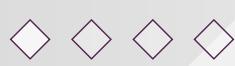




◇ ◇ ◇ ◇ ITILv4: Foundations

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Introduction to ITILv4 Course and Exam Objectives



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Why Are You Here?

- Preparing for the ITILv4: Foundation exam
- Just curious about ITILv4
- Need to know more about ITILv4
- Implementing ITILv4 at work
- Boss is forcing me to be here
- I like taking classes with Raymond
- Other – please indicate



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What is Your Job Role?

- ◆ Type your job role in the chat area!

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Best Practices for Success?

- ◆ Stay engaged
- ◆ Ask questions
- ◆ Make comments
- ◆ Share your ITIL experience



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ITILv4 Foundations Exam

◆ Duration: 60 mins



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ITILv4 Foundations Exam

- ◆ Duration: 60 mins
- ◆ Closed book



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ITILv4 Foundations Exam

- ◆ Duration: 60 mins
- ◆ Closed book
- ◆ 40 questions (each worth 1 mark)



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ITILv4 Foundations Exam

- ◆ Duration: 60 mins
- ◆ Closed book
- ◆ 40 questions (each worth 1 mark)



Standard

Missing Word

List

Negative

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ITILv4 Foundations Exam

- ◆ Duration: 60 mins
- ◆ Closed book
- ◆ 40 questions (each worth 1 mark)



Standard

Missing Word

List

Negative

What is Spider-Man's true identity?

- a) Steven Strange
- b) Bruce Banner
- c) Peter Parker
- d) Wade Wilson

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ITILv4 Foundations Exam



- ◆ Duration: 60 mins
- ◆ Closed book
- ◆ 40 questions (each worth 1 mark)

Standard

Missing Word

List

Negative

Identify the missing word(s) in the following sentence.

A [?] turns on and off lights in your house.

- a) Faucet
- b) Light Switch
- c) Doorknob
- d) Toilette

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ITILv4 Foundations Exam



- ◆ Duration: 60 mins
- ◆ Closed book
- ◆ 40 questions (each worth 1 mark)

Standard

Missing Word

List

Negative

Which statements are CORRECT?

1. The New England Patriots have won 6 Super Bowls.
2. The Dallas Cowboys play in Houston Texas.
3. The Pittsburgh Steelers are the youngest franchise in the AFC.
4. The Green Bay Packers are a non-profit, community-owned sports team.
 - a) 1 and 2
 - b) 2 and 3
 - c) 3 and 4
 - d) 1 and 4

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ITILv4 Foundations Exam



- ◆ Duration: 60 mins
- ◆ Closed book
- ◆ 40 questions (each worth 1 mark)

Standard

Missing Word

List

Negative

Which is NOT a marsupial?

- a) Kangaroo
- b) Tasmanian devil
- c) Koala
- d) Cat

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ITILv4 Foundations Exam

- ◆ Duration: 60 mins
- ◆ Closed book
- ◆ 40 questions (each worth 1 mark)
 - Standard
 - Missing Word
 - List
 - Negative
- ◇ Passing score 26 or greater.



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ITILv4 Foundations Exam

◆ Demo:

[Certifications](#)

[Syllabus](#)

[Glossaries](#)



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◊ ◊ ◊ ◊ Overview of ITILv4

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The Best Cakes In The World For Any Occasion



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The Best Cakes In The World For Any Occasion



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What is ITIL?

- ◆ The most widely adopted guidance for ITSM
It is a framework for service management

Adopt and Adapt the framework as needed to ensure you provide the best services possible



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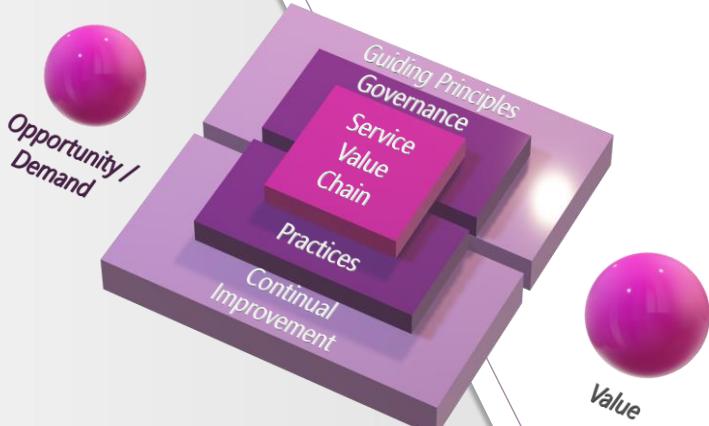
Who is ITIL?

- ◆ IT Service Management Forum (itSMF)
<https://www.itsmfi.org/>
- ◆ AXELOS
<https://www.axelos.com/>
- ◆ PEOPLECERT
<https://www.peoplecert.org/>

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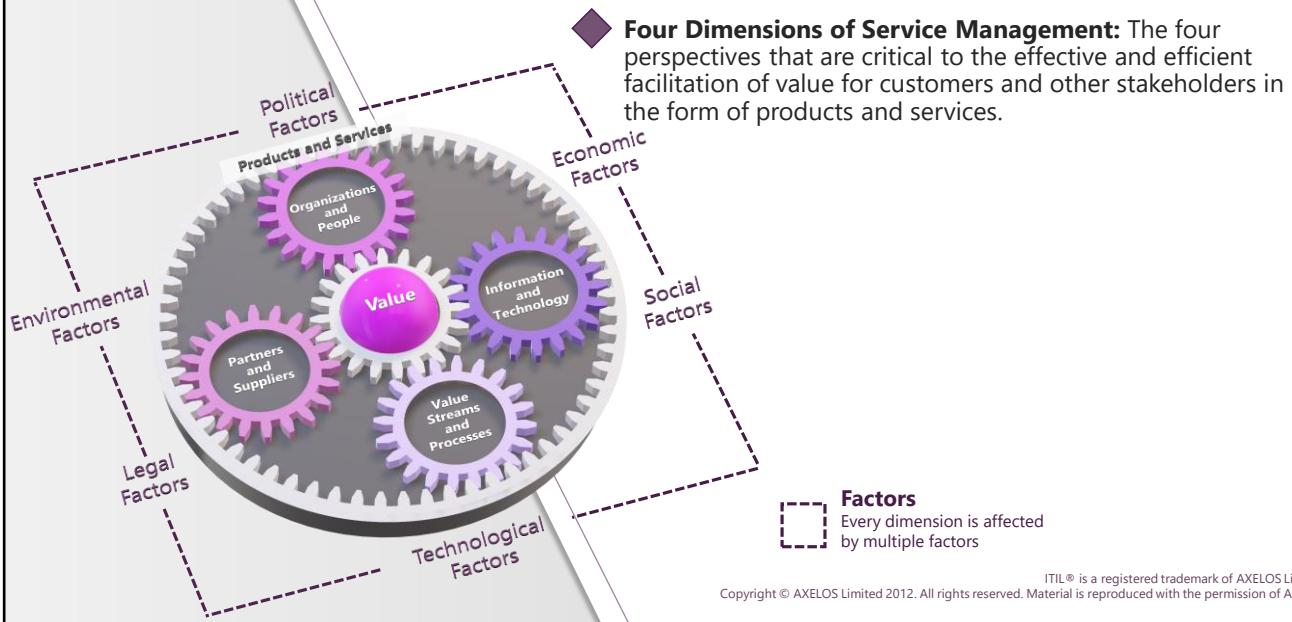
The ITIL Service Value System

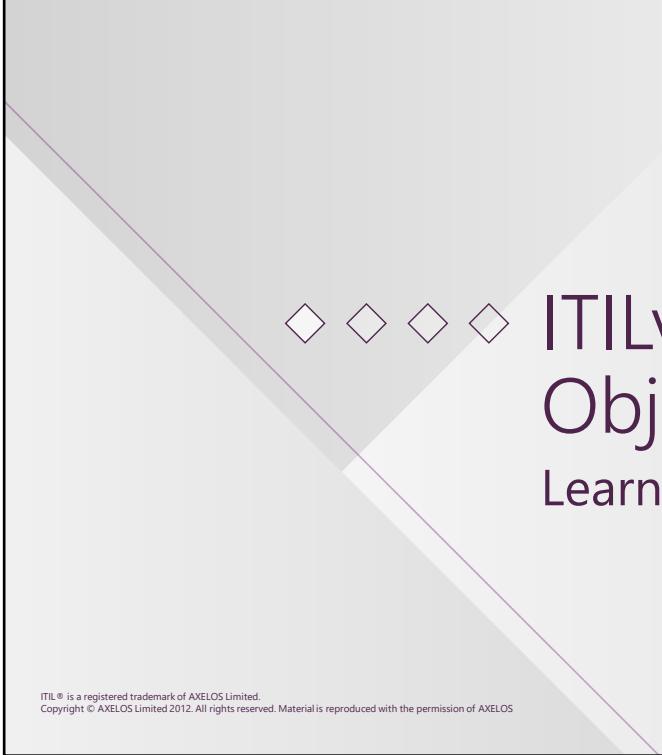
◆ **Service Value System (SVS):** A model representing how all the components and activities of an organization work together to facilitate value creation.



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Four Dimensions of Service Management





◇ ◇ ◇ ◇ ITILv4 Exam Objective Learning Outcome 1



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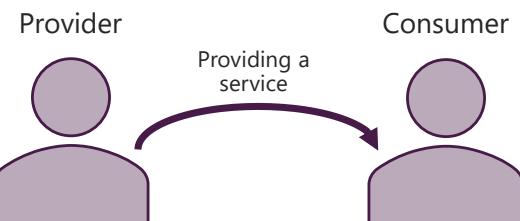
◊ ◊ ◊ ◊ ITILv4 Terms and Definitions

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What is a Service?

◆ Definition:

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.



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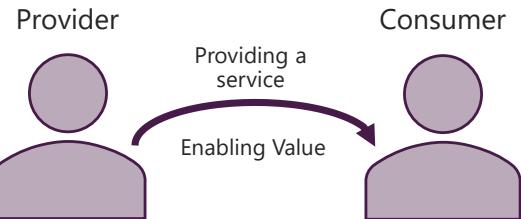
What is a Service?

◆ Definition:

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.

◆ What is Value?

The perceived benefits, usefulness, and importance of something.



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What is a Service?

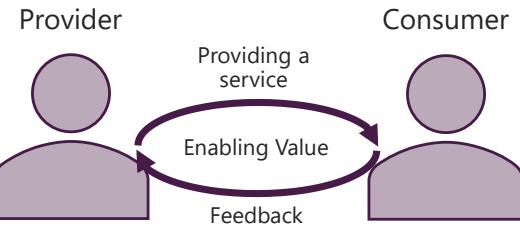
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The perceived benefits, usefulness, and importance of something.

Value is subjective



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◆ What is Value?

The perceived benefits, usefulness, and importance of something.

Value is subjective

True value is achieved through active collaboration between providers and consumers.

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◆ What is an Outcome?

A result for a stakeholder enabled by one or more outputs

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What is a Service?

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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.

◆ What is an Outcome?

A result for a stakeholder enabled by one or more **outputs**

Tangible or intangible deliverable of an activity.

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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.

◆ What is Cost?

The amount of money spent on a specific activity or resource.

Costs can be expressed in non-monetary terms, such as time spent, people allocated, etc.

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◆ What is Risk?

A possible event that could cause harm or loss or make it more difficult to achieve objectives.

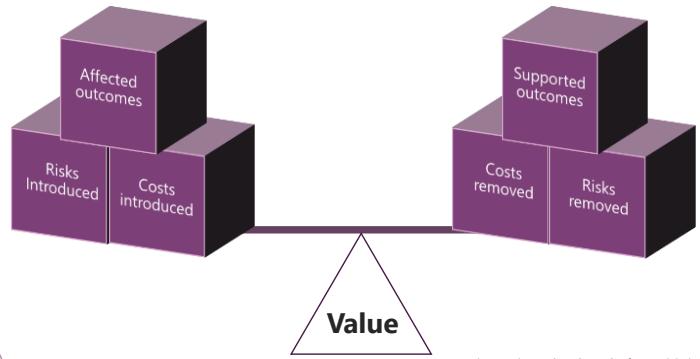
Can also be defined as uncertainty of outcome and can be used in the context of measuring the probability of positive outcomes as well as negative outcomes.

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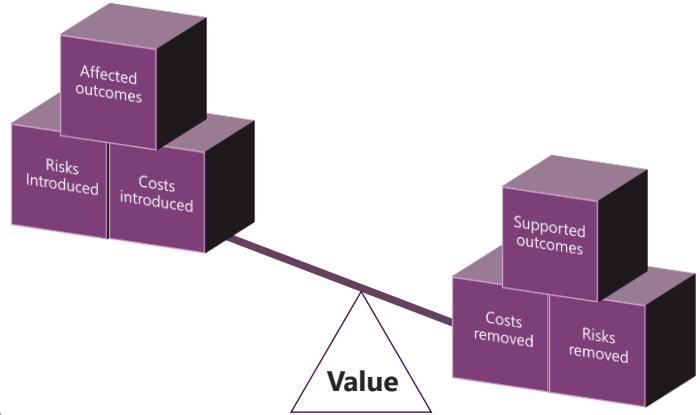


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Co-Creating Value

- ◆ Value can't be created without

Utility: The functionality offered by a product or service to meet a particular need.

Warranty: Assurance that a product or service will meet agreed requirements.



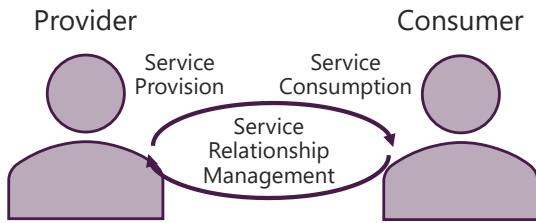
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Service Relationships



◆ Definition:

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



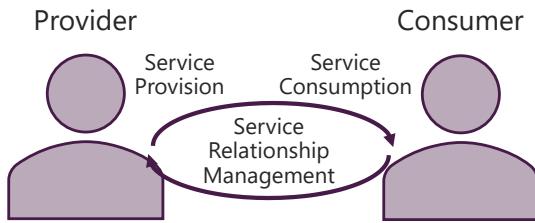
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◆ Definition:

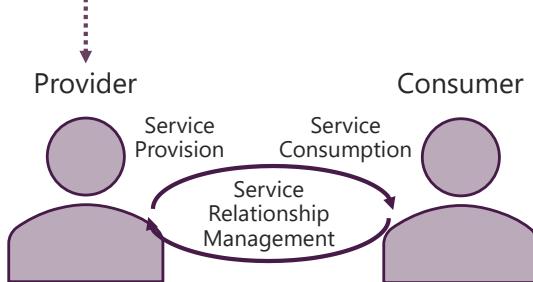
Service relationship: A cooperation between a **service provider** and **service consumer**. Service relationships include **service provision**, **service consumption** and **service relationship management**.



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Service Provider

- ◆ An organization that delivers services to consumers within its own organization or external to its own organization

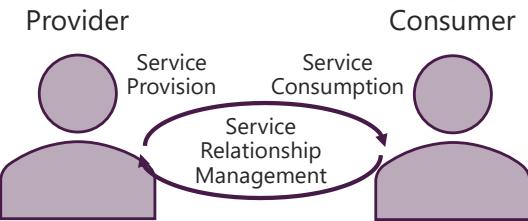


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Service Consumer



- ◆ An organization that uses the services provided to them by another organization within their own organization or external to their organization

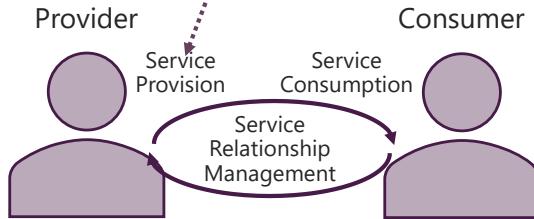


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Service Provision



- ◆ Activities performed by an organization to provide services and/or goods.

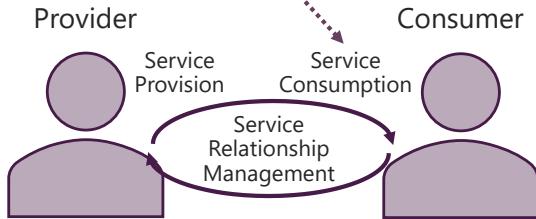


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Service Consumption



- ◆ Activities performed by an organization to consume services and/or goods.

