

ITIL V4 Foundation

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Service Management

Four Dimensions of Service Management

2 points

Define

2 points

Key concepts

2 points

ITIL Key Terms (15 practices)

5 points

ITIL Key Terms (7 practices)

2 points

Understand ITIL (7 Practices)

17 Points

Service Management

ITIL 4 defines a service as:

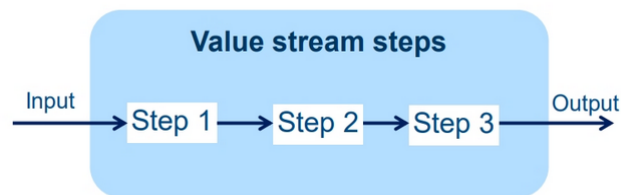
A means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks

Four Dimensions of Service Management

2 points

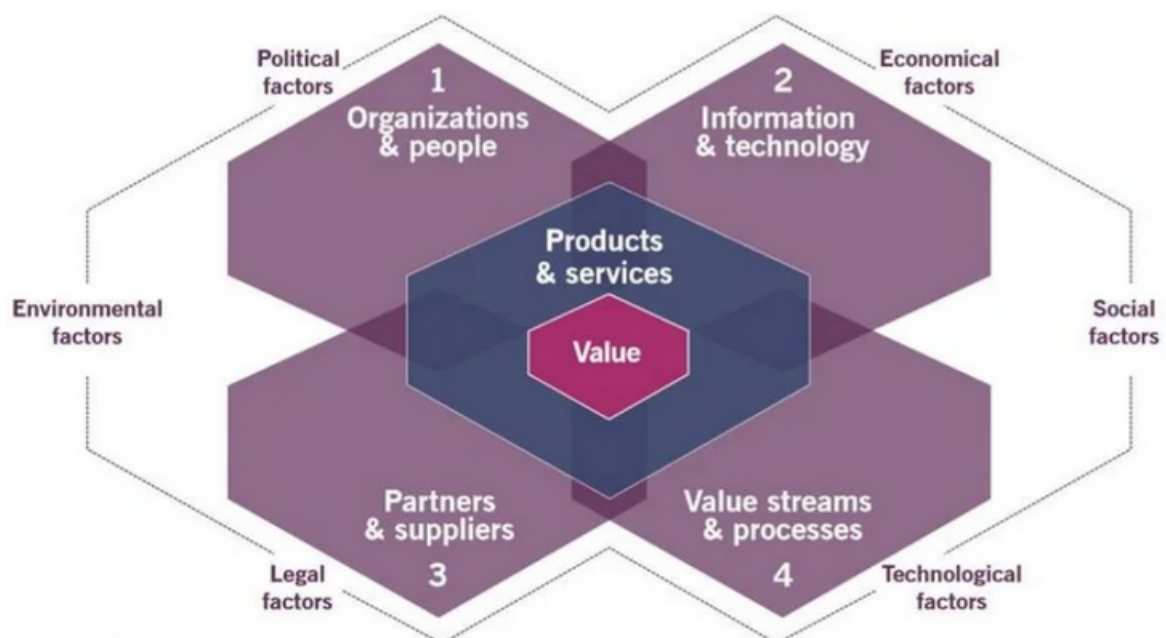
- Organisations and People
 - Roles and responsibilities
 - Organizational structure
 - Culture
 - Staffing and competences
- Information and Technology
 - What information is managed by the services?
 - What supporting information and knowledge is needed to deliver and manage the services?
 - How will the information and knowledge assets be protected, managed, archived and disposed of?
 - Compatibility with the current architecture and customer(s)
 - Regulatory / compliance issues with the organization's policies and information security controls or those of its customers
 - Viability in the future
 - Alignment with our strategy or our service consumers
 - Skillsets to support and maintain the technology
 - Automation and / or other enhancing features
 - Introduction of new risks / constraints
- Partners and Suppliers
 - Encompasses the relationships with other organizations that are involved in the design, development, deployment, delivery, support and / or continual improvement of services

- Influencing factors:
 - Strategic focus
 - Corporate culture
 - Resource scarcity
 - Cost
 - Subject matter expertise
 - External constraints
 - Demand patterns
- Value Streams and Processes
 - Process - a set of interrelated or interacting activities that transform inputs into outputs. Processes define the sequence of actions and their dependencies
 - Value stream - a series of steps an organization undertakes to create and deliver products and services to consumers



