About ITIL 4

IT services are now the first and often most important means of value creation for organisations all over the world, and IT service management is growing and changing at an ever-increasing pace. ITIL® 4 has been created from the ground up for this dynamic environment, while still keeping the core focus of facilitating value creation in the form of IT services.

The ITIL® guiding principles are a set of recommendations that can guide an organisation, regardless of background variables like its vision, goals, or hierarchy.

ITIL® 4 takes governance to mean the system or systems by which an organisation is directed or managed. A governing body could be a board of directors, a team of senior managers, or even just one chief executive.

The ITIL ® 4 Service Value Chain is an operating model for IT services, from their creation to delivery and continual improvement. It has six constituent activities that combine to create several value streams: Plan, Engage, Obtain or Build, Improve, Design & Transition, Deliver & Support, Improve. These streams are flexible enough that they can adapt to different methodologies (such as Agile) at once.

The Plan activity is used to create an understanding of the overall vision for products and services.

The Engage activity facilitates a strong understanding of stakeholder needs and relationships.

The Design and Transition activity is used to guarantee that all products and services meet quality standards.
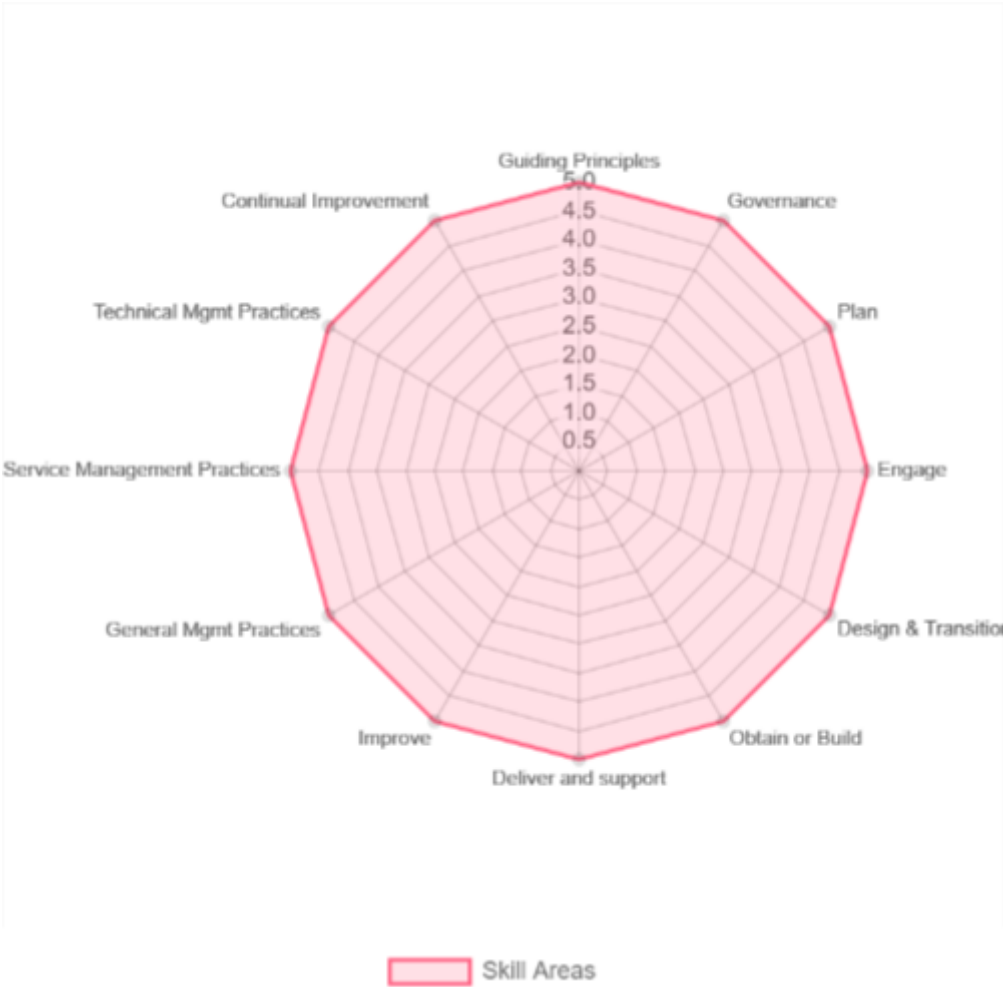
The Obtain or Build activity is used to ensure that service components are available where and when needed.

The Deliver and Support activity ensures that products and service are created to match stakeholder specifications.

The Improve activity is used to ensure continual improvement of all outputs throughout the value chain.

In ITIL ® 4 a management practice is a set of organisational resources designed for performing work or accomplishing an objective. The origins of the practices are as follows:

Graph Results:

Radar chart showing Skill Areas across: Guiding Principles, Governance, Plan, Engage, Design & Transition, Obtain or Build, Deliver and support, Improve, General Mgmt Practices, Service Management Practices, Technical Mgmt Practices, Continual Improvement. Axis scale from 0.5 to 5.0.

Legend: Skill Areas

My Results:

Guiding Principles:
Strong ownership and vision regarding the IT service (portfolio) delivery, able to act autonomously and align interdependencies with other teams. Likely to actively collaborate with and seek feedback by the business. IT is aware of of the business value of each service and seeks to improve service delivery.

Governance:
Work closely aligned with the directions given by the governing body. Governing body and management proactively maintain alignment through a clear set of shared principles and objectives. Mature application of a governance framework backed up by continually improved practices.

Plan:
Complete and shared understanding and awareness of the strategic plans, portfolio and enterprise architecture mapped with critical dimensions and all products and services across the IT delivery unit.

Engage:
A complete understanding of stakeholder needs, transparency, continual engagement, and excellent relationships with all stakeholders.

Design & Transition:
Ensure that all IT products and services continually meet stakeholder expectations for quality, costs, and time to market.

Obtain or Build:
Ensure that all service components are available when and where they are needed, and meet agreed specifications according to organizational standards; Advanced practices (e.g. Lean) may be applied.

Deliver and Support:
All IT Services are delivered and supported according to agreed specifications and stakeholders' expectations. IT knows what is valuable for its key stakeholders and is able to prioritize and offer transparency in delivery at any moment.

Improve:
Fully engaged with aligning IT practices and services with changing business needs through the ongoing identification and improvement of all elements involved in the effective management of products and services.

General Mgmt Practices:
IT adopts and adapts general management practices from business management domains, e.g. Information Security and Supplier Management, for a successful service management.

Service Management Practices:
High maturity of service management practices that have been developed and integrated with a successful and proactive IT service delivery. Examples: Change Control, Incident Management, IT Asset Management, Service Configuration Management and Service desk.

Technical Mgmt Practices:
High maturity of technical management practices that have been adapted from technology domains and integrated in a successful and proactive IT service delivery by a purpose of expanding or shifting their focus from technology solutions to IT services. Examples: Deployment management, infrastructure and platform management.

Continual Improvement:

Strong commitment to and regular, proactive practice of continual improvement that is embedded into every IT activity. There is a strong culture of continual improvement, backed up by respective techniques and always in alignment with strategic objectives.