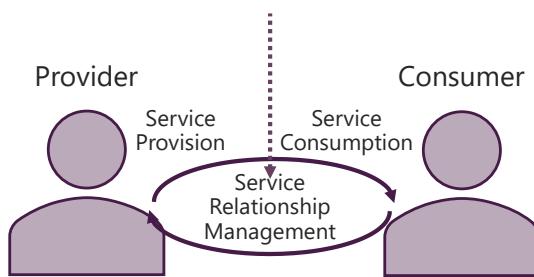


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Service Relationship Management



- Joint activities performed by a service provider and a service consumer to ensure continual value co-creation based on agreed and available service offerings.



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Organization

◆ Definition:

A person or group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives.

Organization B



Organization D



Organization A



Organization C

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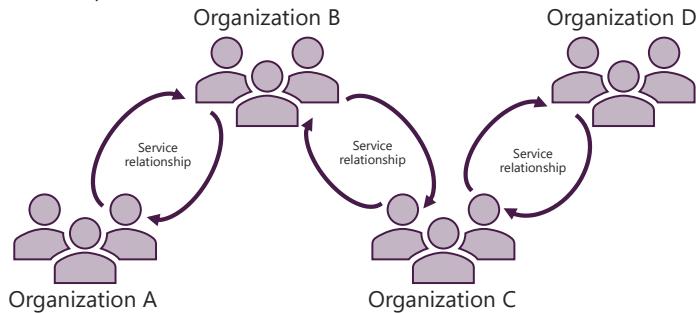
Organization



◆ Definition:

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◆ Organizations can be both providers and consumers



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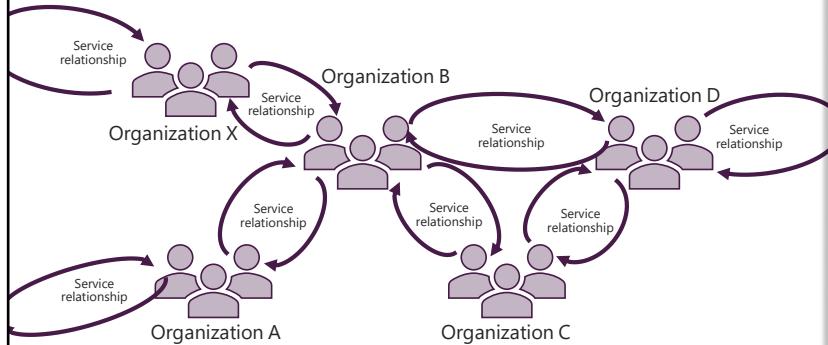
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Service Consumer



Three different types:

◆ Customer

A role that defines the requirements of a service and takes responsibility for the outcomes of service consumption.

◆ User

A role that uses services.

◆ Sponsor

A role that authorizes budget for service consumption.

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Stakeholders



- ◆ A person or organization that has an interest or involvement in an organization, product, service, practice, or other entity.

Accounting Accounts
Receivable Actuaries Analytics
Reporting Audit Billing Board members
body Business Analysts Business
Community Consulting Control Council and risk for
profit Chief Compliance Officer Chief Executive
Chief Finance Officer Chief Information Officer
Chief Operations Officer Chief Technology Officer
Civil service Client project team Competitors
Clients Contractors Customers Distributors
Designers Directors Distributes Engineering
Environmental groups Expenses department
Facilities Finance Fraud Government
Health and Safety Hospitality
Human Resources

Insurance
Inventory IT Key Individuals
Lessees Holders Legal Lobby groups Local
authority Local government Local interest group
Local people Logistics Maintenance Managers Manu-
facturers Marketing Media Networking Non-human e.g.
Animal Occupational Therapy Operators Projects
Partners Programmes Private Groups Purchasing Product team
Professionals Programmes Project team Property owners Public
Relations Publishing department or supplier Quality Assurance
team Recruitment Regulators Research and Development Resellers
Residents Revenue recognitions Security Senior Management Team
Service providers Stakeholders Social media Staff
Subject Matter Experts Suppliers Supply Chain Telecommuni-
cations Trade Unions Travel agent Treasurer Trustees Unions Users
Venture capitalists Venue provider Veterinary Vice Presidents
Volunteers Wages Web development Working parties Zealots

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What is a Service?

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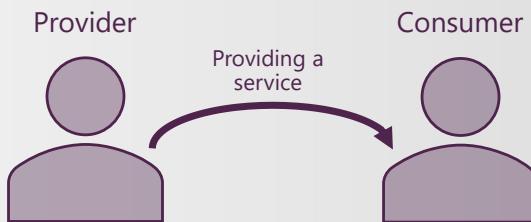
A means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks.



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What is a Service?

- ◆ Based on one or more products



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What is a Service?

- ◆ Based on one or more products

Product: A configuration of an organization's resources designed to offer value for a consumer.



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What is a Service?

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Resource: Something you own or have access to



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Resource: Something you own or have access to



People, information, technology, value streams, processes, suppliers, partners, etc.



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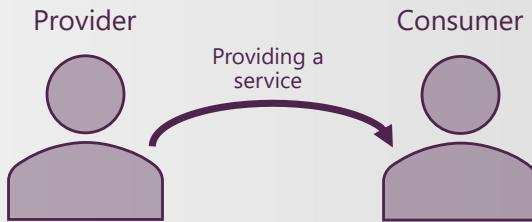
**Combine resources together to
create a product that is delivered
as a service to create value
for the customers**

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What is a Service Offering?

◆ Definition:

Service Offering: A formal 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.



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What is a Service Offering?

- ◆ Goods
- ◆ Access to resources
- ◆ Service actions



NOTE: Not all are required or needed based on the service.



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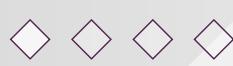
What is Service Management?

◆ Definition:

A set of specialized organizational capabilities for enabling value for customers in the form of services.



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Terms and Definitions Practice Questions



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Practice Questions



Which statement best describes ITIL?

- a) A set of prescriptive ITSM practices which guarantee IT success.
- b) A set of recommended ITSM frameworks which guarantee IT service delivery success.
- c) A framework for ITSM which you adopt.
- d) A framework for ITSM which you adopt and adapt.

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Practice Questions



Which statement best describes ITIL?

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Practice Questions



What is this the ITIL definition of?

"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
- b) Service
- c) Good
- d) Service Management

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Practice Questions



What is this the ITIL definition of?

"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
- b) Service**
- c) Good
- d) Service Management

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Practice Questions



"The perceived benefits, usefulness, and importance of something" is the ITIL definition of what?

- a) Product
- b) Resource
- c) Output
- d) Value

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Practice Questions



"The perceived benefits, usefulness, and importance of something" is the ITIL definition of what?

- a) Product
- b) Resource
- c) Output
- d) Value**

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Practice Questions



As a provider, how is value truly achieved today?

- a) By collaborating with the consumers.
- b) By doing exactly what the consumers want.
- c) By constantly innovating in-house and providing consumers with new services.
- d) By keeping everything status quo so that nothing changes.

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Practice Questions

As a provider, how is value truly achieved today?



- a) By collaborating with the consumers.**
- b) By doing exactly what the consumers want.
- c) By constantly innovating in-house and providing consumers with new services.
- d) By keeping everything status quo so that nothing changes.

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Practice Questions



Which of the following examples is BEST described as an outcome?

- a) Providing Live ITIL training every 3 months.
- b) Providing On-Demand recordings of the Live training 24x7, 365 days a year.
- c) Providing a Practice Exam so consumers can test their knowledge.
- d) Providing an all-inclusive service so that a customer can prepare and successfully pass the ITILv4 certification exam.

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Practice Questions



Which of the following examples is BEST described as an outcome?

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Practice Questions

Which of the following are essential for a service to provide the outcomes the customer is looking for and therefore the expected value?

- 1) Utility
 - 2) Goods
 - 3) Warranty
 - 4) Sponsor
- a) 1 and 2
 - b) 2 and 3
 - c) 1 and 3
 - d) 2 and 4



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Practice Questions

Which of the following are essential for a service to provide the outcomes the customer is looking for and therefore the expected value?

- 1) Utility
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- a) 1 and 2
 - b) 2 and 3
 - c) 1 and 3**
 - d) 2 and 4



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Practice Questions



Regarding the Service Consumer, which is the correct term to describe "who defines the requirements of a service and takes responsibility for the outcomes of service consumption"?

- a) Customer
- b) User
- c) Sponsor
- d) Stakeholder

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Practice Questions



Regarding the Service Consumer, which is the correct term to describe "who defines the requirements of a service and takes responsibility for the outcomes of service consumption"?

- a) **Customer**
- b) User
- c) Sponsor
- d) Stakeholder

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Practice Questions



If you had an interest in, or were involved with an organization, its products, its services, or its practices... you would be defined as a _____?

- a) User
- b) Customer
- c) Sponsor
- d) Stakeholder

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Practice Questions



If you had an interest in, or were involved with an organization, its products, its services, or its practices... you would be defined as a _____?

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- c) Sponsor
- d) Stakeholder**

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Practice Questions



Something you own or have access to is defined as a _____?

- a) Service
- b) Product
- c) Resource
- d) User

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Practice Questions



Something you own or have access to is defined as a _____?

- a) Service
- b) Product
- c) Resource**
- d) User

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Practice Questions



Which of the following correctly defines a "Good" as part of a Service Offering?

- a) When ownership is transferred to the consumer.
- b) When access is granted or licensed to the consumer under agreed terms and conditions.
- c) When support is provided to the consumer.
- d) When self-help options are provided to the consumer.

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Practice Questions



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◇ ◇ ◇ ◇ ITILv4 Exam Objective

Learning Outcome 4 and 3

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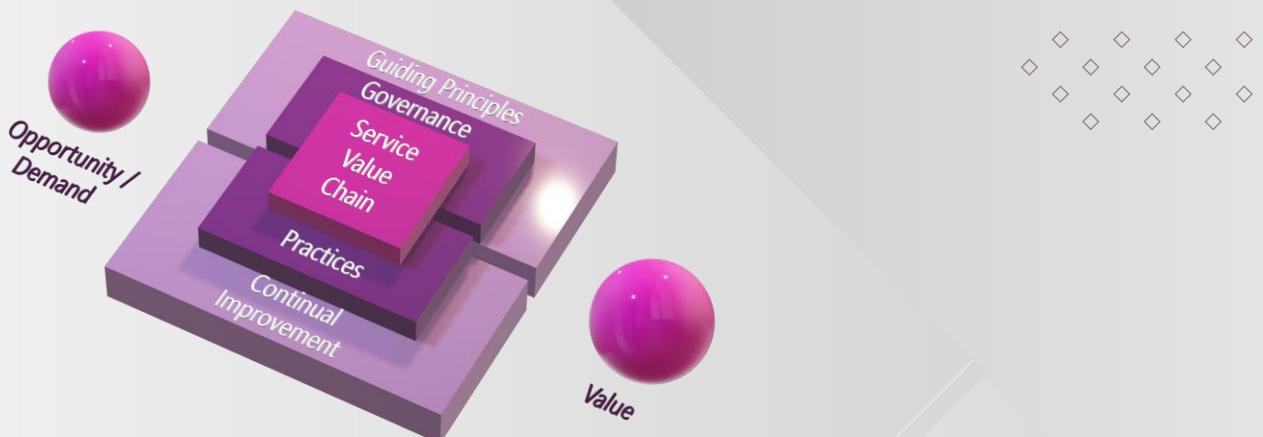


◇ ◇ ◇ ◇ Overview of the ITILv4 Service Value System

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ITIL Service Value System



- ◆ **Service Value System (SVS):** A model representing how all the components and activities of an organization work together to facilitate value creation.

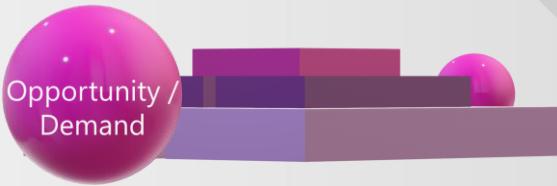
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ITIL Service Value System



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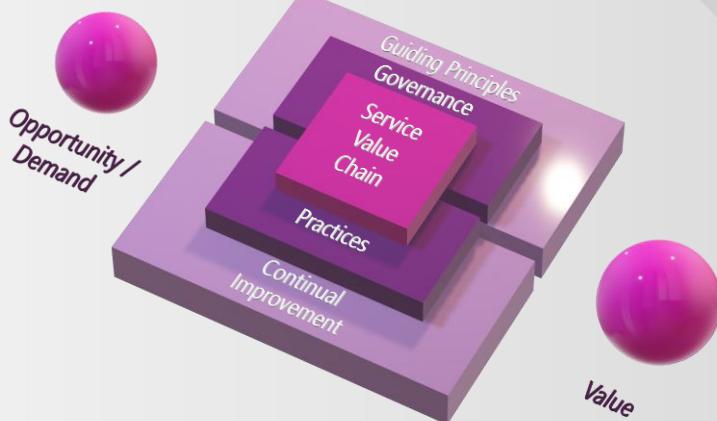
ITIL Service Value System



- ◆ Inputs for the SVS
 - Options
 - Possibilities
 - Needs
 - Desires
- ◆ To add value to an existing service for Stakeholders
- ◆ To provide a new service and therefore, new value to Stakeholders

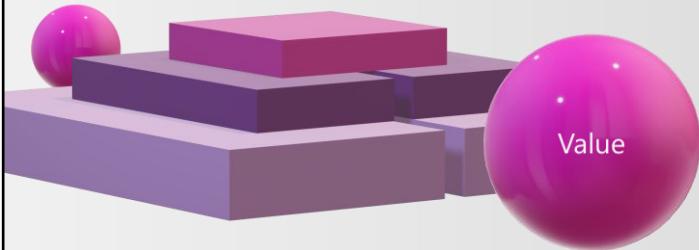
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ITIL Service Value System



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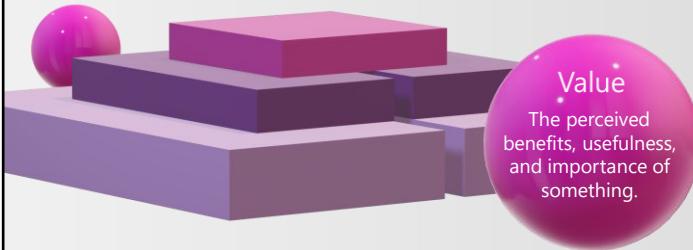


◆ Output of the SVS

Based on the outcomes the stakeholder needs

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ITIL Service Value System

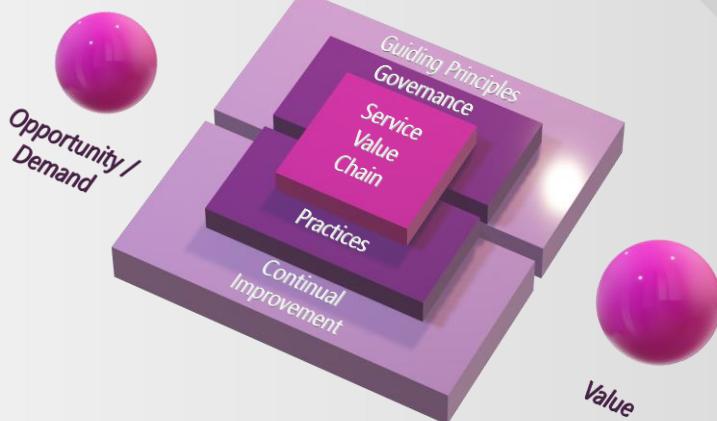


◆ Output of the SVS

Based on the outcomes the stakeholder needs

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ITIL Service Value System



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ITIL Service Value System



Guiding Principles

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ITIL Service Value System

The 7 Guiding Principles

Guiding Principle: Recommendations that can guide an organization in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure.

Focus on Value

Start Where You Are

Progress Iteratively with Feedback

Collaborate and Promote Visibility

Think and Work Holistically

Keep it Simple and Practical

Optimize and Automate



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ITIL Service Value System

Governance

The means by which an organization is directed and controlled.

