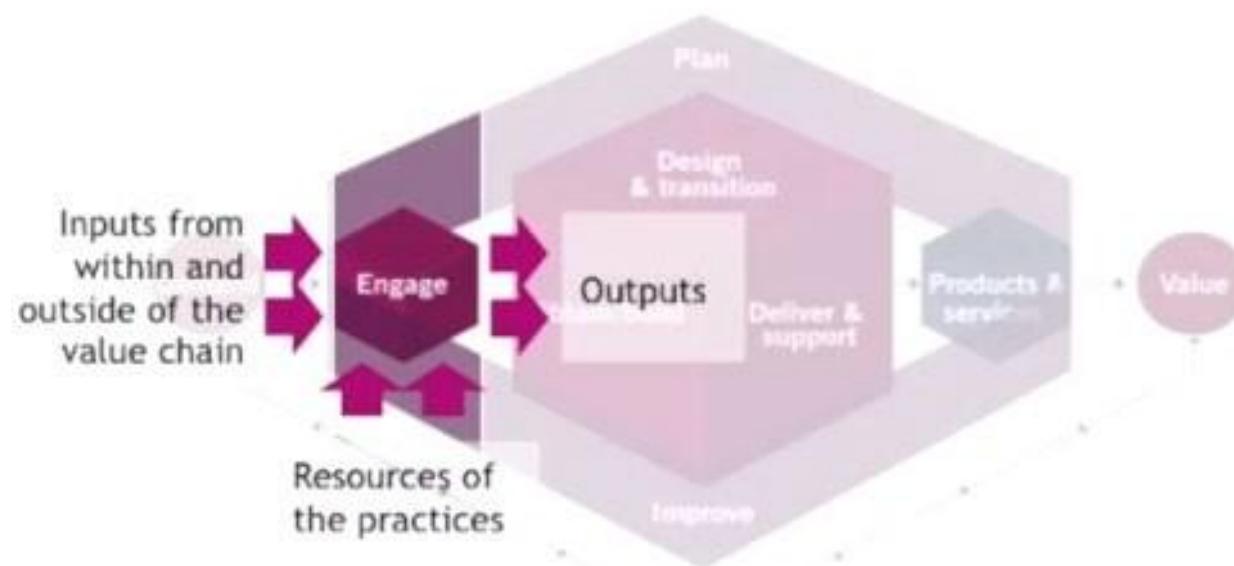
WHAT IS THE SERVICE VALUE CHAIN?

The central element of the SVS is the **Service Value Chain**, an operating model which outlines the key activities required to respond to demand and facilitate value creation through the creation and management of products and services



VALUE CHAIN INTERACTIONS WITH PRACTICES

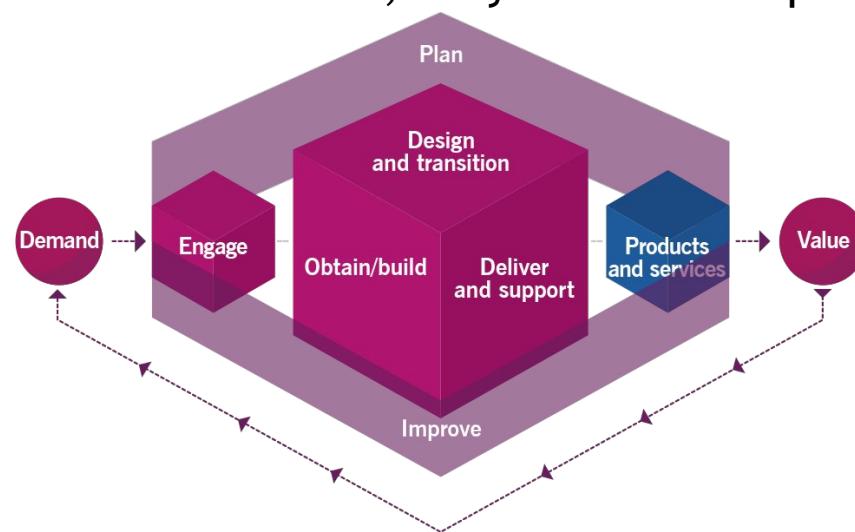
Service value chain activities represent the steps an organization takes in the creation of value. Each activity contributes to the value chain by transforming specific inputs into outputs.



To convert inputs into outputs, the value chain activities use different combinations of the ITIL® practices. Each activity may draw upon internal or third party resources, processes, skills and competencies from one or more practices.

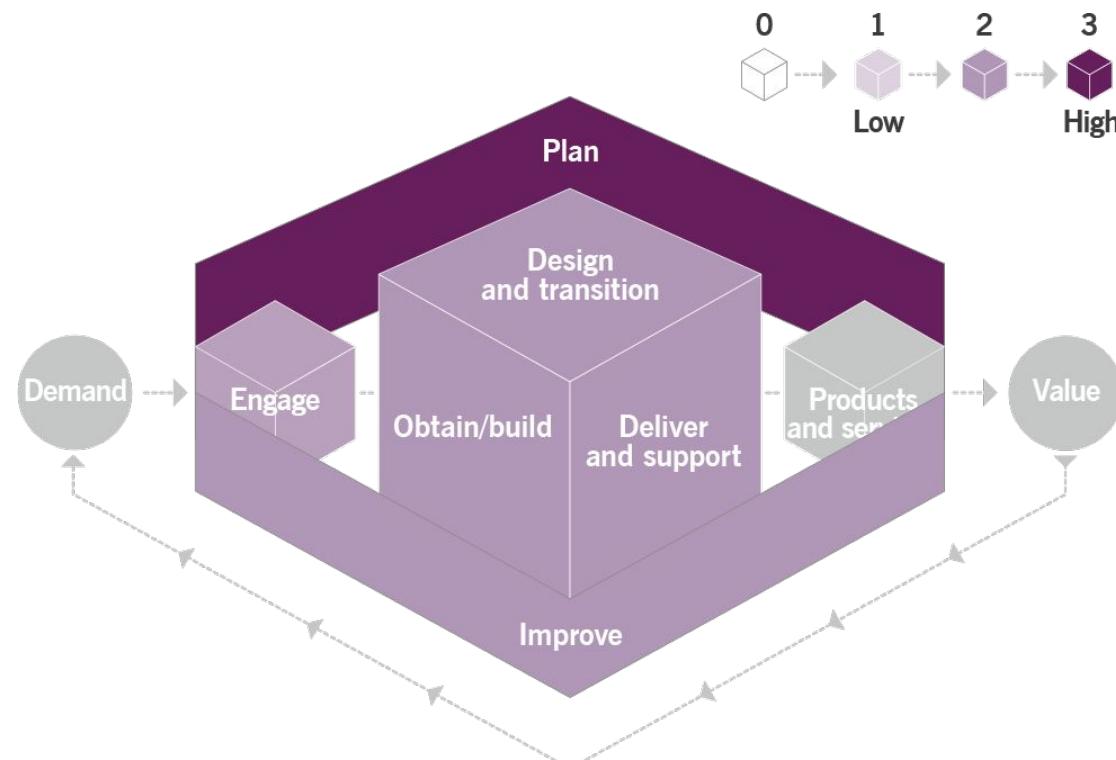
SERVICE VALUE CHAIN ACTIVITIES

- All incoming and outcoming interactions between the service provider and third parties are performed via the **Engage** value chain activity.
- All new resources are obtained through the **Obtain/build** activity
- Planning at all levels is performed via the **Plan** activity
- Improvements at all levels are initiated and managed via the **Improve** activity.
- Creation, modification delivery maintenance and support of component, products and services are performed in integrated and coordinated way between **Design and transition**, **Obtain/build** and **Delivery and support** activities
- **Demand** and **Value** are NOT value chain activities; they are SVS components



