# Chapter 1:

Value: the perceived benefits, usefulness and importance of something

Service management: A set of specialized organizational capabilities for enabling value for customers in the form of services

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

Co-Creation: You work together with your customers to get the best results and products

If there is no co-creation your relationship with your customers could get: Distant or One-directional

# Chapter 2:

Service provider: A service provider is the organization providing the service

Stakeholder: A person or organization that has an interest or involvement in an organization, product, service, practice, or other entity

Service relationship: A co-operation between a service provider and a service consumer. Service relationships include service provision, service consumption, and service relationship management.

Service consumer: is basically the person who receives the service whom the service provider provides

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

Sponsor: The role that authorizes budget for service consumption. Can also be used to describe an organization or individual that provides financial or other support for an initiative

# Chapter 3:

Products and services: 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

A product is a configuration of an organizations resources designed to offer value for a consumer

Outputs and 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

Cost and risk: Cost is the amount of money spent on a specific activity or resource

Risk is a possible event that could cause harm or loss or make it difficult to achieve objectives. Risk can also be defined as uncertainty of outcome and can be used in the context of measuring the probability of positive outcomes as well as negative outcomes

Utility and warranty: utility describes what the service does

Warranty describes how the service performs

# Chapter 4:

Service offerings: A service offering is a description of one or more services, designed to address the needs of a target consumer group.

Service relationships: A service relationship is a cooperation between a service provider and a service consumer

The service relationship model: Services delivered by Organization A create or modify resources within Organization B. Organization B can then use these resources to provide services to its own consumers. For example, laptop manufacturer B buys chips from Organization A so it can sell its laptops to Organization C, which gives them to its consultants.

# Chapter 5:

Guiding principle 1: Focus on Value: Everything the organization does should link back, directly or indirectly, to value for itself, its customers, and other stakeholders

Guiding principle 2: Start where you are: Before making any change or improvement, it’s important to assess the current position and see if anything can be reused or built on

Guiding principle 3: Progress iteratively with feedback: Resist the temptation to do everything at once. Even huge initiatives must be accomplished iteratively. By organizing work into smaller, manageable sections that can be executed and completed in a timely manner, the focus on each effort will be sharper and easier to maintain

Guiding principle 4: Collaborate and promote visibility: Collaboration can be viewed as working together towards a shared goal. It can help to remove silos within organizations, allowing everyone to work together more effectively.

Guiding principle 5: Think and work holistically: No service, practice, process, department or supplier stands alone. The outputs that the organization delivers to itself, its customers and other stakeholders will suffer unless it works in an integrated way to handle its activities, rather than separate parts. All the organizations activities should be focused on the delivery of value

Guiding principle 6: Keep it simple and practical: Always use the minimum number of steps to accomplish an objective. Outcome-based thinking should be used to produce practical solutions that deliver valuable outcomes

Simplicity can be more challenging to create than complexity

Guiding principle 7: Optimise and automate: Optimisation is to make something as effective and useful as it needs to be. Before an activity can be effectively automated.

Automation typically means the use of technology to perform a step or series of steps correctly and consistently with limited or no human intervention.

# Chapter 6:

Dimension 1: Organisations and people: The complexity of organizations is growing, and it is important to ensure that the way an organization is structured and managed, as well as its roles, responsibilities, and systems of authority and communication, is well defined and supports its overall strategy and operating model

Dimension 2: Information and technology: Many IT services rely on effective information management to deliver value fx cloud storage for photos

Dimension 3: Partners and suppliers: The partners and suppliers dimension encompasses an organizations relationships with other organizations that are involved in the design, development, deployment, delivery, support and/or continual improvement of services. It also incorporates contracts and other agreements between the organization and its partners or suppliers.

Dimension 4: Value streams and processes: Value streams and processes define the activities, workflows, controls and procedures needed to achieve agreed objectives.

# Chapter 7:

ITIL is a model representing how all the components and activities of an organization work together to facilitate value creation.

# Chapter 8:

Activity: Plan: The purpose of the plan value chain is to ensure shared understanding of the vision, current status, and improvement.

Activity: Improve: The purpose of the improve value chain is to ensure continual improvement of products, services and practices across all value chain activities.

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

Activity: Design and transition: The purpose of the design and transition value chain activity is to ensure that products and services continually meet stakeholder expectations for quality, cost and time.

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

Activity: Deliver and 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.

# Chapter 9:

Practice purposes and key terms: A practice is a set of organizational resources designed for performing work or accomplishing an objective.

# Chapter 10:

Continual improvement: Continual improvement records improvement opportunities in the continual improvement register (CIR).

Change enablement: the purpose of the change enablement is to maximize the number of successful service and product changes by ensuring that risks have been properly assessed.

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

Swarming is where a group of stakeholders work together until it becomes clear who is best placed to continue with the incident

Service request management: The purpose of the service request management practice is to support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner

The 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 and single point of contact for the service provider with all of its users.

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.

Service level management: The purpose of the service level management practice is to set clear business-based targets for service levels, and to ensure that delivery of services is properly assessed, monitored, and managed against those targets.