Through policies and regulations

A governing body is accountable for an organization's compliance



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ITIL Service Value System

Governing Activities

Evaluate
Direct
Monitor



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The Role of Governance in SVS

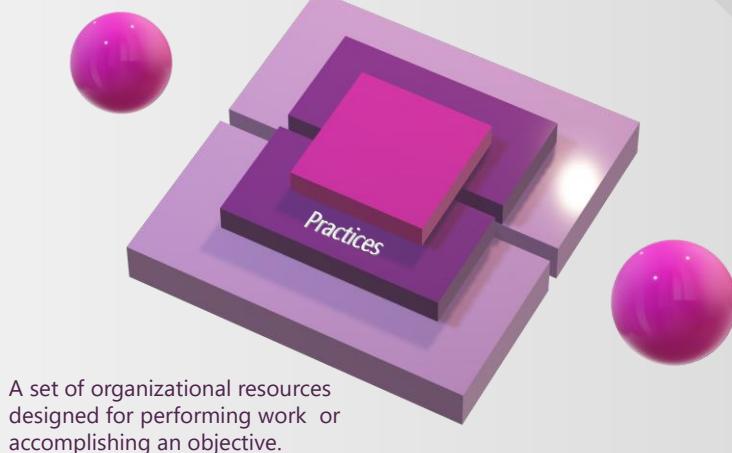
Should be driven from top down with parts delegated as needed.

Governing body needs to retain oversight.



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ITIL Service Value System



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

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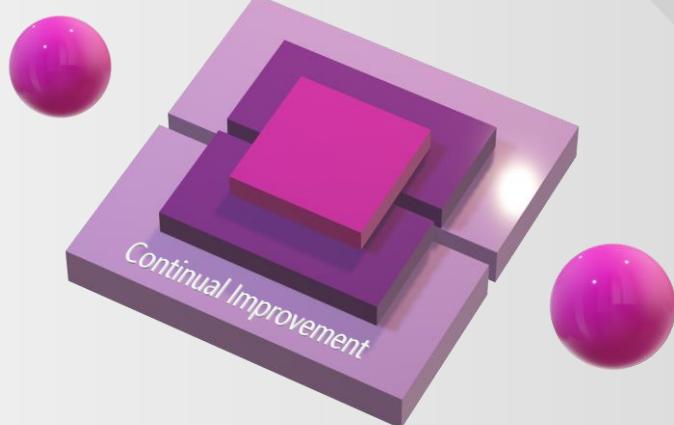
ITIL Service Value System

General Management Practices	Service Management Practices	Technical Management practices
Architecture management	Availability management	Deployment management
Continual improvement	Business analysis	Infrastructure and platform management
Information security management	Capacity and performance management	Software development and management
Knowledge management	Change enablement	
Measurement and reporting	Incident management	
Organizational change management	IT asset management	
Portfolio management	Monitoring and event management	
Project management	Problem management	
Relationship management	Release management	
Risk management	Service catalogue management	
Service financial management	Service configuration management	
Strategy management	Service continuity management	
Supplier management	Service design	
Workforce and talent management	Service desk	
	Service level management	
	Service request management	
	Service validation and testing	



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ITIL Service Value System



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ITIL Service Value System

Continual Improvement

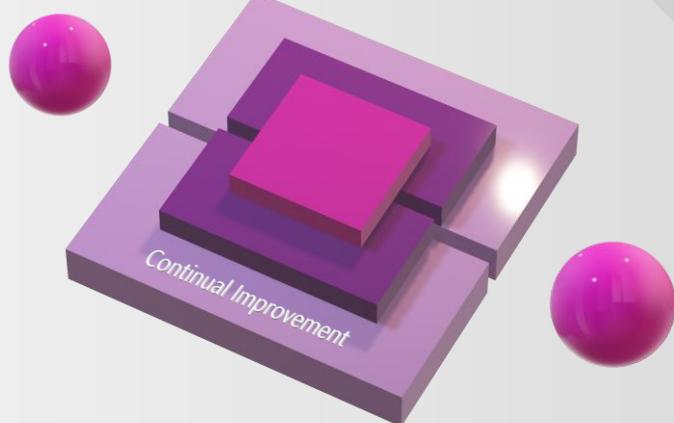
Appears 3 times in the SVS:

- The ITIL Continual Improvement model
- The Improve activity
- The Continual Improvement practice



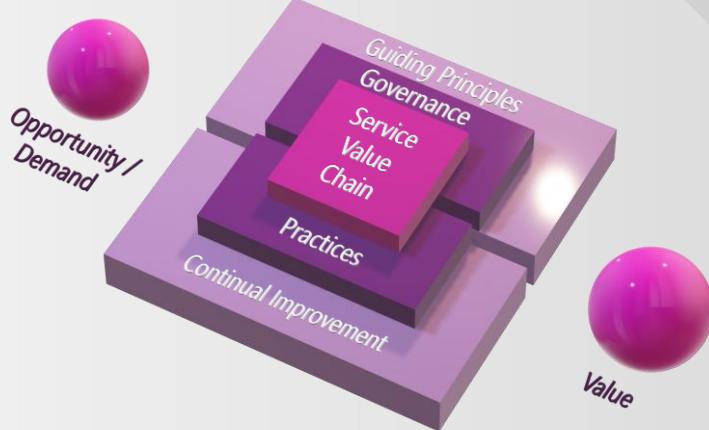
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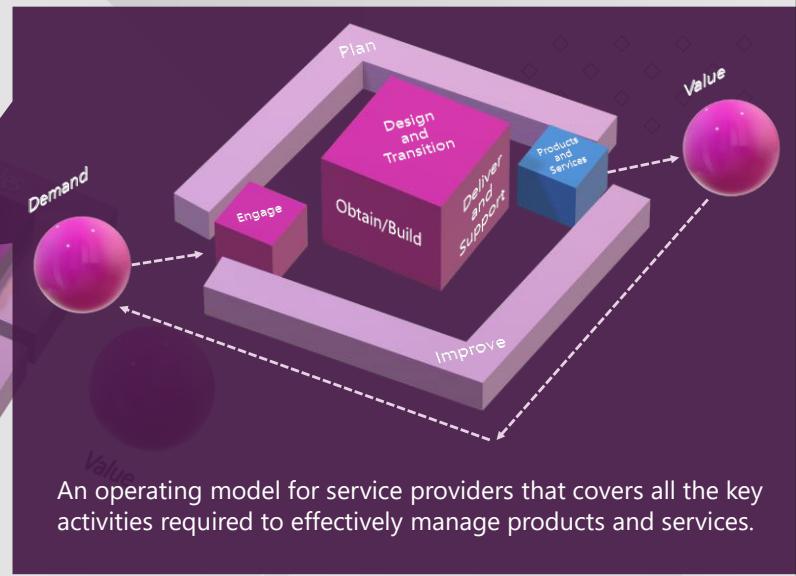
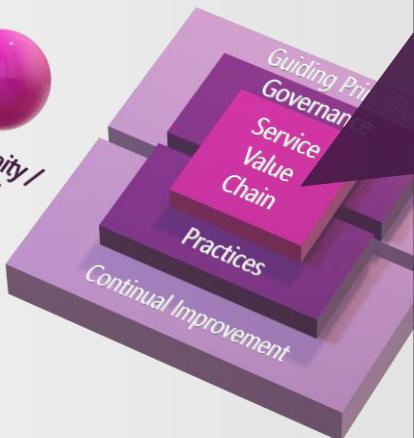
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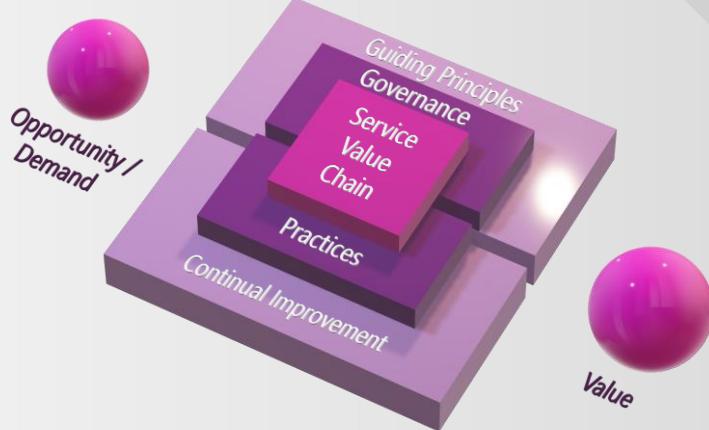
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Opportunity/
Demand



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The 4 Dimensions of Service Management

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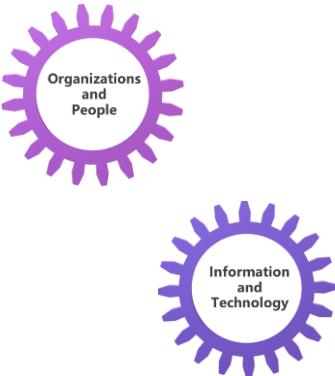


Four Dimensions of Service Management



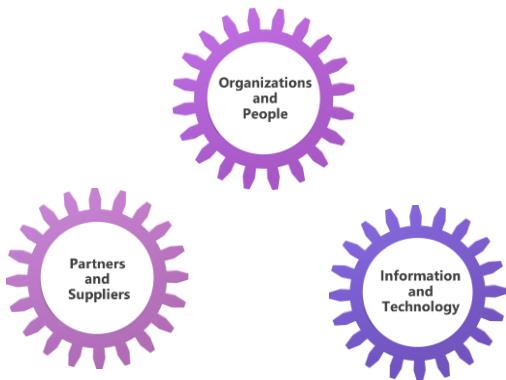
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Four Dimensions of Service Management



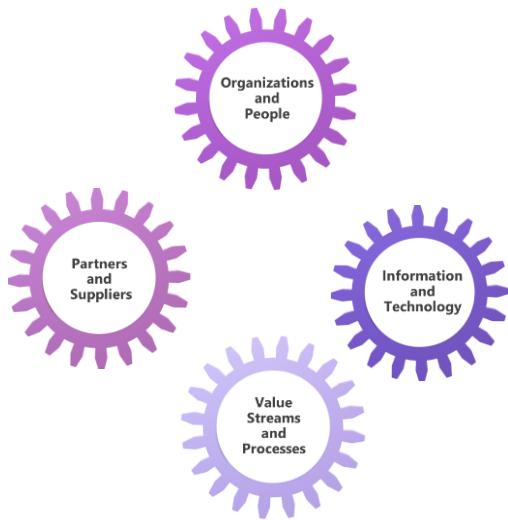
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Four Dimensions of Service Management



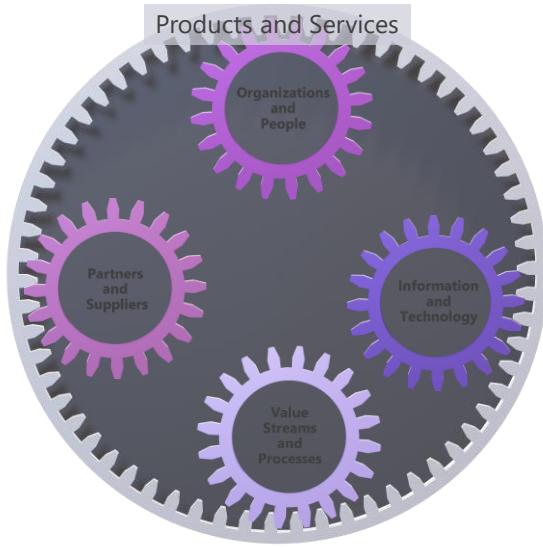
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Four Dimensions of Service Management



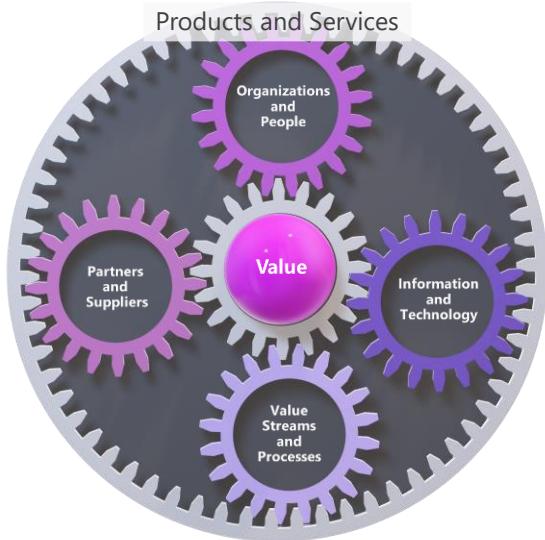
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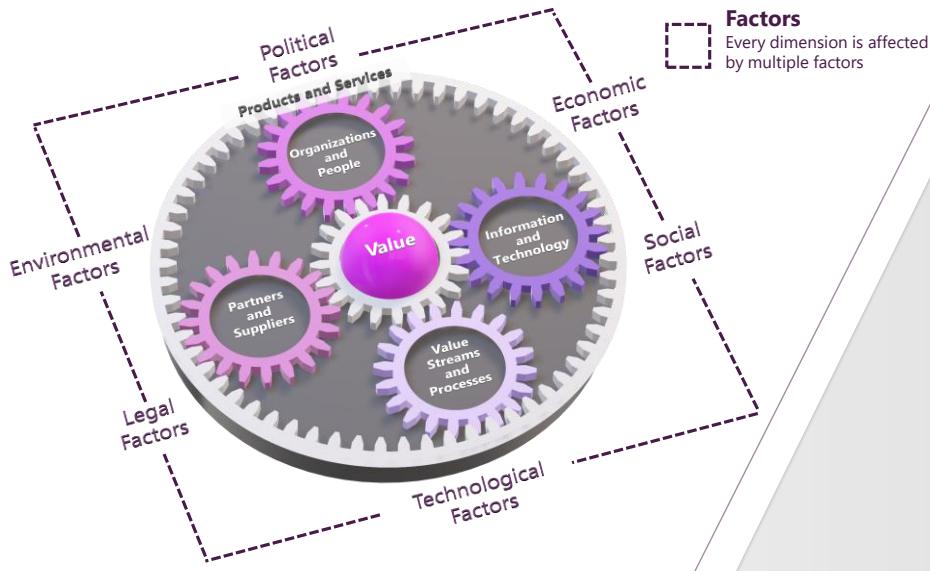
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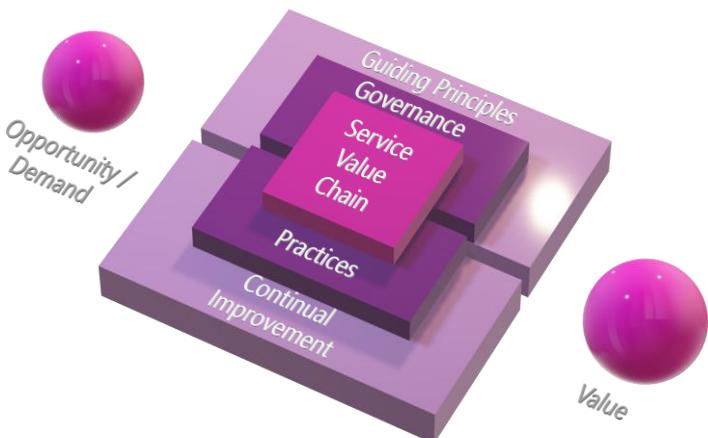
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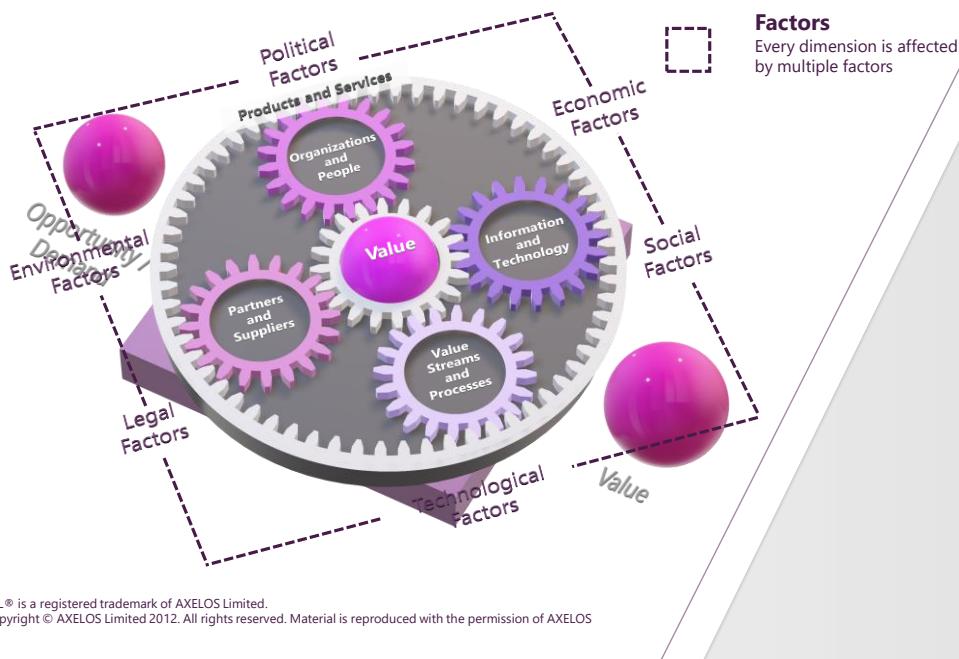
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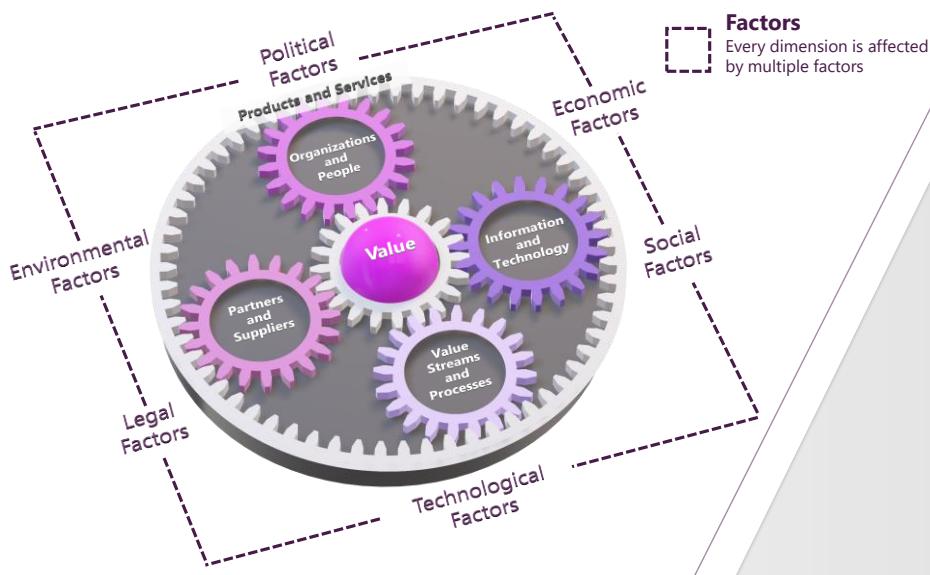