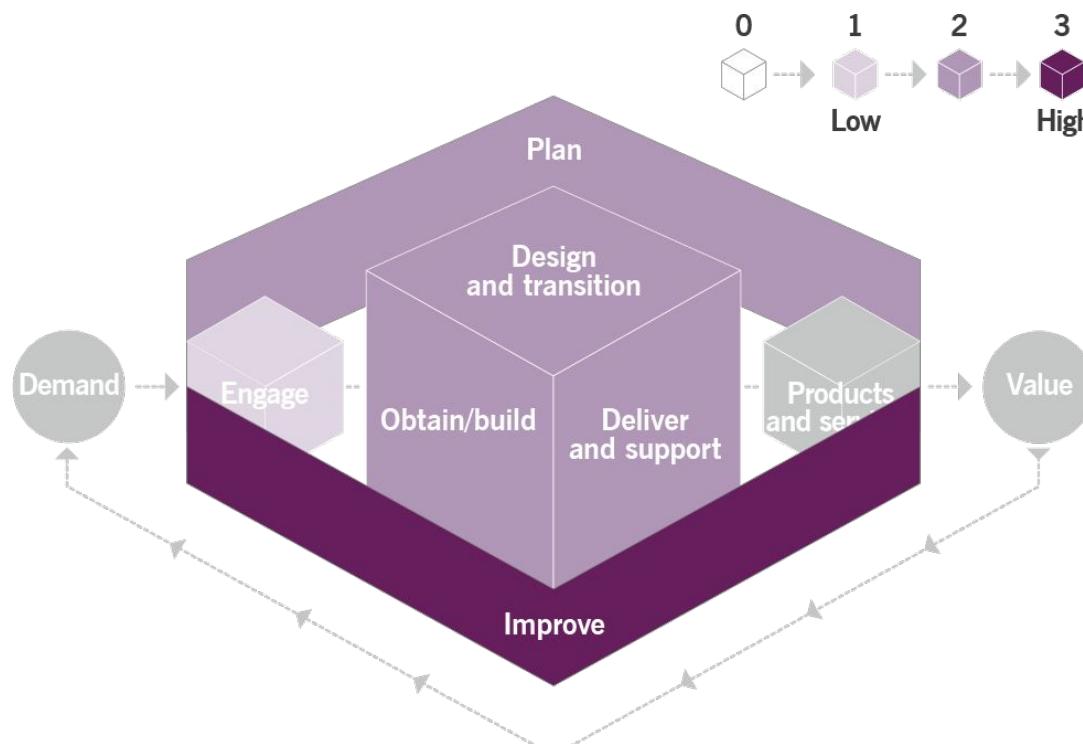
VALUE CHAIN ACTIVITY: PLAN

The purpose of the **Plan** value chain activity is to ensure a shared understanding of the vision, current status and improvement direction for all four dimensions and products and services across the organization



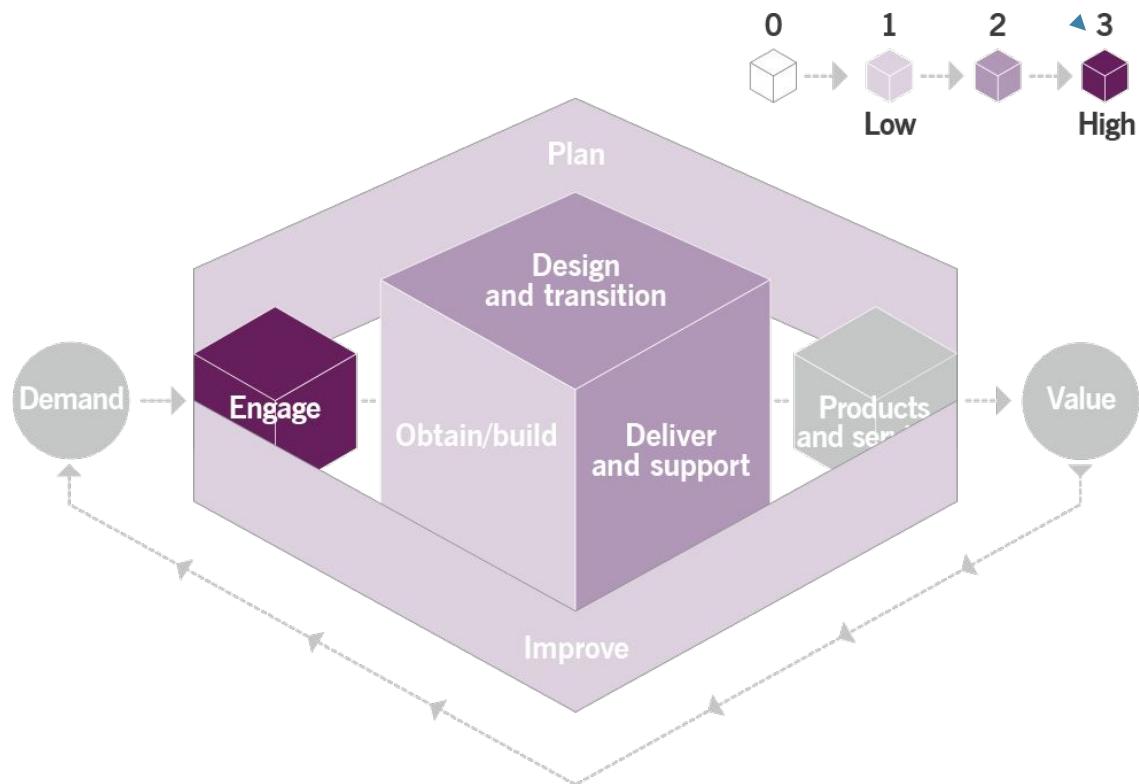
VALUE CHAIN ACTIVITY: IMPROVE

The purpose of the **Improve** value chain activity is to ensure continual improvement of products, services and practices across all value chain activities and the four dimensions of service management