Each area affected by multiple factors - PESTLE

- Political
- Economic
- Social
- Technological
- Legal
- Environmental



Define

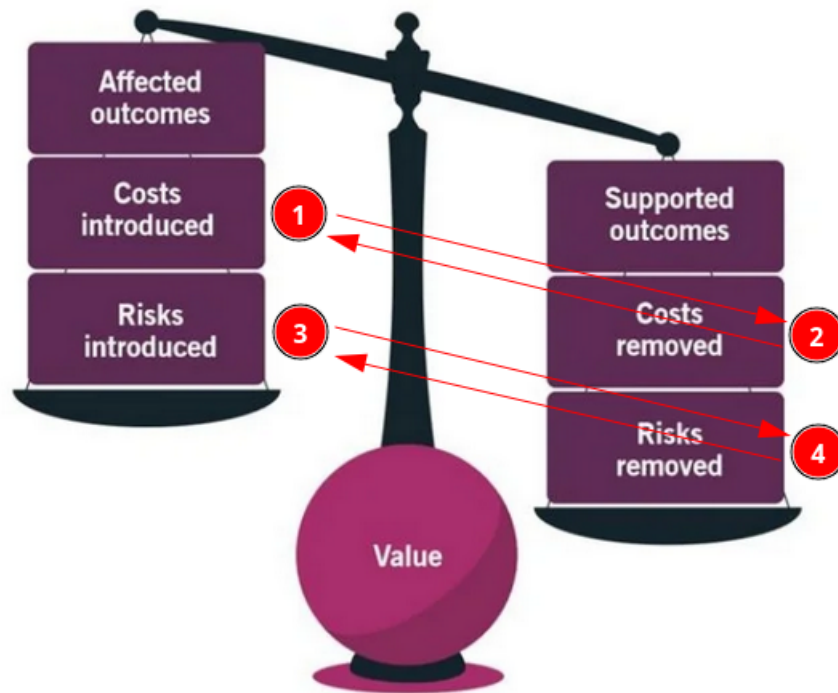
2 points

- Service: 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
- Utility: The functionality offered by a product or service to meet a particular need. To have utility, a service must either support the consumer and / or remove constraints from the consumer.
- Warranty: Assurance that a product or service will meet agreed requirements. Warranty often relates to service levels aligned with the needs of service consumers.
- Customer: The role that defines the requirements for a service and takes responsibility for the outcomes of service consumption
- User: The role that uses services
- Service Management: A set of specialized organizational capabilities for enabling value for customers in the form of services
- Sponsor: The role that authorizes budget for service consumption

Key concepts

2 points

- Cost: The amount of money spent on a specific activity or resource
 - Costs removed from a consumer
 - Costs imposed on a consumer
 - Costs can be expressed in non-monetary terms such as time spent, people allocated, etc.
- Value: The perceived benefits, usefulness and importance of something co-created through an active collaboration between providers, consumers and other organizations
- Organisation: A person or a group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives
- Outcome: A result for a stakeholder enabled by one or more outputs
- Output: A tangible or intangible deliverable of an activity
- Risk: A possible event that could cause harm or loss, or make it more difficult to achieve objectives.
 - Risks removed from a consumer
 - Risks imposed on a consumer
- Utility: The functionality offered by a product or service to meet a particular need. To have utility, a service must either support the consumer and / or remove constraints from the consumer.
- Warranty: Assurance that a product or service will meet agreed requirements. Warranty often relates to service levels aligned with the needs of service consumers. (SLA)



ITIL Key Terms (15 practices)

5 points

- Information security management
- Relationship management
- Supplier Management
- IT asset management
- Monitoring and event management
- Release management
- Service configuration management
- Deployment management
- Continual improvement
- Change enablement
- Incident management
- Problem management
- Service request management
- Service Desk
- Service Level management

ITIL Key Terms (7 practices)

2 points

- IT asset
- Event
- Configuration item
- Change
- Incident
- Problem
- Known error

Understand ITIL (7 Practices)

17 Points

- Continual Improvement (including the model)
- Change enablement
- Incident management
- Problem management
- Service request management
- Service desk
- Service level management