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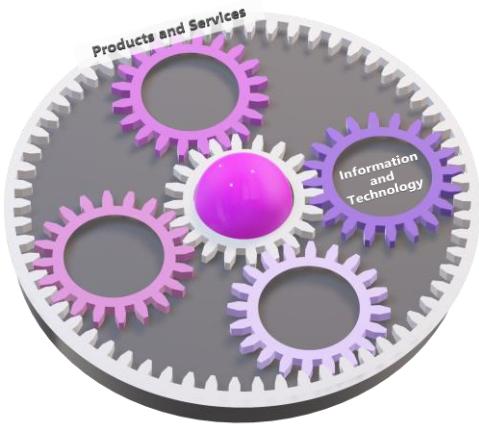
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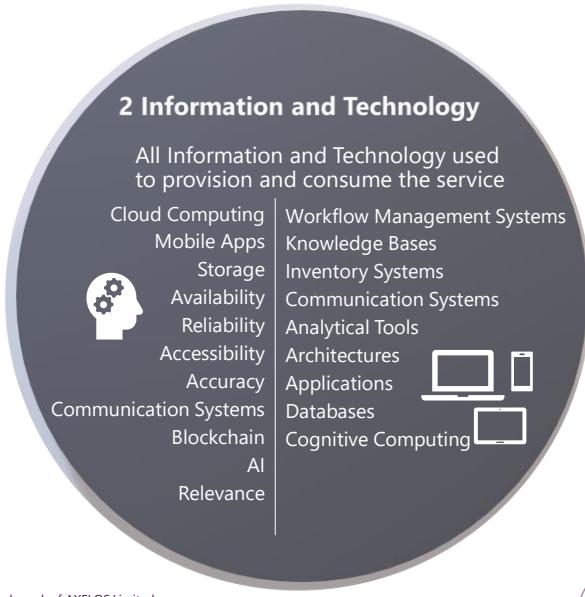
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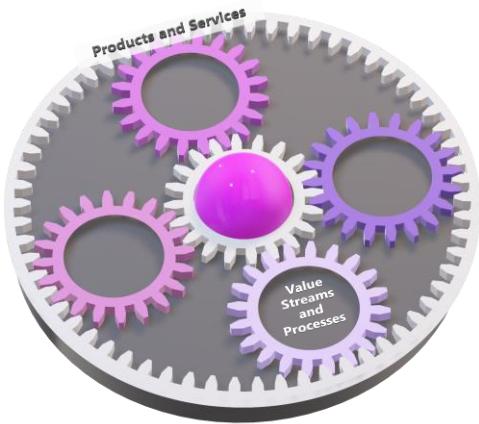
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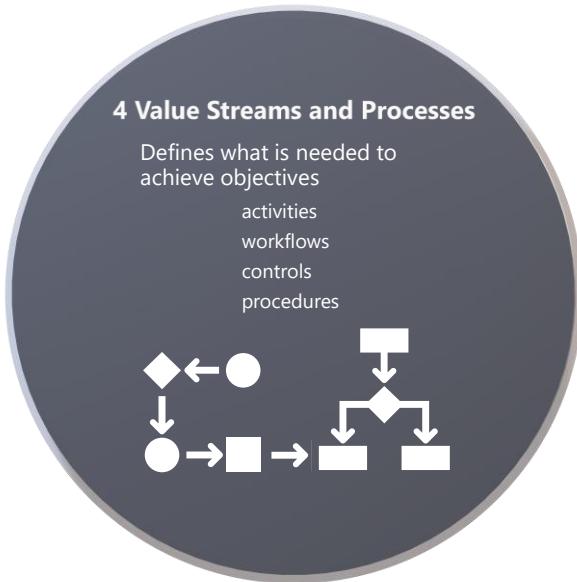
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SVS and 4Ds Practice Questions

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Practice Questions

- ◆ Of the Four Dimensions of Service Management, which of the following is the most important?
- a) Organizations and People
 - b) Information and Technology
 - c) Partners and Suppliers
 - d) Value Streams and Processes

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Practice Questions

- ◆ Which of the 4 Dimensions of Service Management focuses on the activities needed to achieve objectives?
 - a) Organizations and People
 - b) Information and Technology
 - c) Partners and Suppliers
 - d) Value Streams and Processes

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Practice Questions

- ◆ Which of the 4 Dimensions of Service Management focuses on the activities needed to achieve objectives?
 - a) Organizations and People
 - b) Information and Technology
 - c) Partners and Suppliers
 - d) Value Streams and Processes**

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Practice Questions

- ◆ Which of the Four Dimensions of Service Management focuses on communication and collaboration skills?
 - a) Organizations and People
 - b) Information and Technology
 - c) Partners and Suppliers
 - d) Value Streams and Processes

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Practice Questions

- ◆ Which of the Four Dimensions of Service Management focuses on communication and collaboration skills?
 - a) **Organizations and People**
 - b) Information and Technology
 - c) Partners and Suppliers
 - d) Value Streams and Processes

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Practice Questions

- ◆ Which of the following are components of the Service Value System?
- a) Organizations and People
 - b) Demand and Opportunity
 - c) Practices and Guiding Principles
 - d) Products and Services

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Practice Questions

- ◆ Which of the following are components of the Service Value System?
 - a) Organizations and People
 - b) Demand and Opportunity
 - c) **Practices and Guiding Principles**
 - d) Products and Services

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Practice Questions

◆ What is the Service Value System?

- a) It is a model representing how all the components and activities of an organization work together to facilitate value creation.
- b) It identifies the four perspectives that are critical to the effective and efficient facilitation of value for customers and other stakeholders in the form of products and services.
- c) It is an assortment of recommendations that can guide an organization in all circumstances.
- d) It provides a structured approach that can be adopted and adapted for implementing improvements.

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Practice Questions

- ◆ What is the Service Value System?
- a) **It is a model representing how all the components and activities of an organization work together to facilitate value creation.**
 - b) It identifies the four perspectives that are critical to the effective and efficient facilitation of value for customers and other stakeholders in the form of products and services.
 - c) It is an assortment of recommendations that can guide an organization in all circumstances.
 - d) It provides a structured approach that can be adopted and adapted for implementing improvements.

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◇ ◇ ◇ ◇ ITILv4 Exam Objective

Learning Outcome 2

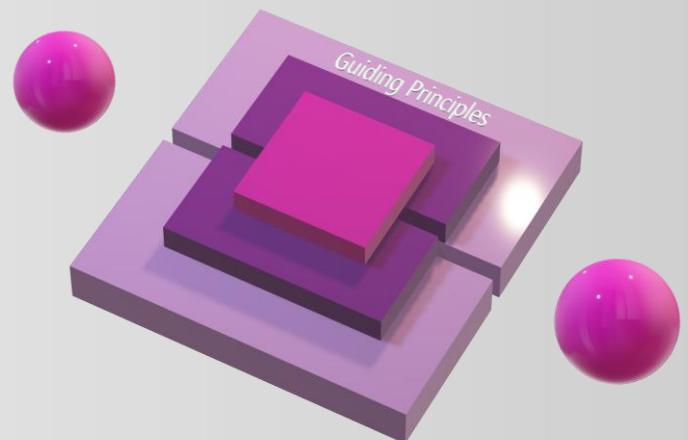
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◇ ◇ ◇ ◇ The 7 Guiding Principles

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ITIL Service Value System



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Guiding Principles

The 7 Guiding Principles

Guiding Principle: Recommendations that can guide an organization in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure.

Focus on Value

Start Where You Are

Progress Iteratively with Feedback

Collaborate and Promote Visibility

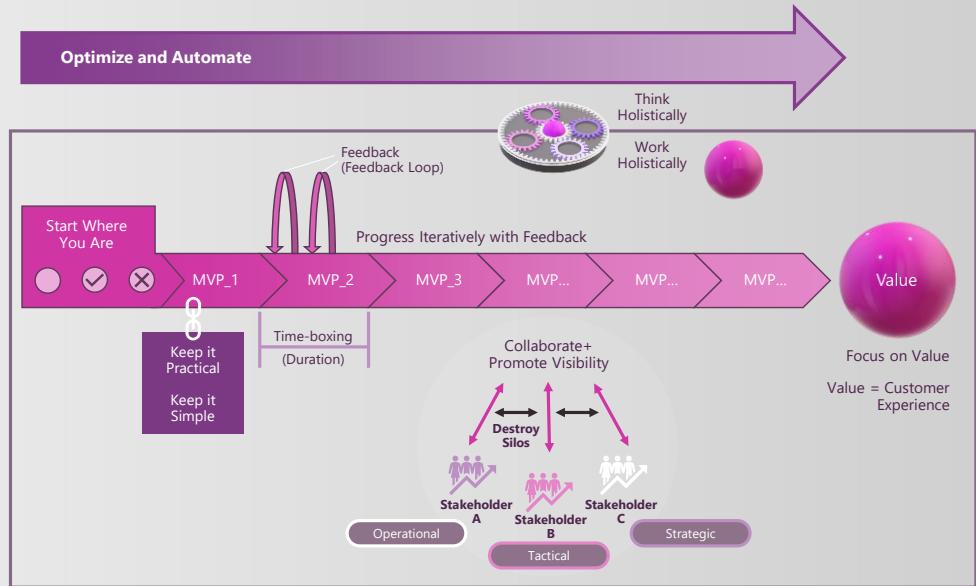
Think and Work Holistically

Keep it Simple and Practical

Optimize and Automate

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Guiding Principles



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Guiding Principles

◆ Focus on value

Map everything directly or indirectly to value for the stakeholders

Who are the stakeholders?

What is their perspective of value?

What is the Customer Experience (CX)?

Objective

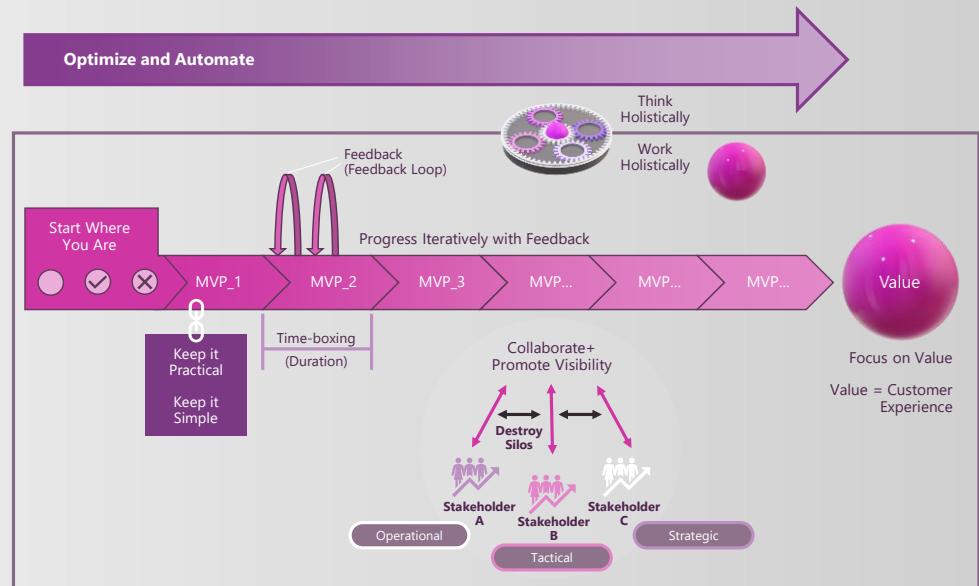
Subjective



Focus on Value
Value = Customer
Experience

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Guiding Principles



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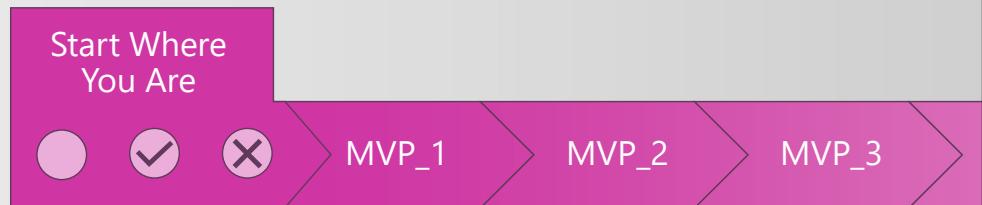
Guiding Principles

◆ Start where you are

Identify what can be reused

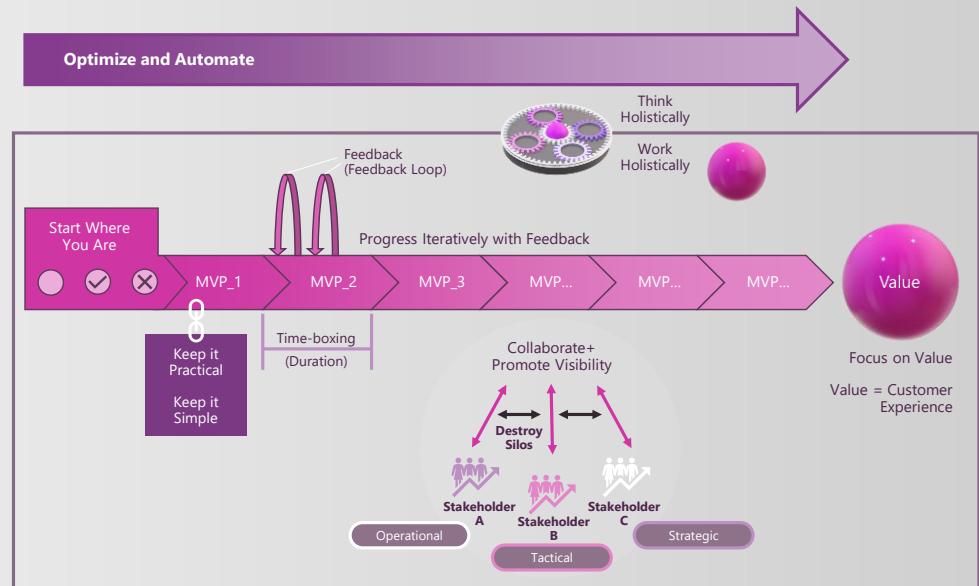
Equipment Tools Processes Activities
Partners People Documentation Methods