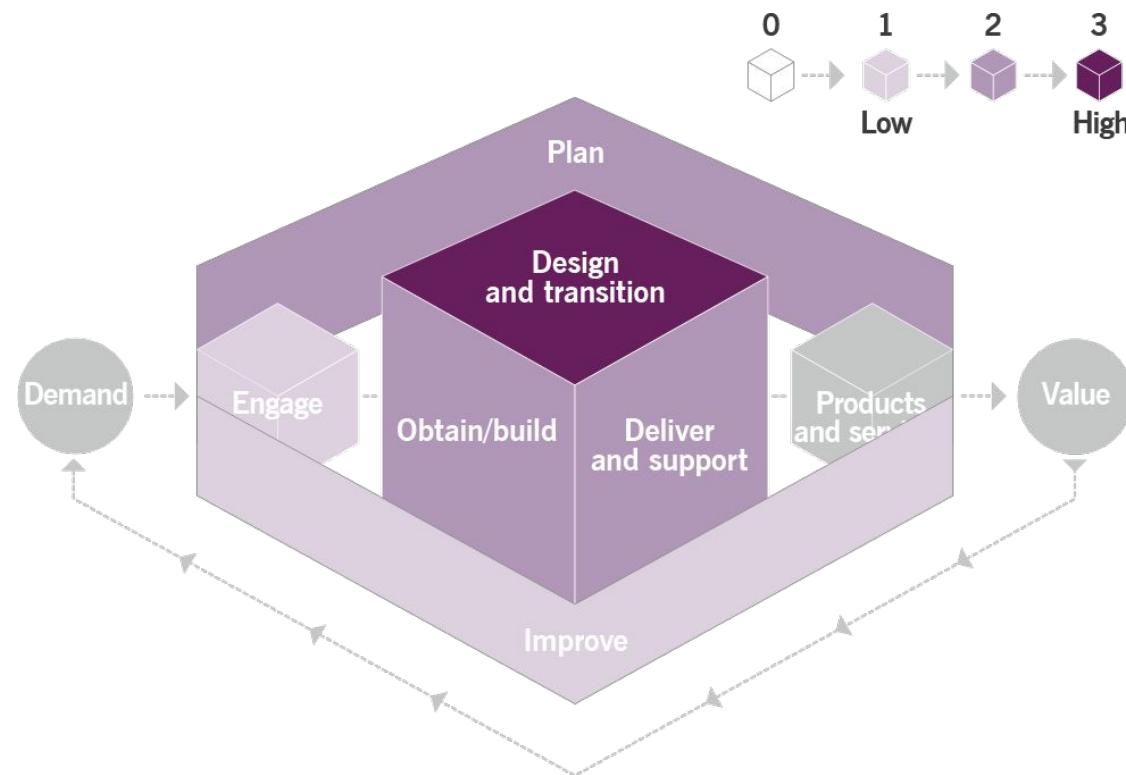
VALUE CHAIN ACTIVITY: ENGAGE

The purpose of the **Engage** value chain activity is to provide a good understanding of stakeholder needs, continual engagement with all stakeholders, transparency and good relationships with all stakeholders.



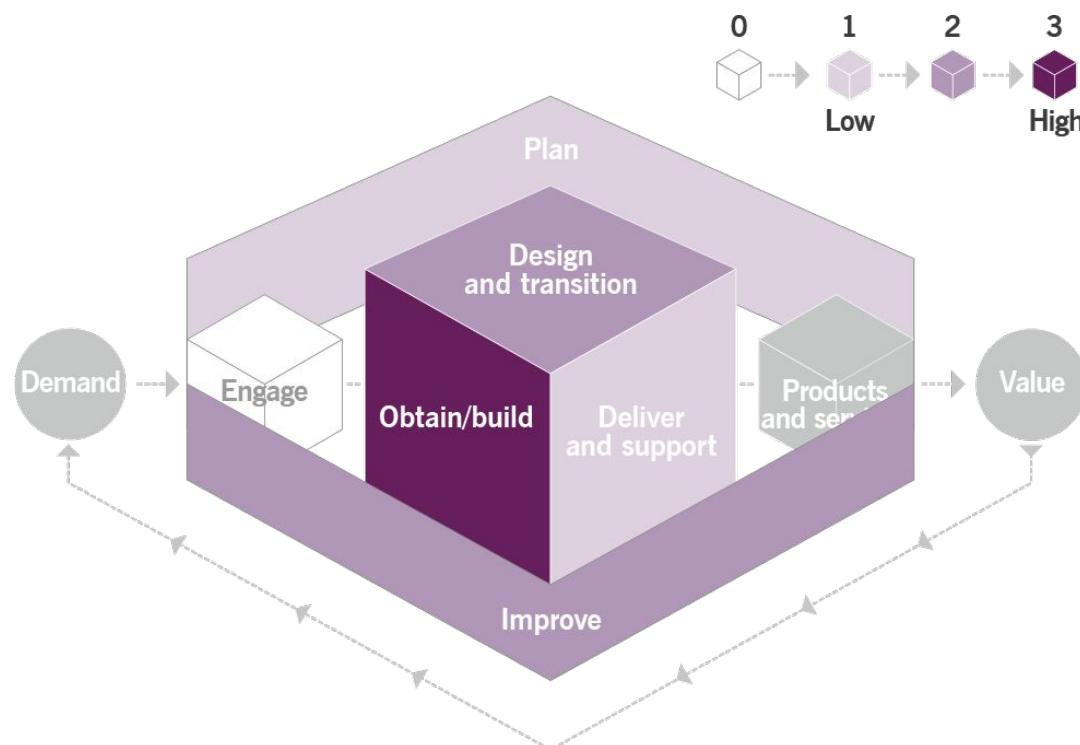
VALUE CHAIN ACTIVITY: DESIGN & TRANSITION

The purpose of the **Design and transition** value chain activity is to ensure that products and services continually meet stakeholder expectations for quality, costs and time to market



