



Business Value

ITILv3 Foundations

<http://www.jasondion.com>

Business Value in Service Design

- Services aligned with business objectives
- Services provide agreed upon utility and warranty to meet objectives identified in Service Strategy
- Service management processes are capable of supporting the service



Business Value in Service Design

- Service management systems and tools support the service offerings
- Services are built to the agreed upon architectural standards
- Services designed so performance is adequately measured