Use measurements and observe directly for best results



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Guiding Principles



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Guiding Principles

◆ Progress iteratively with feedback

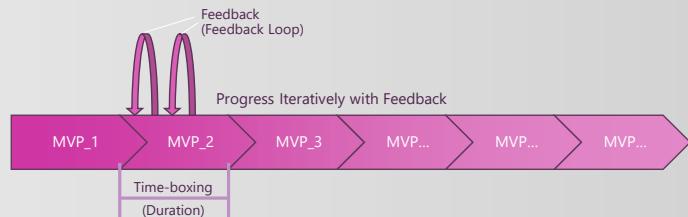
Take an incremental approach

Resist doing everything all at once

Strive for MVPs

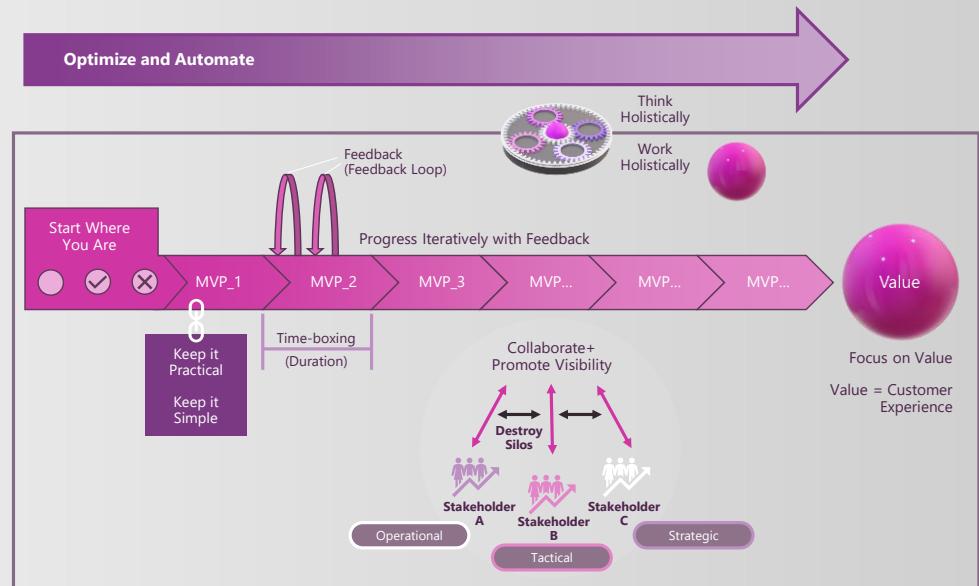
Gather Feedback

Make adjustments on the fly



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Guiding Principles



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Guiding Principles

◆ Collaborate and promote visibility

Working with others

The best ideas typically come from unlikely sources

Inclusion is typically better than exclusion

Sharing information with others

Build trust

Buy-in

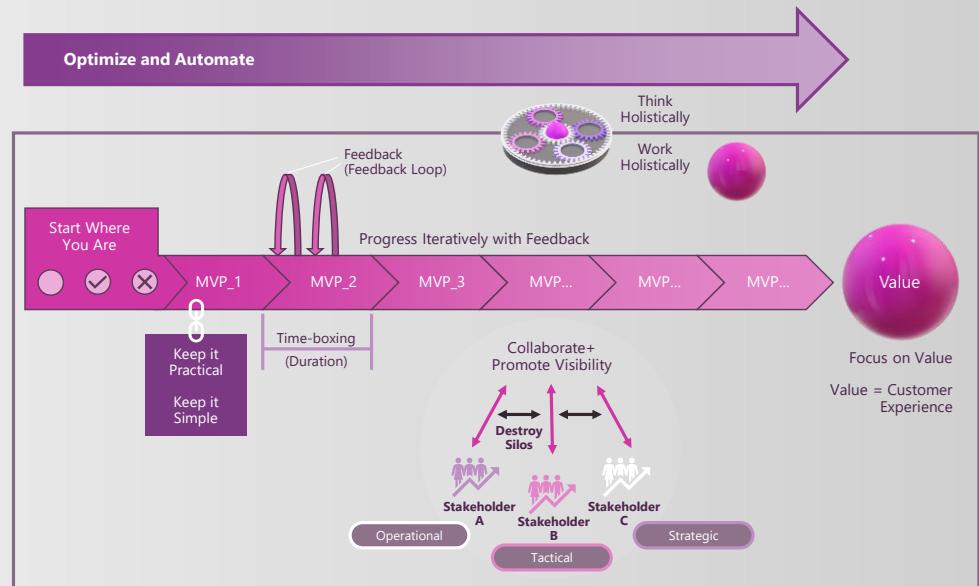
Increases urgency



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Guiding Principles

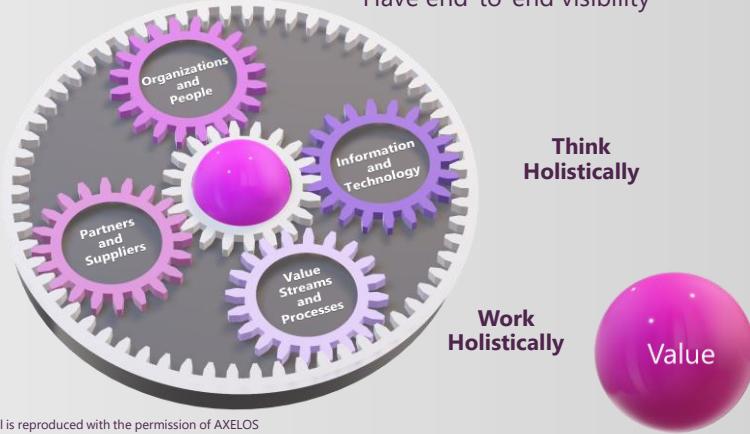


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Guiding Principles

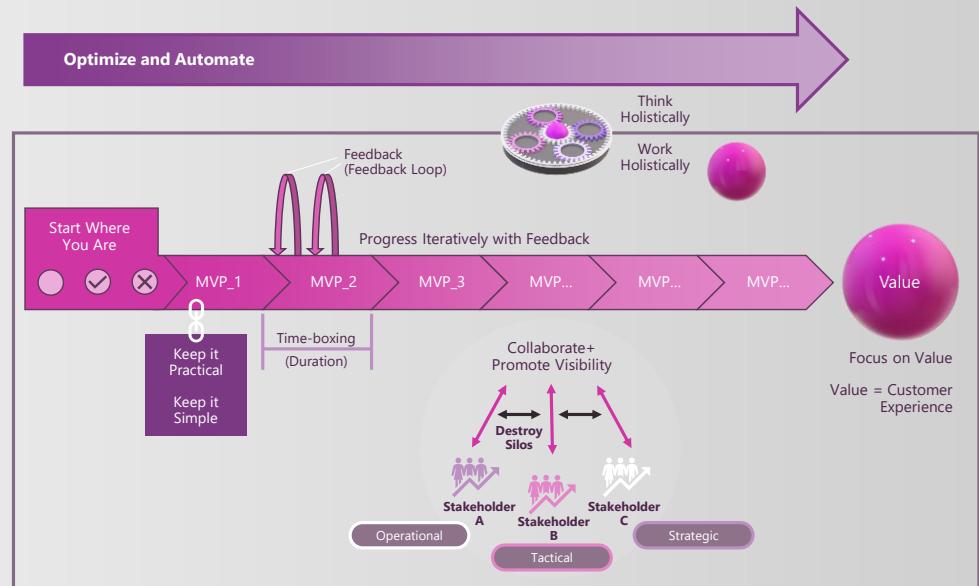
◆ Think and work holistically

Nothing stands alone
Consider the 4 Dimensions
Have end-to-end visibility



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Guiding Principles



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Guiding Principles



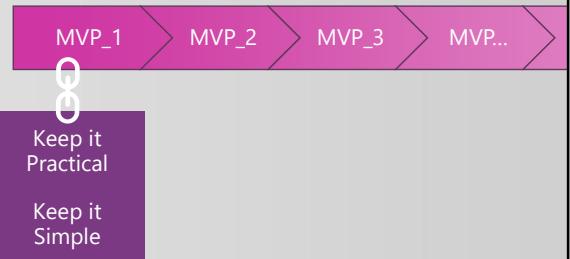
Keep it simple and practical

Fewer steps

Focus on value

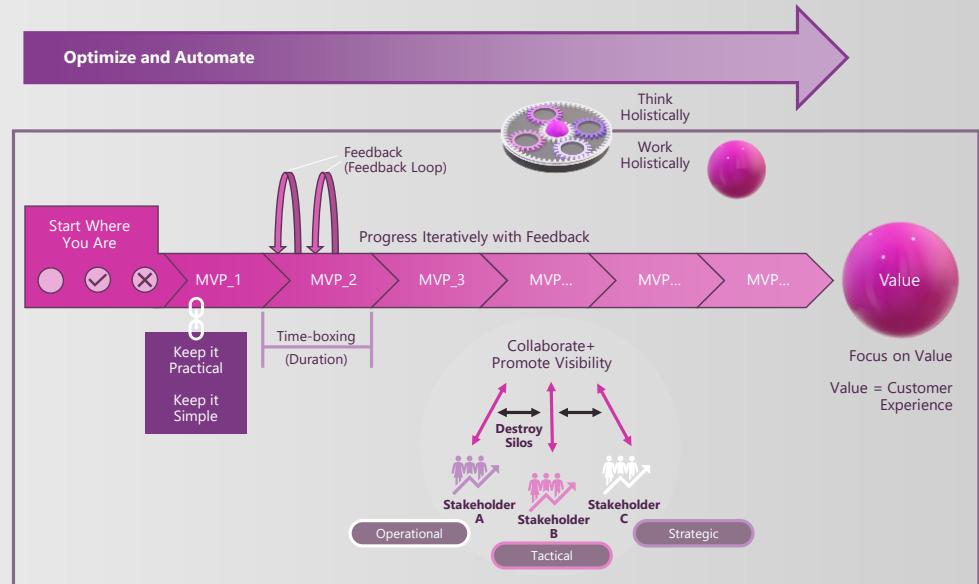
Eliminate

Start uncomplicated and add



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Guiding Principles



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Guiding Principles



Optimize and automate

Maximize the value of technical and human resources.

Consider all other Guiding Principles

Automate standard and repeating tasks

Reduce cost

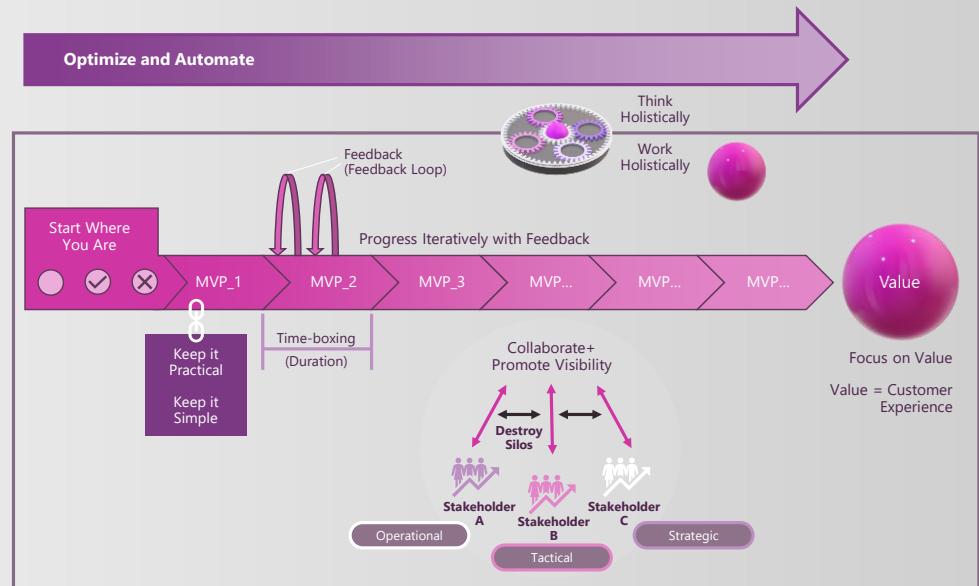
Reduce human error

Increase experience

Optimize and Automate

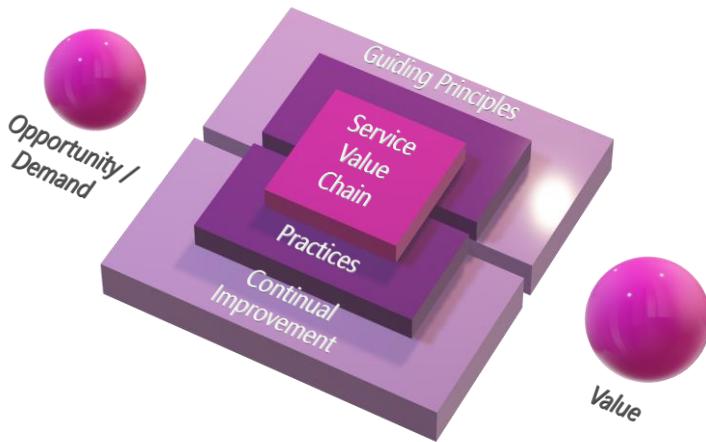
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Guiding Principles

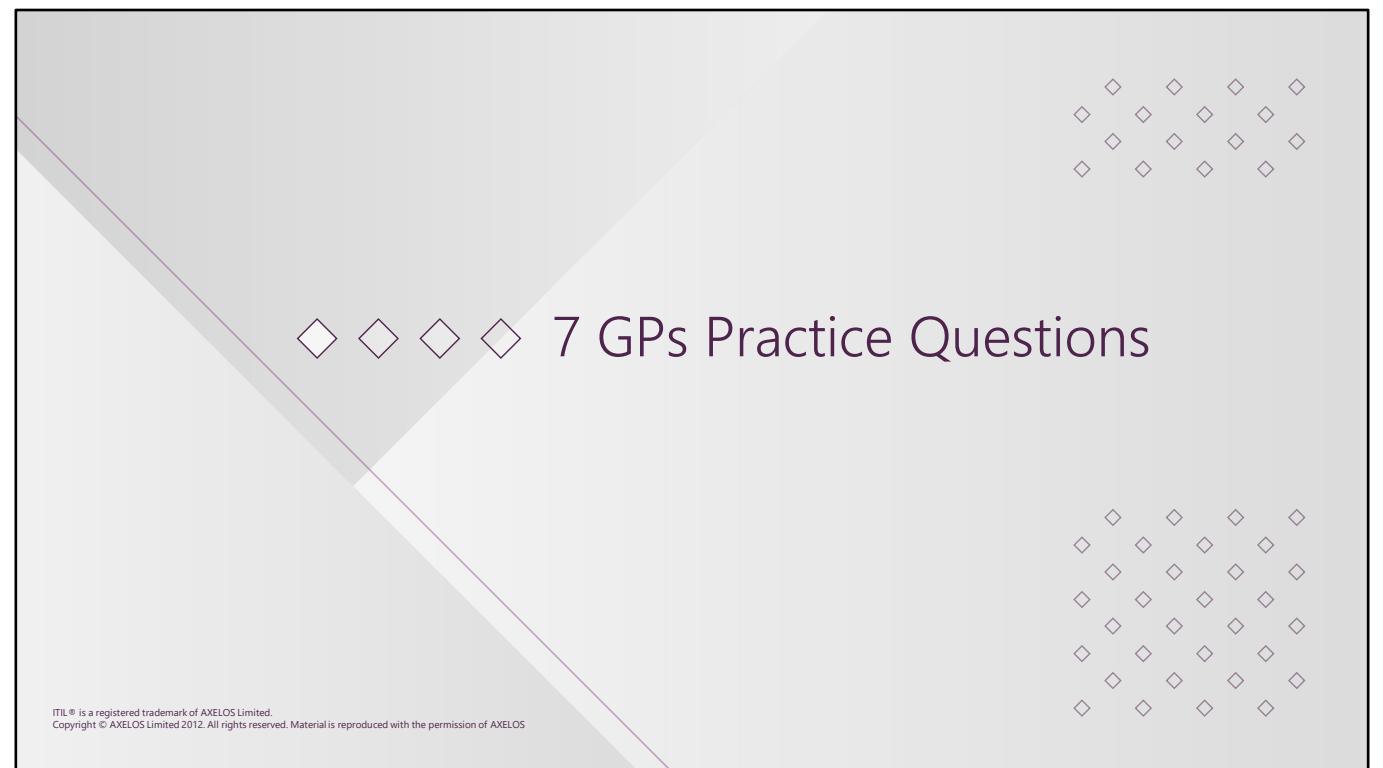


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ITIL Service Value System



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◇ ◇ ◇ ◇ 7 GPs Practice Questions

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Practice Questions

◆ Which of the following is correct about the Guiding Principles?