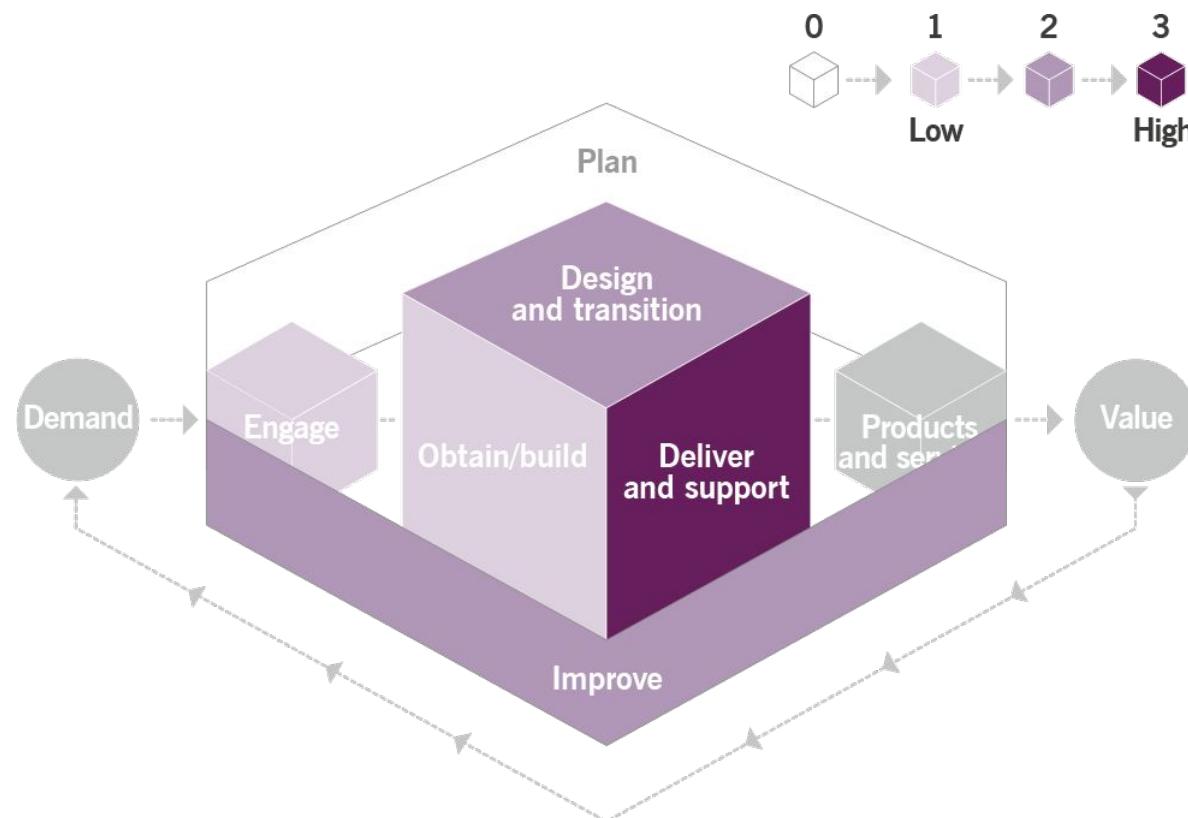
VALUE CHAIN ACTIVITY: OBTAIN/ BUILD

The purpose of the Obtain/build value chain activity is to ensure that service components are available when and where they are needed, and meet agreed specifications



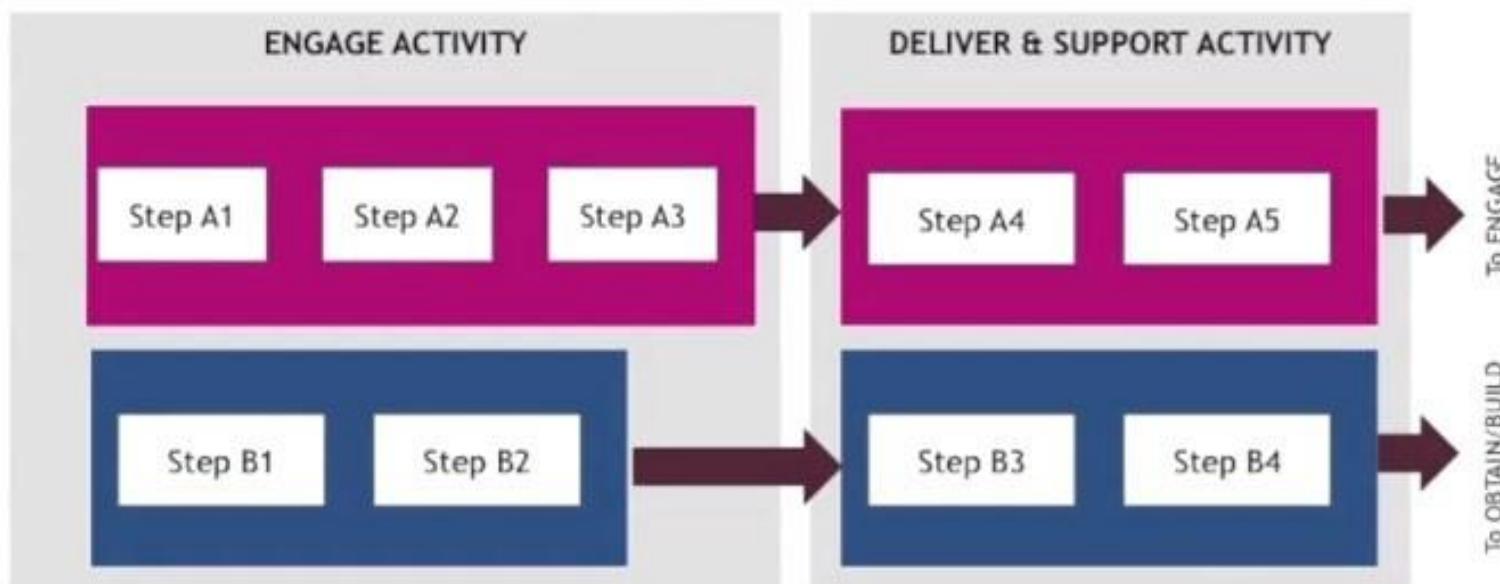
VALUE CHAIN ACTIVITY: DELIVER & SUPPORT

The purpose of the **Deliver and support** value chain activity is to ensure that services are delivered and supported according to agreed specifications and stakeholders expectations.



VALUE STREAMS AND THE SERVICE VALUE CHAIN

In order to carry out a certain task, or respond to a particular situation, organizations create service value streams. **Service value streams** are specific combinations of activities and practices, and each one is designed for a particular scenario.



As each value stream is made up of a different combination of value chain activities and practices, inputs and outputs must be understood as specific to particular value streams.

LEARNING OBJECTIVES



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

- Recall the purpose of 18 (examined) ITIL practices (BL1)
- Recall definitions of key terms related to the ITIL practices, including: **availability, IT asset, event, configuration item, change, incident, problem, and known error** (BL1)
- Explain the following practices in detail, including how they fit within the service value chain (BL2):
 - Continual Improvement
 - Change Control
 - Incident Management
 - Problem Management
 - Service Request Management
 - Service Desk
 - Service Level Management

WHAT IS A PRACTICE?



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

Each practice:

- supports multiple service value chain activities
- includes resources based on the 4 dimensions of service management

GENERAL MANAGEMENT PRACTICES



General management practices have been adopted/adapted for service management from general business management domains.

- Architecture management
- **Continual improvement**
- **Information security management**
- Knowledge management
- Measurement and reporting
- Portfolio management
- Organizational change management
- Project management
- **Relationship management**
- Risk management
- Service financial management
- Strategy management
- **Supplier management**
- Workforce and talent management

CONTINUAL IMPROVEMENT

The purpose of the **continual improvement** practice is to align the organization's practices and services with changing business needs through the ongoing identification and improvement of services, service components, practices or any element involved in the efficient and effective management of products and services.

Key activities:

- encouraging continual improvement across the organization
- securing time and budget for continual improvement
- identifying and logging improvement opportunities
- assessing and prioritizing improvement opportunities
- making business cases for improvement action
- planning and implementing improvements
- measuring and evaluating improvement results
- coordinating improvement activities across the organization

CONTINUAL IMPROVEMENT



CONTINUAL IMPROVEMENT

A continual improvement register (CIR) is a database or structured document to track and manage improvement ideas from identification through to final action.

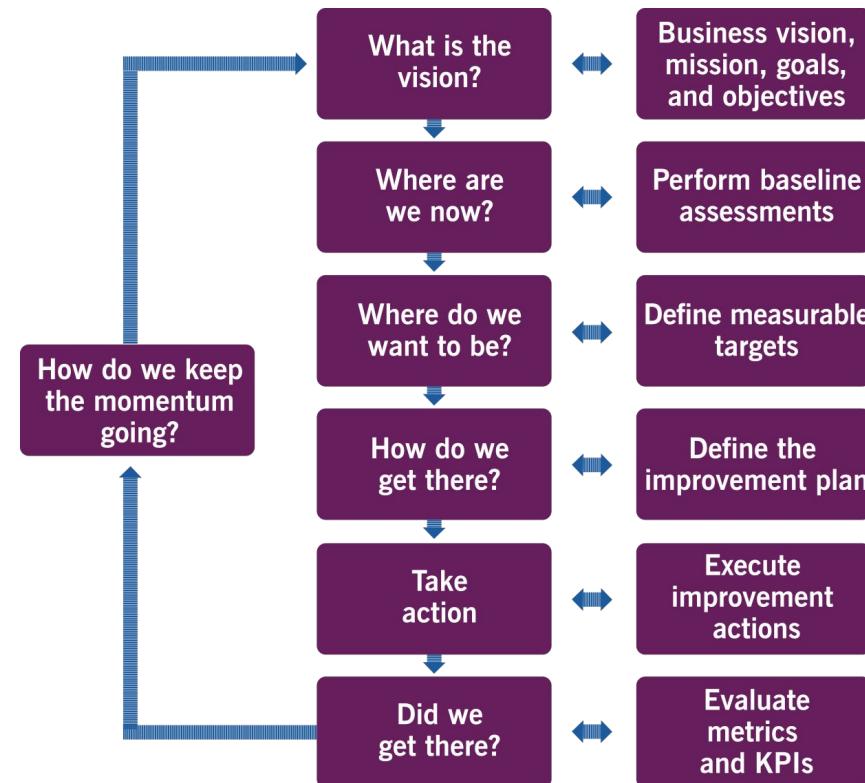
Example CIR		
Improvement idea	Impact	...
Promote the guiding principles across partners and suppliers	M	
Automate software deployments to reduce manual labour	M	
Update service desk scripts to improve incident response time	H	

Ideas are captured, documented, assessed, prioritized and appropriately acted on.

CONTINUAL IMPROVEMENT



CONTINUAL IMPROVEMENT MODEL



INFORMATION SECURITY MANAGEMENT

The purpose of the information security management practice is to protect the information needed by the organization to conduct its business.

This includes understanding and managing risks to

- Confidentiality

- Integrity

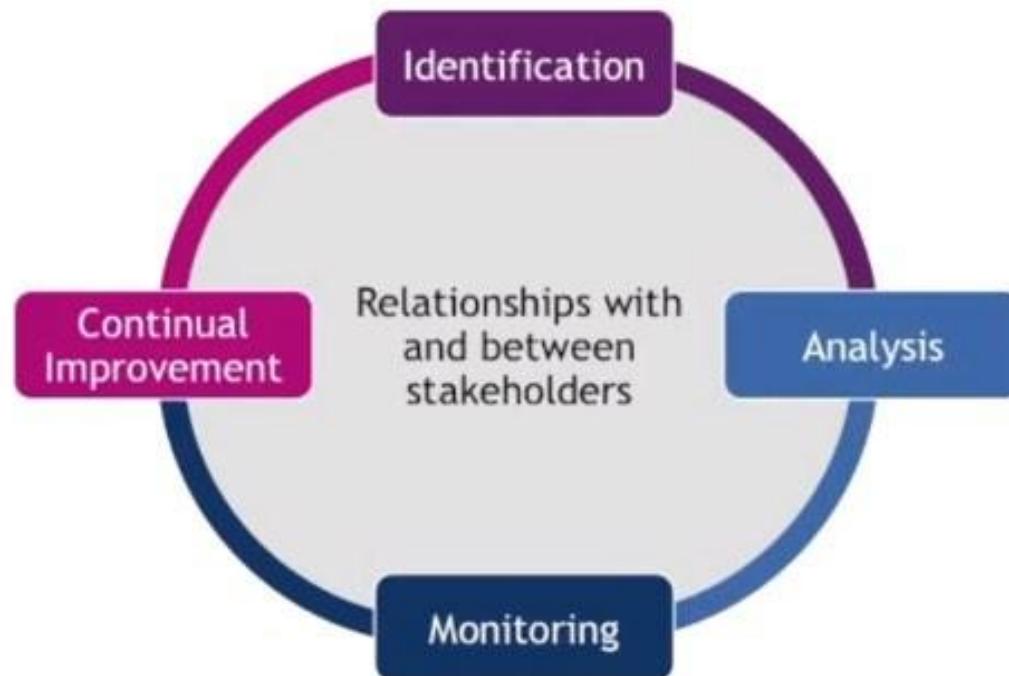
- Availability

- Authentication

- Non-repudiation

RELATIONSHIP MANAGEMENT

The purpose of the **relationship management** practice is to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels.



SUPPLIER MANAGEMENT

The purpose of the supplier management practice is to ensure the organization's suppliers and their performance are managed appropriately to support the provision of seamless, quality products, services and components.

This can include creating closer, more collaborative relationships with key suppliers to uncover and realize new value and reduce risk of failure.

REVIEW



What have we learned so far?

- Recall the purpose of the following practices:
 - Continual improvement
 - Information security management
 - Relationship management
 - Supplier management
- Explain the following practices in detail, including how they fit within the service value chain:
 - **Continual Improvement**

SERVICE MANAGEMENT PRACTICES



Service management practices have been developed in service management and ITSM industries.

- **Availability management**
- Business analysis
- **Capacity and performance management**
- Change control
- 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

AVAILABILITY MANAGEMENT

The purpose of the **availability management** practice is to ensure services deliver agreed levels of availability to meet the needs of customers and users



Availability is the ability of an IT service or other configuration item to perform its agreed function when required.