- a) They are required if you truly want to provide value to stakeholders.
- b) They are recommendations that can guide an organization in all circumstances.
- c) They represent how all the components and activities of an organization work together to facilitate value creation.
- d) Various perspectives that are critical to the effective and efficient facilitation of value.

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Practice Questions

◆ **Which guiding principle focuses on breaking work into smaller more manageable parts so it can be completed in a timely manner?**

- a) Optimize and Automate
- b) Progress iteratively with feedback
- c) Keep it simple and practical
- d) Focus on value

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Practice Questions

◆ You are undertaking an improvement initiative. You plan on identifying elements that can be reused, altered, or built upon. Which Guiding Principle is this an example of?

- a) focus on value
- b) start where you are
- c) progress iteratively with feedback
- d) collaborate and promote visibility

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- c) progress iteratively with feedback
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Practice Questions

◆ **Which of the following statements best describes the Guiding Principle “Collaborate and Promote Visibility”?**

- a) All activities conducted by the organization should link back, directly or indirectly, to value for itself, its customers, and other stakeholder.
- b) Using the minimum number of steps to accomplish an activity and eliminating any steps that produce no value.
- c) Involving the right stakeholders at the right time and continuing to communicate with them so that bottlenecks can be identified, and waste can be uncovered.
- d) Working in an integrated way on the whole and not just the parts.

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Practice Questions

◆ **Which of the following Guiding Principles should you consider when you are improving the functionality of the corporate web site?**

- a) Focus on Value
- b) Think and Work Holistically
- c) Keep it Simple and Practical
- d) Collaborate and Promote Visibility

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Practice Questions

◆ Which of the following Guiding Principles should you consider when you are improving the functionality of the corporate web site?

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ITILv4 Exam Objective

Part of: Learning Outcome 7
and Learning Outcome 5



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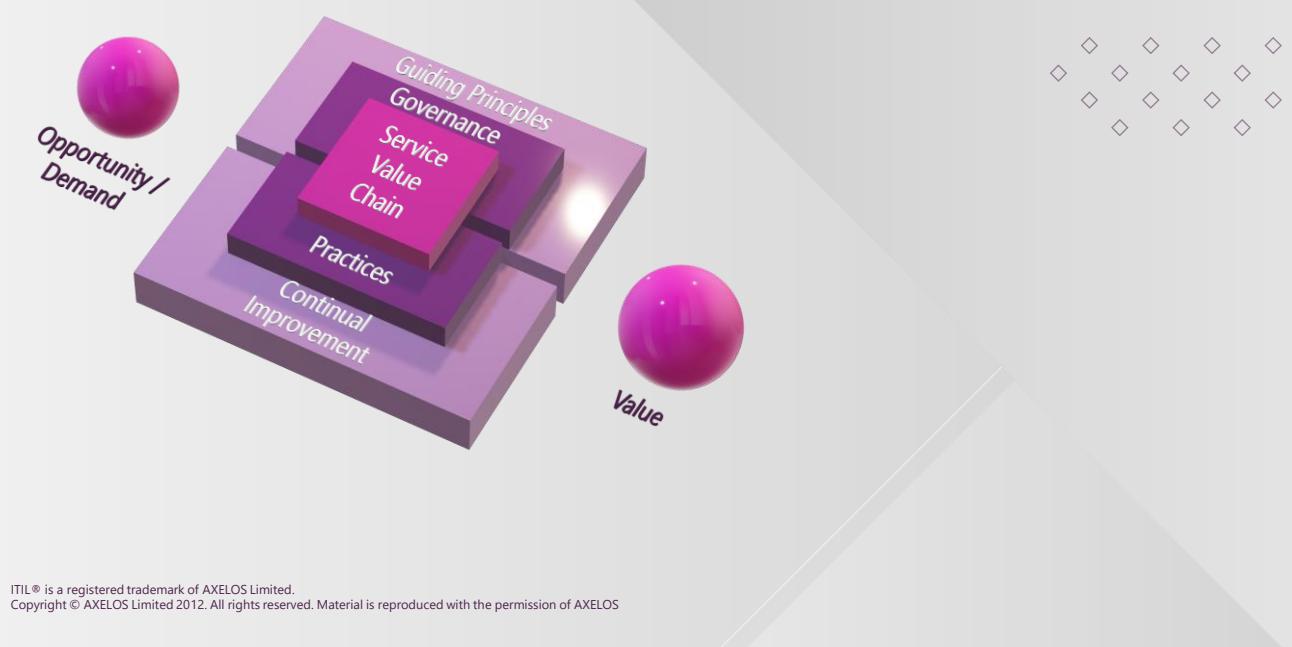


The Continual Improvement Model

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ITIL Service Value System



Continual Improvement Model



CIM: A model providing a structured approach for implementing improvements.

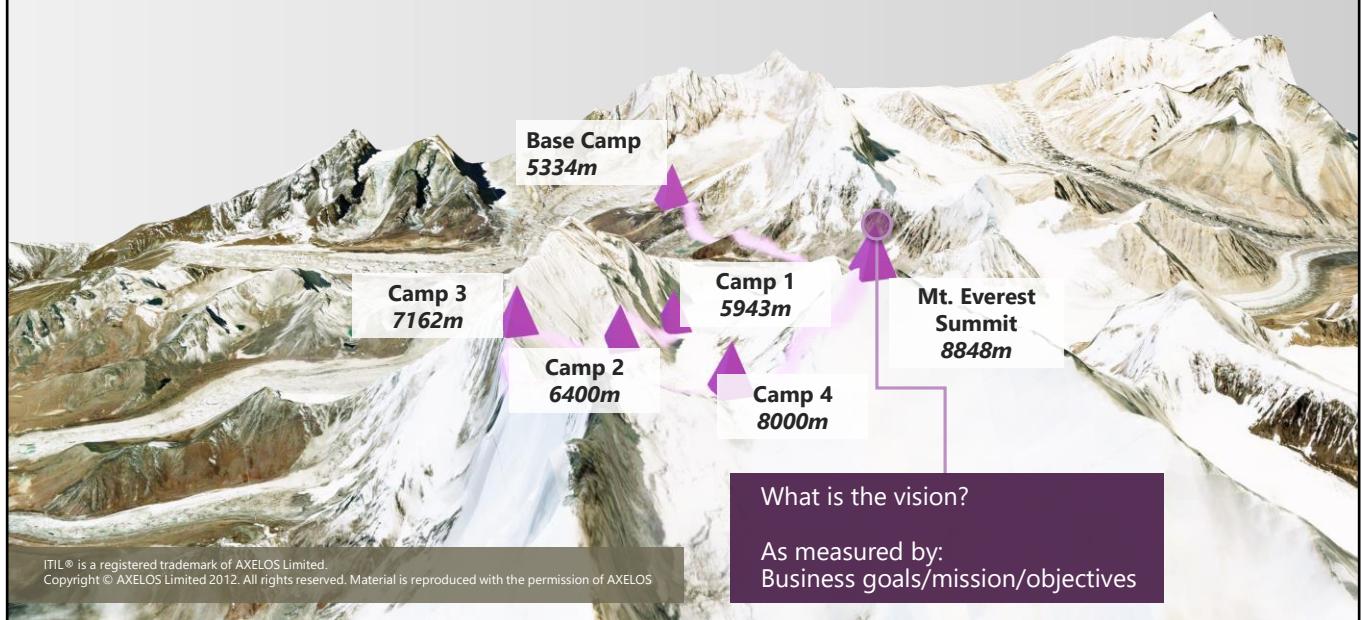


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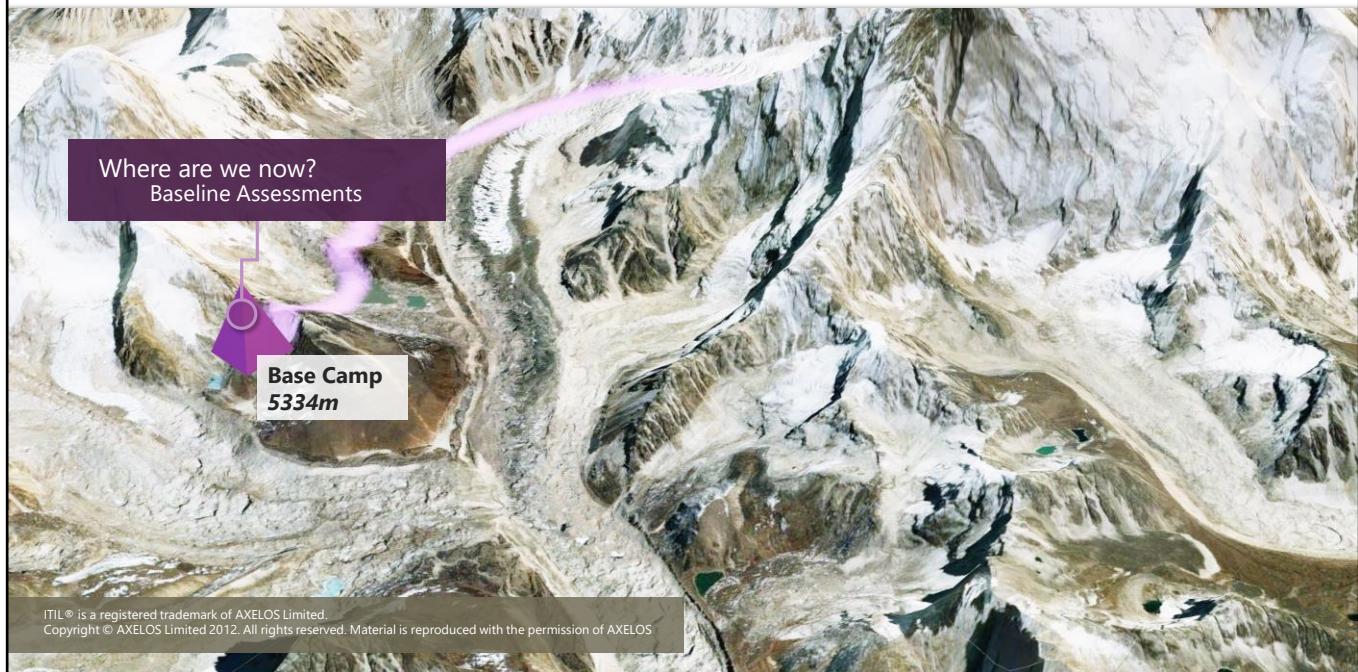
Continual Improvement Model