CAPACITY AND PERFORMANCE MANAGEMENT

The purpose of the **capacity and performance management** practice is to ensure that services achieve agreed and expected performance, satisfying current and future demand in a cost-effective way.



Performance is a measure of what is achieved or delivered by a system, person, team, practice or service.



Service performance is associated with the number of service actions performed in a timeframe, and the time required to fulfill a service action at a given level of demand.



Service capacity is the maximum throughput that a configuration item or service can deliver.



CHANGE CONTROL OR ENABLEMENT

The purpose of the **change control** practice is to maximize the number of successful IT changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing a change schedule.

Beneficial effect of changes

Protection from adverse effect of changes

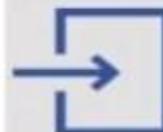


The scope of change control is defined by each organization. It will typically include all IT infrastructure, applications, documentation, processes, supplier relationships and anything else that might directly or indirectly impact a product or service.

INCIDENT MANAGEMENT

The purpose of the **incident management** practice is to minimize the negative impact of incidents by restoring normal service operation as quickly as possible.

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



Incidents should be logged.



Incidents should be managed to meet agreed target resolution times.



Incidents should be prioritized.

INCIDENT MANAGEMENT

Incidents may be escalated to a support team for resolution. The routing is typically based on the incident category. Anyone working on an incident should provide quality timely updates. Incident Management requires a high level of collaboration within and between teams.



INCIDENT MANAGEMENT

Design the incident management practice appropriately for different types of incidents

- Incidents based on different impact
- Major incidents
- Information security incidents

Prioritize incidents

- Based on agreed classification
- Ensure incidents with highest business impact are resolved first

Use a robust tool to log and manage incidents

- Link to configuration items, changes, problems, known errors and other knowledge
- Provide incident matching to other incidents, problems or known errors

INCIDENT MANAGEMENT

Some organizations use a technique called **swarming** to help manage incidents. This involves many different stakeholders working together initially, until it becomes clear which of them is best placed to continue and which can move on to other tasks.

Collaboration can facilitate information sharing and learning as well as helping to solve the incident more efficiently and effectively.



IT ASSET MANAGEMENT

The purpose of the **IT Asset Management** practice is to plan and manage the full lifecycle of all IT assets to help the organization:

- Maximize value
- Control costs
- Manage risks
- Support decision-making about purchase, re-use, retirement, and disposal of assets
- Meet regulatory and contractual requirements

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

MONITORING AND EVENT MANAGEMENT

The purpose of the **Monitoring and Event Management** practice is to systematically observe services and service components and record and report selected changes of state identified as events. This practice identifies and prioritizes infrastructure, services, business processes, and information security events, and establishes the appropriate response to those events, including responding to conditions that could lead to potential faults or incidents.

PROBLEM MANAGEMENT

The purpose of the **problem management** practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors.

A **problem** is a cause, or potential cause, of one or more incidents.

A **known error** is a problem that has been analyzed and has not been resolved.

PROBLEM MANAGEMENT

- Trend analysis
- Recurring incidents
- Major incidents
- Supplier and partner information
- Software developers, testers, projects
- ...

- Prioritize and manage based on risk
- Problem analysis from perspective of all four dimensions

- Identify potential permanent solutions
- Re-assess status of known errors
- Improve workarounds



PROBLEM MANAGEMENT

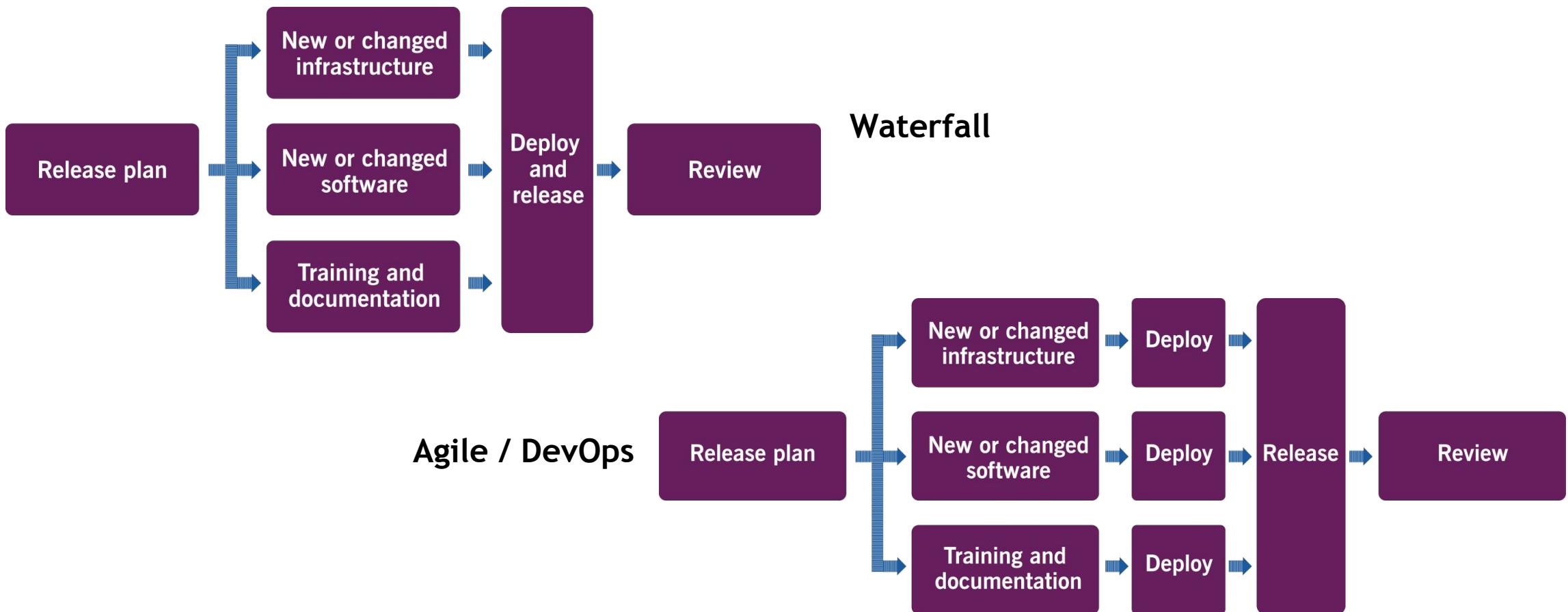


A workaround is a solution that reduces or eliminates the impact of an incident or problem for which a full resolution is not yet available. Some workarounds reduce the likelihood of incidents.

- Workarounds are documented in problem records
- This can be done at any stage, it doesn't need to wait for analysis to be complete
- If a workaround has been documented early in problem control then this should be reviewed and improved after problem analysis is complete

RELEASE MANAGEMENT

The purpose of the **Release Management** practice is to make new and changed services and features available for use.

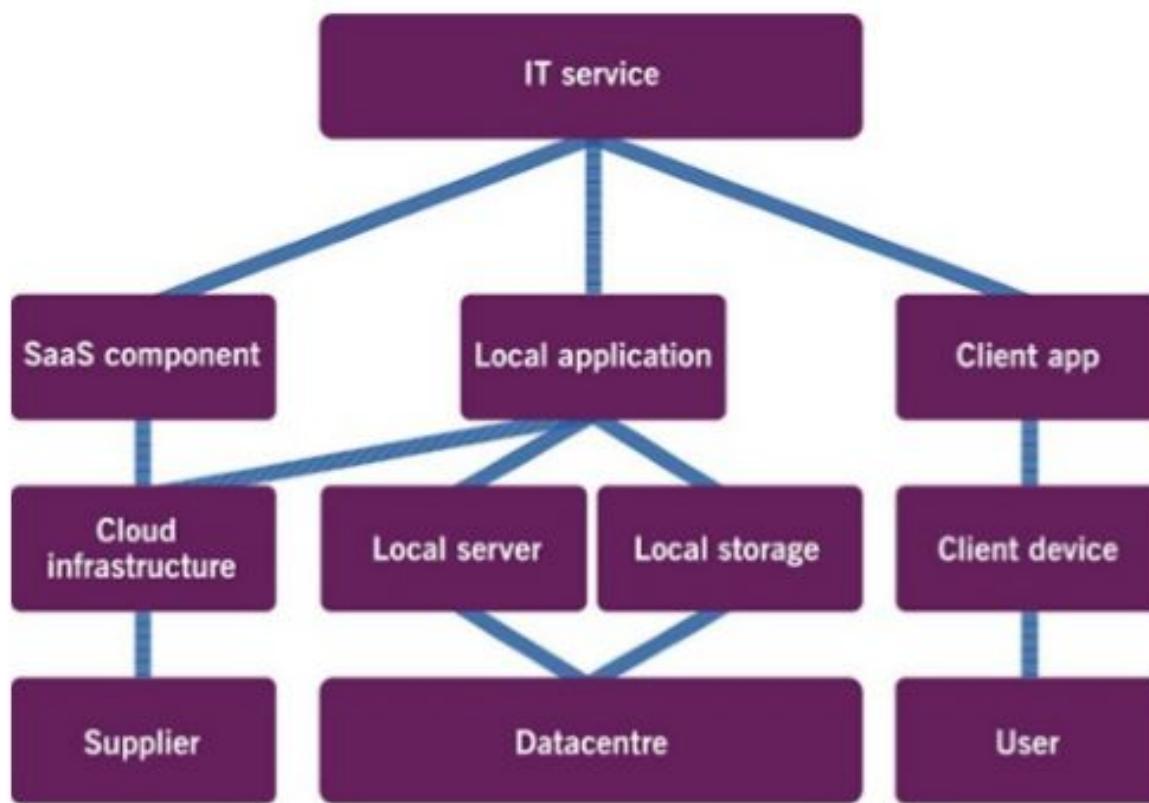


SERVICE CONFIGURATION MANAGEMENT

The purpose of the **Service Configuration Management** practice is to ensure that accurate and reliable information about the configuration of services, and the CIs that support them, is available when and where it is needed. This includes information on how CIs are configured and the relationships between them.

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

SERVICE CONFIGURATION MANAGEMENT



Configuration management system: A set of tools, data, and information that is used to support service configuration management.

SERVICE CONTINUITY MANAGEMENT

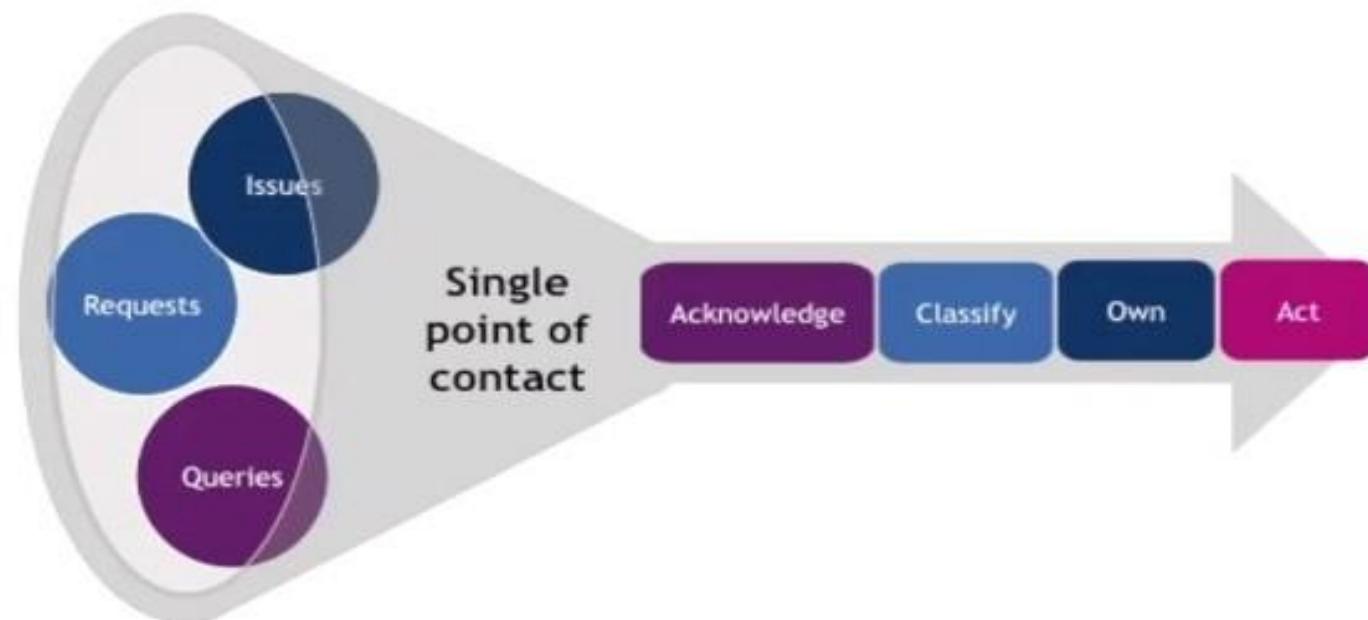
The purpose of the **Service Continuity Management** practice is to ensure that availability and performance of a service is maintained at a sufficient level in the event of a disaster.

The practice provides a framework for building organizational resilience with the capability of producing an effective response that safeguards the interests of key stakeholders and the organization reputation, brand and value-creating activities.

* A **disaster** is a sudden unplanned event that causes great damage or serious loss to an organization.

SERVICE DESK

The purpose of the service desk practice is to capture demand for incident resolution and service requests. It should also be the entry point/single point of contact for the service provider with all of its users.