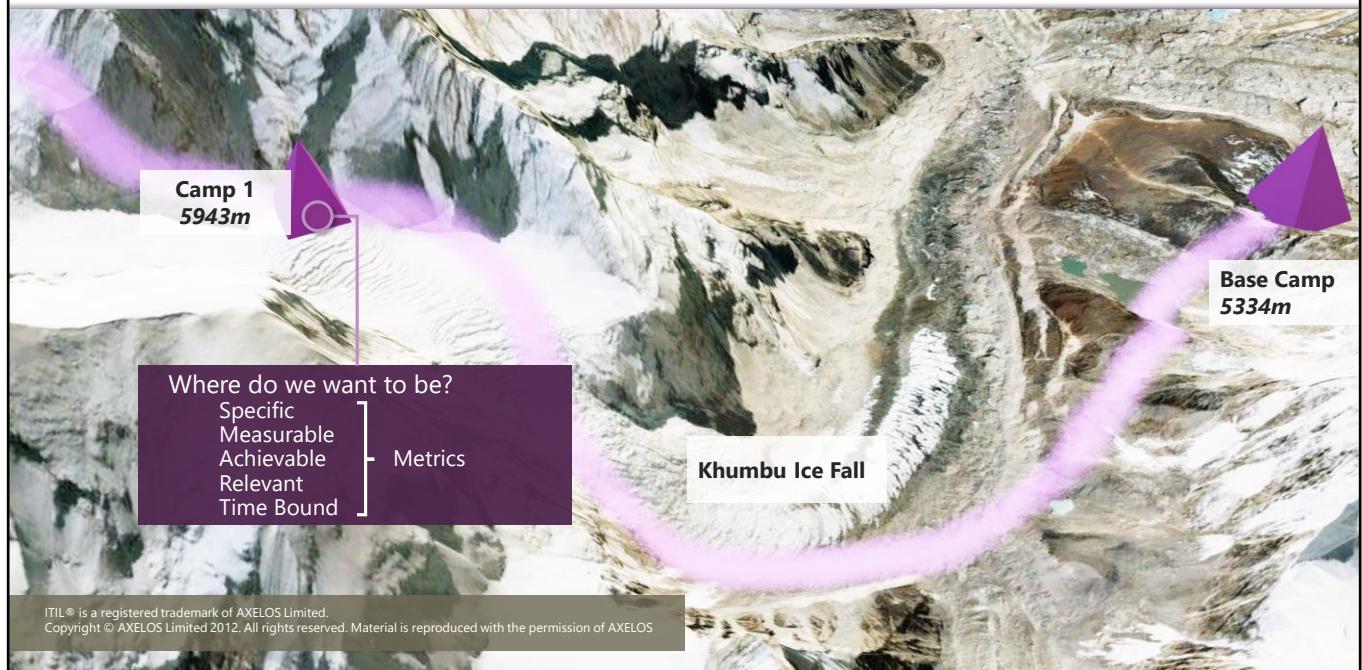
Continual Improvement Model



Continual Improvement Model



Continual Improvement Model



Continual Improvement Model



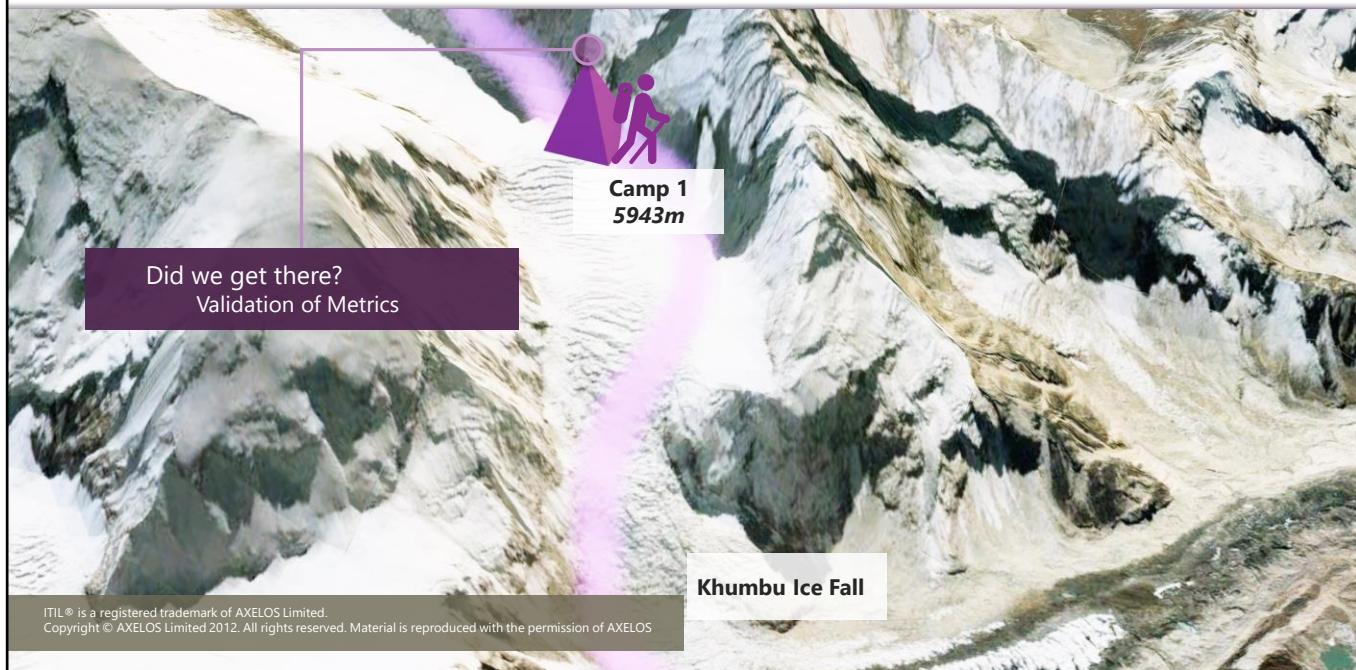
Continual Improvement Model



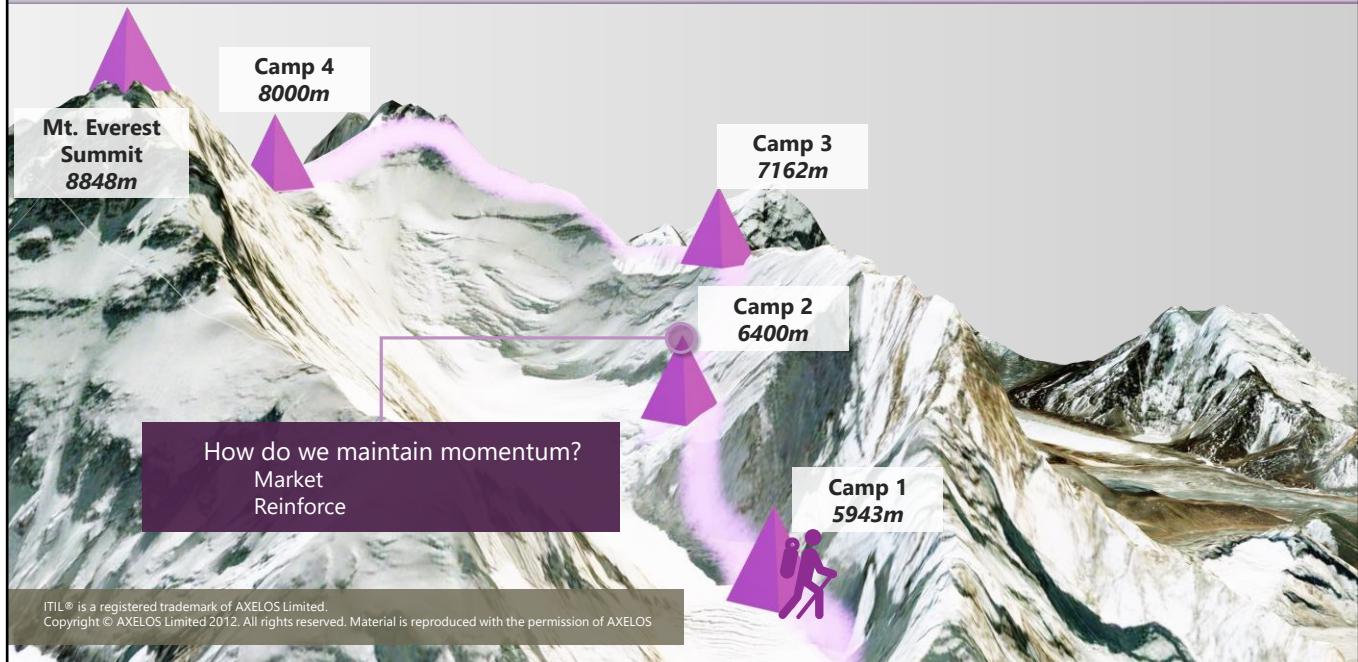
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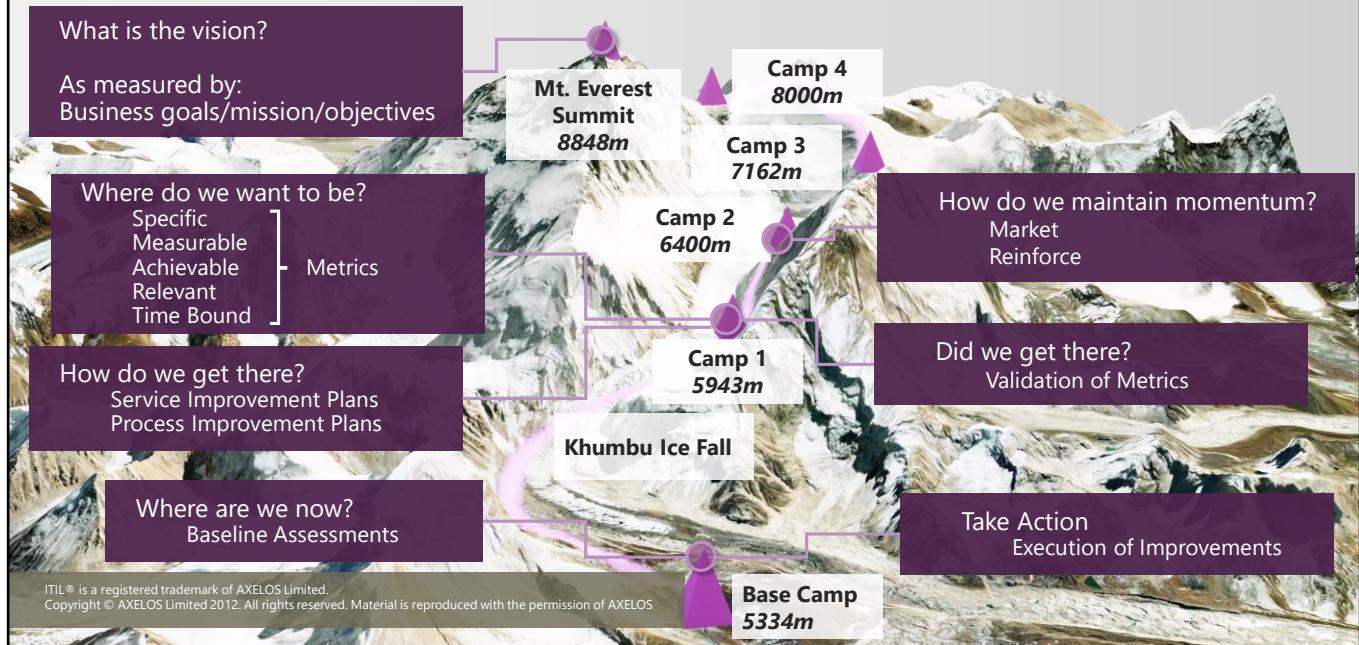
Continual Improvement Model



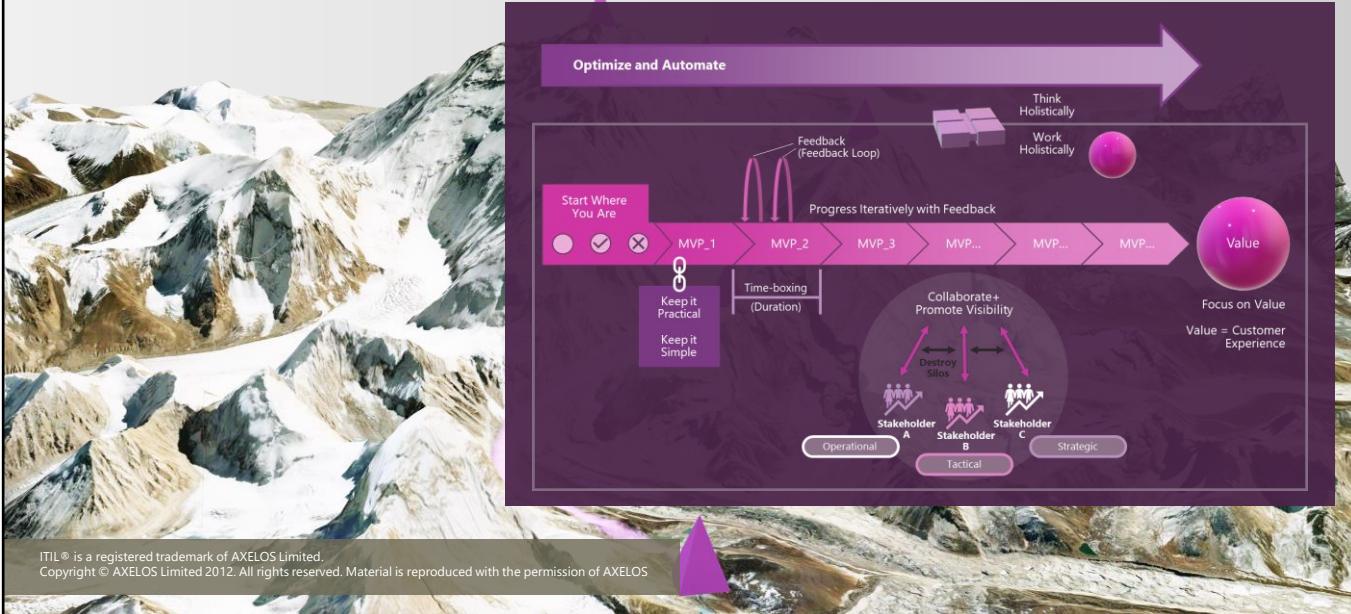
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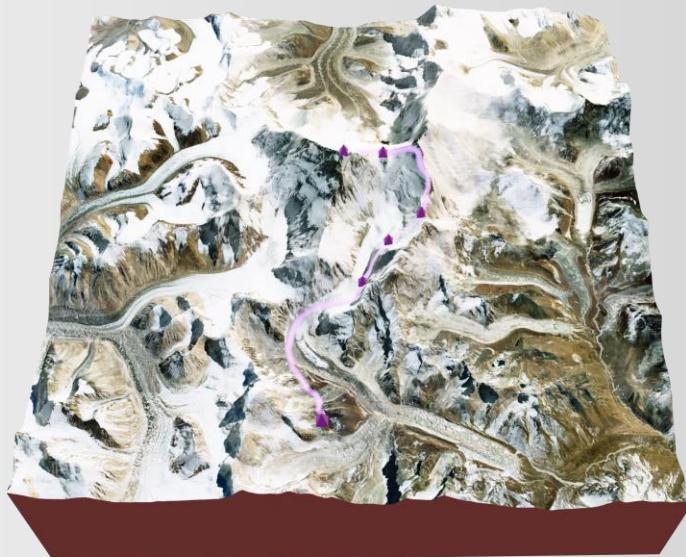
Continual Improvement Model



Continual Improvement Model

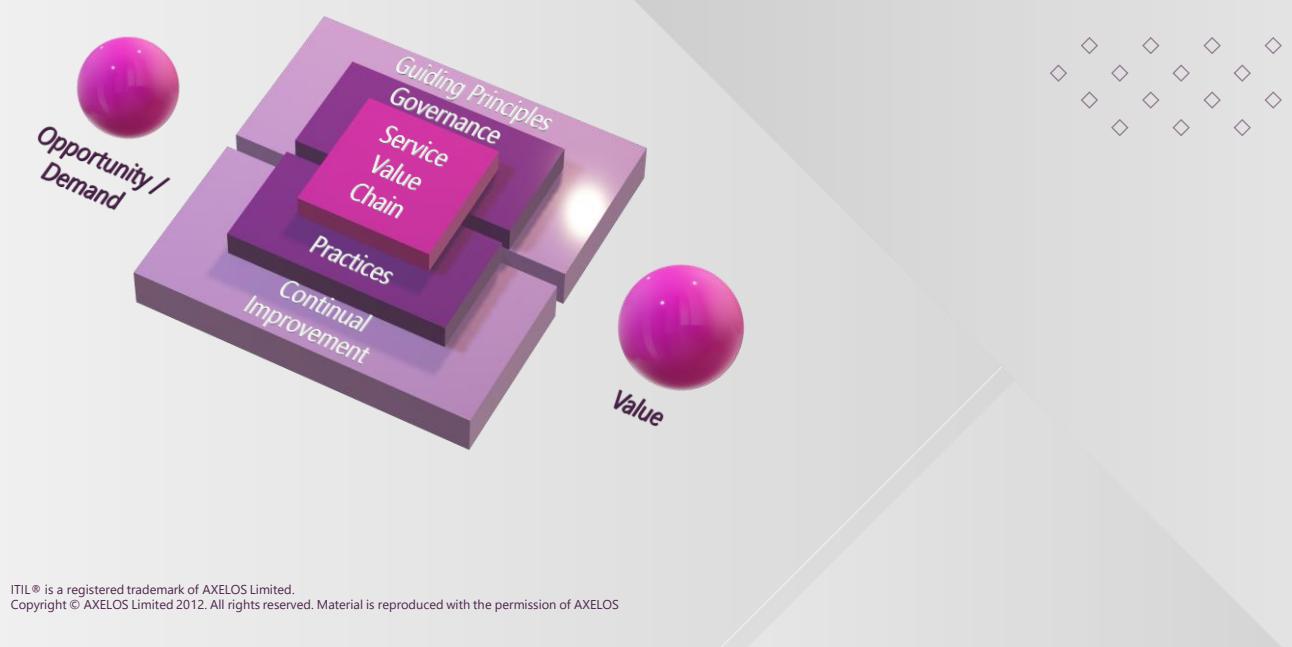


Continual Improvement Model

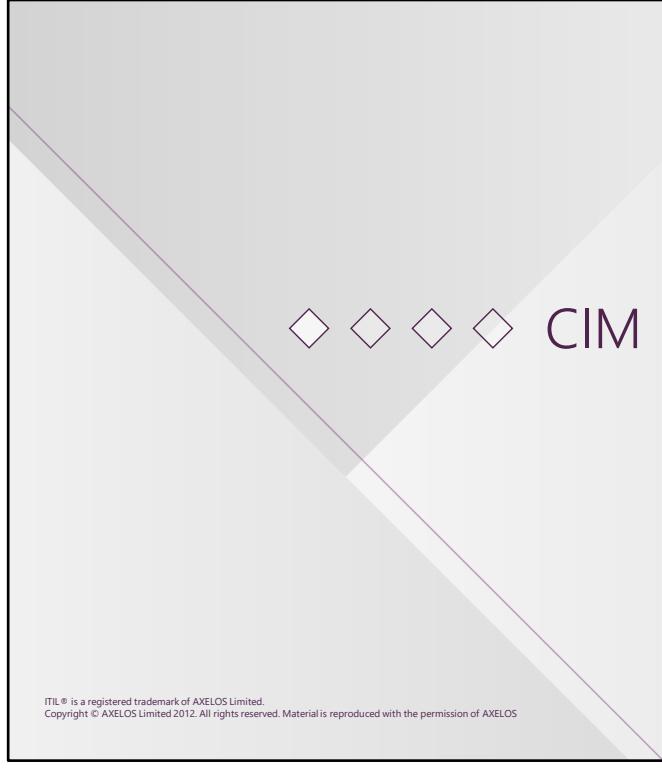


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◇ ◇ ◇ ◇ CIM Practice Questions

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Practice Questions

- ◆ What is the purpose of the "Continual Improvement Model"?
- a) It is a model representing how all the components and activities of an organization work together to facilitate value creation.
 - b) It identifies the four perspectives that are critical to the effective and efficient facilitation of value for customers and other stakeholders in the form of products and services.
 - c) It is an assortment of recommendations that can guide an organization in all circumstances.
 - d) It provides a structured approach that can be adopted and adapted for implementing improvements.

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Practice Questions

- ◆ In which step of the “Continual Improvement” model do we reinforce the improvements so that stakeholders do not revert to old behaviors?
- a) Where are we now?
 - b) How do we get there?
 - c) Did we get there?
 - d) How do we maintain momentum ?

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Practice Questions

- ◆ Which step of the “Continual Improvement” model will you take the time establish baselines so that you will be able to determine in the end if you accomplished your objectives?
- a) What is the vision?
 - b) Where are we now?
 - c) How do we get there?
 - d) Where do we want to be?