SERVICE DESK

With increased automation and the gradual removal of technical debt, the focus of the service desk is to provide support for 'people and business' rather than simply technical issues.

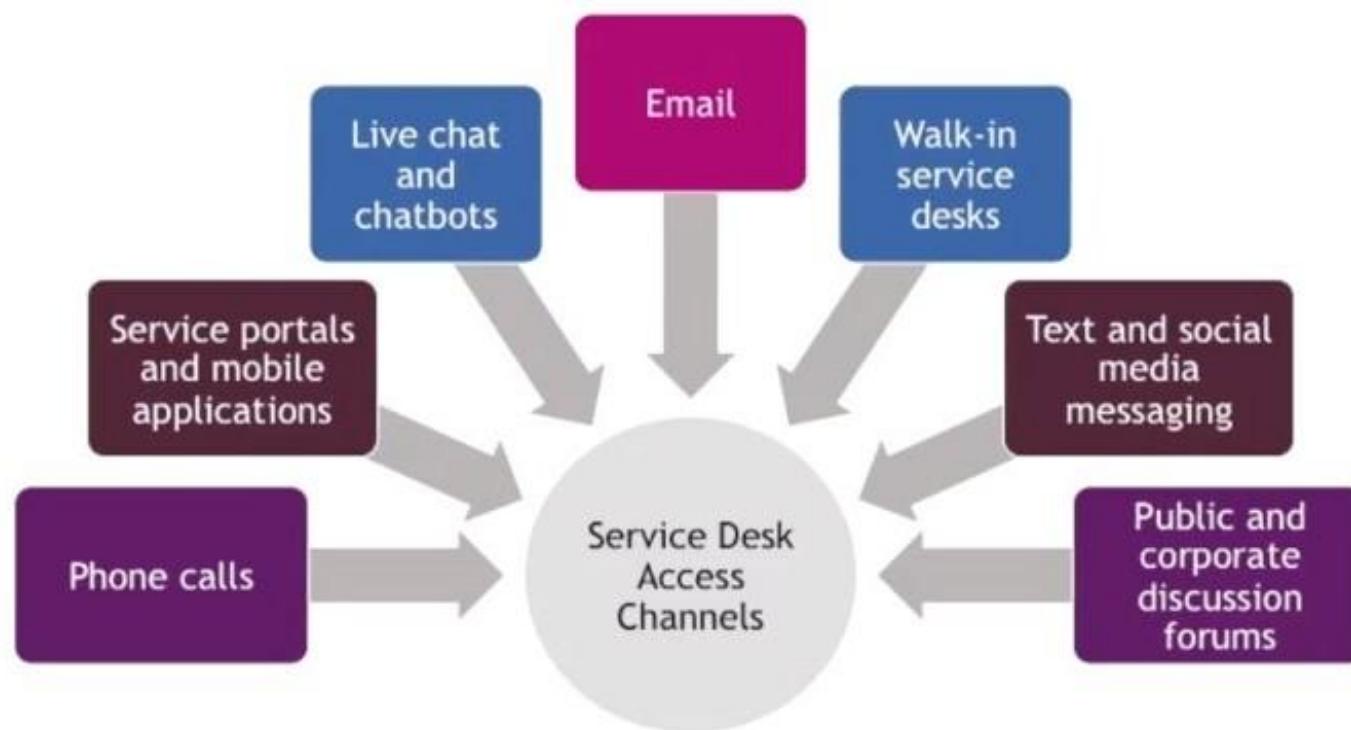
Major influence on user experience and how the service provider is perceived by users

Practical understanding of the wider organization - the empathetic link between the service provider and users

The service desk can focus on excellent customer experience when personal contact is needed

Support and development teams need to work in close collaboration with the service desk

SERVICE DESK



SERVICE DESK



service desk may not need to be highly technical, although some are.

SERVICE LEVEL MANAGEMENT

The purpose of the service level management practice is to set clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored and managed against these targets.

It provides the end to end visibility of the organization's services:

Establishes a shared view of the services and target service levels with customers

Collects, analyzes, stores and reports relevant metrics to ensure service levels are met

Performs service reviews to ensure the current services continue to meet the organization and its customers' needs

Captures and reports on service issues including performance against defined service levels

SERVICE REQUEST MANAGEMENT

The purpose of the **service request management** practice is to support the agreed quality of a service by handling all agreed user-initiated service requests in an effective and user-friendly manner.

Service requests are pre-defined and pre-agreed and can usually be formalized with clear, standard procedures.



Service requests are a normal part of service delivery, not a failure or degradation of service, which are handled as incidents.

SERVICE REQUEST MANAGEMENT



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

Request for a service delivery action

Request for information

Request for provision of a resource or service

Request access to a resource or service

Feedback, compliments and complaints

Fulfilment of service requests may include changes to services or their components; usually these are standard changes.

SERVICE REQUEST MANAGEMENT

Service requests and their fulfilment should be standardized and automated to the greatest degree possible.

Opportunities for improvement should be identified and implemented to produce faster fulfilment times and take additional advantage of automation.

Policies should be established regarding what service requests will be fulfilled with limited or even no additional approvals so that fulfilment can be streamlined.

The expectations of users regarding fulfilment times should be clearly set, based on what the organization can realistically deliver.

Policies and workflows are needed to redirect service requests that should actually be managed as incidents or changes.

Some service requests require authorization according to financial, information security or other policies

SERVICE REQUEST MANAGEMENT

Service request management depends on well-designed processes and procedures, which are operationalized through tracking and automation tools.

Service requests may have simple workflows or quite complex workflows

Steps to fulfill requests should be well-known and proven

The service provider can agree to fulfillment times and provide clear status communication to users

Some service requests can provide a self-service experience - completely fulfilled with automation

Leverage existing workflow models whenever possible to improve efficiency and maintainability.

REVIEW



You should now be able to:

- Recall the purpose of the following practices:
 - Availability management
 - Capacity and performance management
 - IT asset management
 - Monitoring and event management
 - Release management
 - Service configuration management
 - Service continuity management
- Recall definitions of key terms related to the ITIL practices, including: availability, IT asset, event, configuration item, change, incident, problem, and known error
- Explain the following practices in detail, including how they fit within the service value chain:
 - Change control
 - Incident management
 - Problem management
 - Service desk
 - Service level management
 - Service request management

TECHNICAL MANAGEMENT PRACTICES



TECHNICAL MANAGEMENT PRACTICES



Technical management practices have been adapted from technology management domains for service management purposes by expanding or shifting their focus from technology solutions to IT services.

- Deployment management
- Infrastructure and platform management
- Software development and management

DEPLOYMENT MANAGEMENT

The purpose of the **Deployment Management** practice is to move new or changed Hardware, software, documentation, processes, or any other component to live environments. It may also be involved in deploying components to other environments for testing or staging



THANK YOU