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Practice Questions

- ◆ You are in the process of determining how the various activities and processes can be improved upon to add value that stakeholders are expecting. Which step of the “Continual Improvement” model does this typically occur in?
- a) What is the vision?
 - b) Where are we now?
 - c) How do we get there?
 - d) Take action

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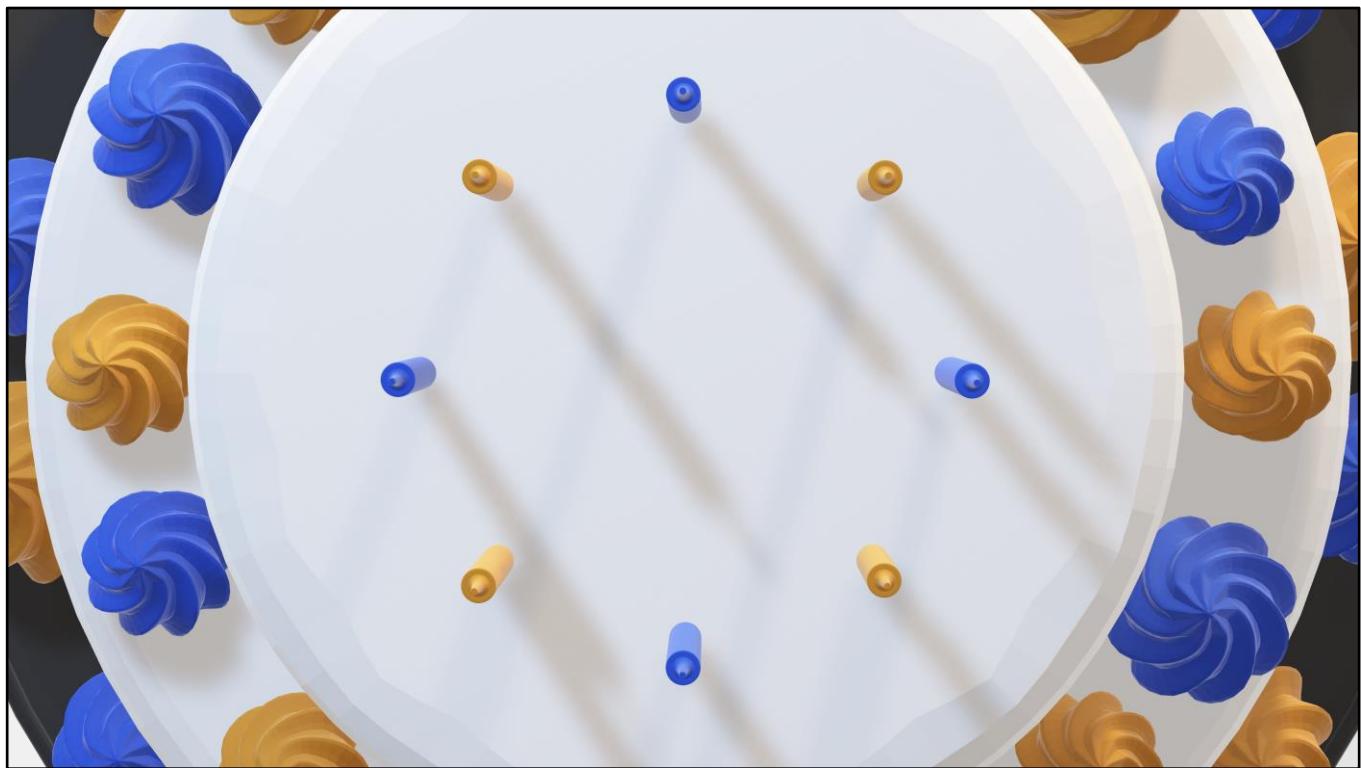
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 - c) **How do we get there?**
 - d) Take action

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◊ ◊ ◊ ◊ The Service Value Chain

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The Best Cakes In The World For Any Occasion



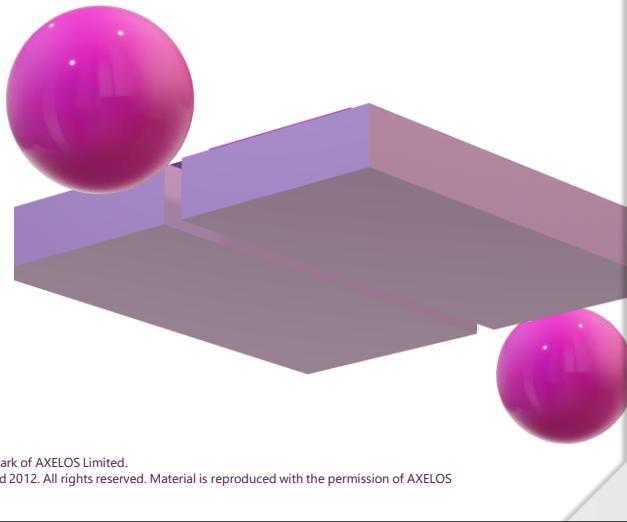
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The Best Cakes In The World For Any Occasion



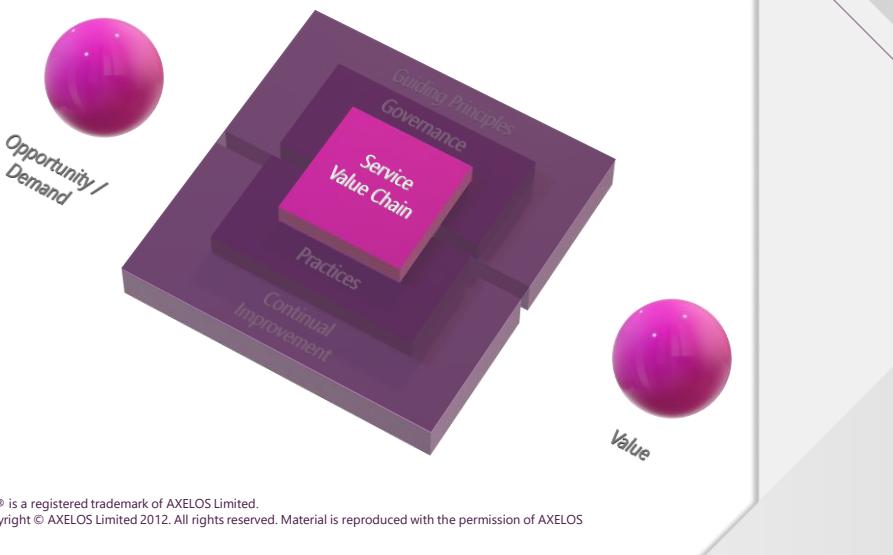
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Service Value Chain



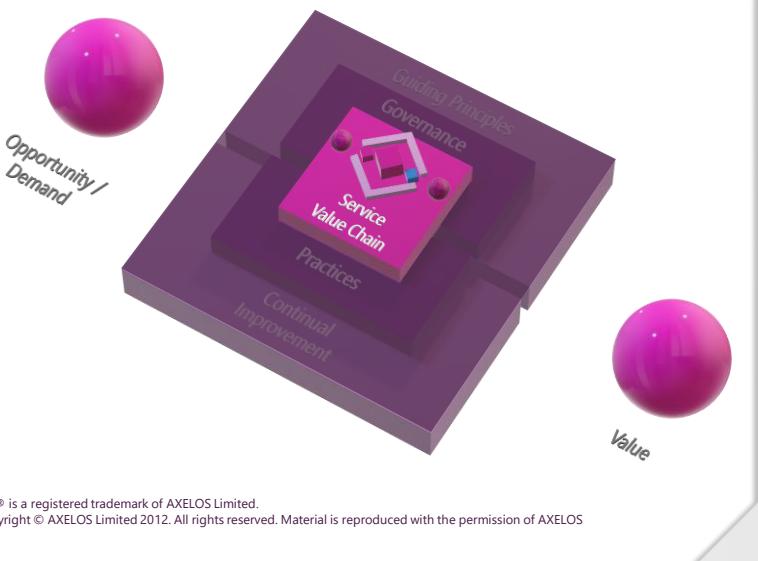
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Service Value Chain



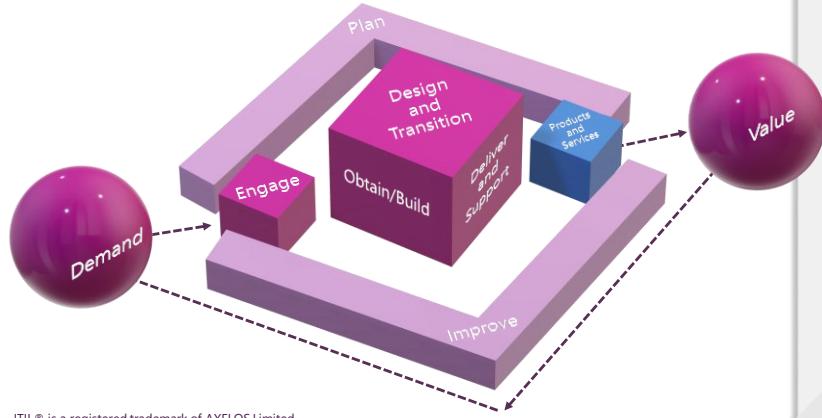
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Service Value Chain



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Service Value Chain

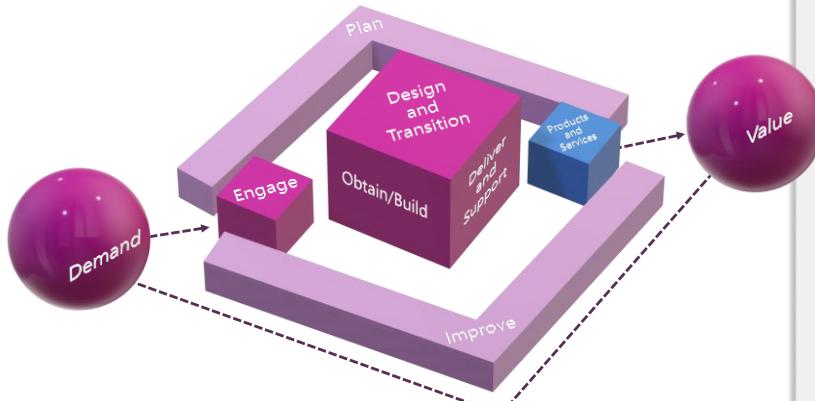


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Service Value Chain - Introduction

Purpose:

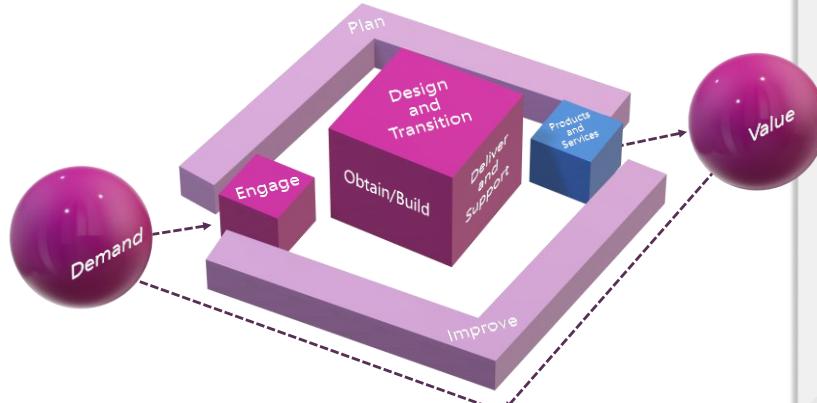
An operating model for service providers that covers all the key activities required to effectively manage products and services.



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Service Value Chain - Activities

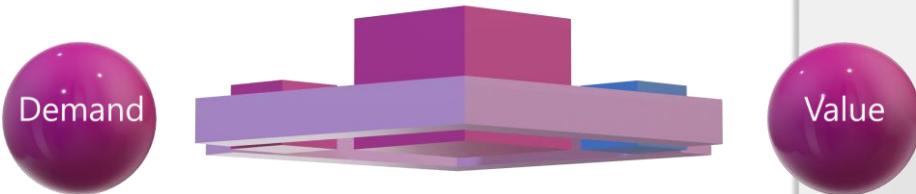
- The Service Value Chain consists of smaller, discrete activities that convert inputs into outputs.



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Service Value Chain – Demand and Value

- ◆ Activities provide a consistent and repeatable way to take a need (i.e. Demand/Opportunity) and produce a desired outcome (i.e. Value)



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Service Value Chain - Plan



Plan

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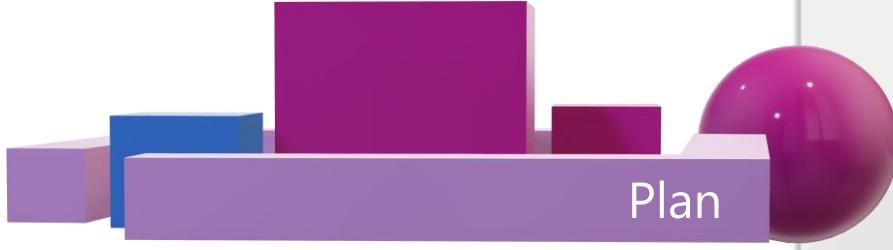
Service Value Chain - Plan

◆ The Plan activity:

Ensure a shared understanding of the vision, current status, and improvement direction

Creates plans, policies, architectures, standards to be used in:

All other activities



Plan

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Service Value Chain - Engage



Engage

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Service Value Chain - Engage

◆ The Engage activity:

Focuses on stakeholder needs, and communication with stakeholders

Promote

Collaboration

Transparency

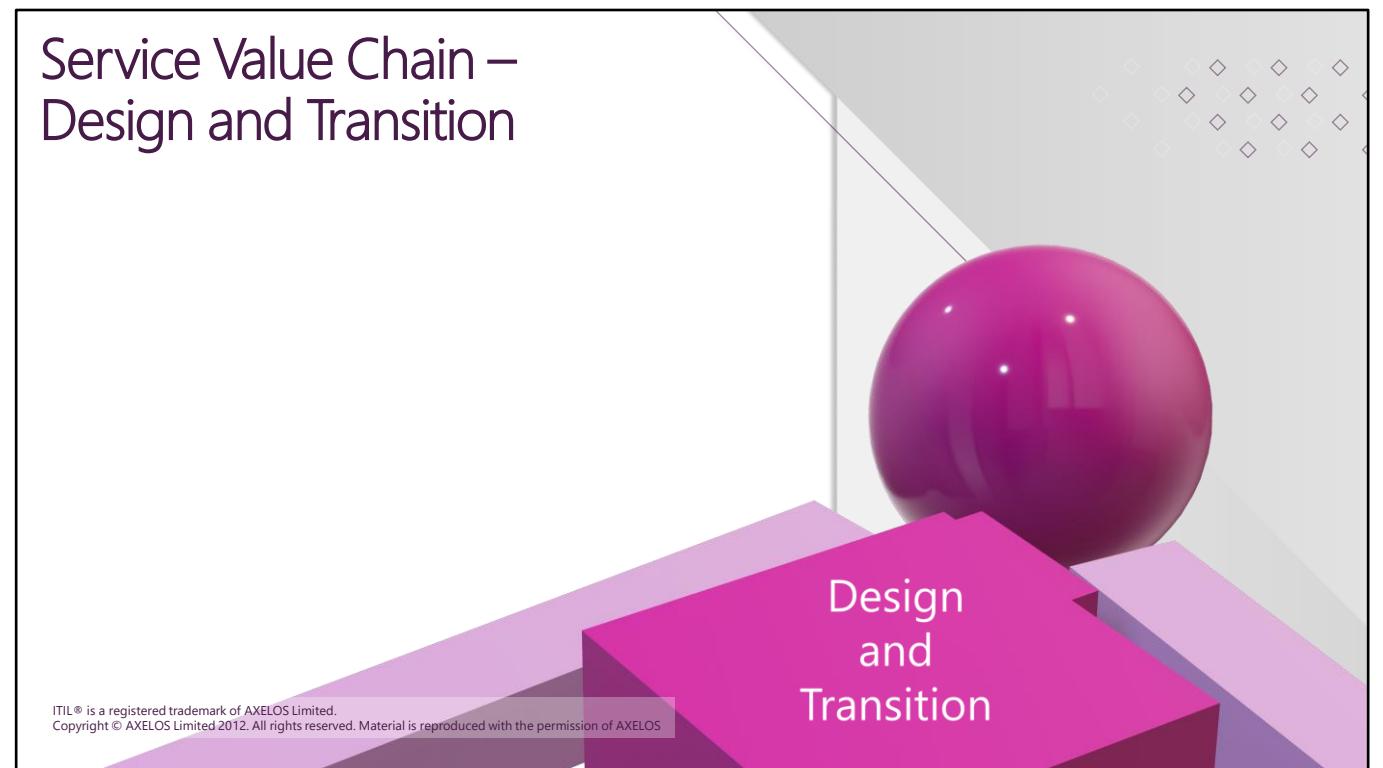
Relationships

Engage

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Service Value Chain – Design and Transition



A large, shiny pink sphere sits atop a pink pyramid. The pyramid is labeled "Design and Transition" in white text. The background features a light gray gradient and a small cluster of diamond shapes in the top right corner.

Design
and
Transition

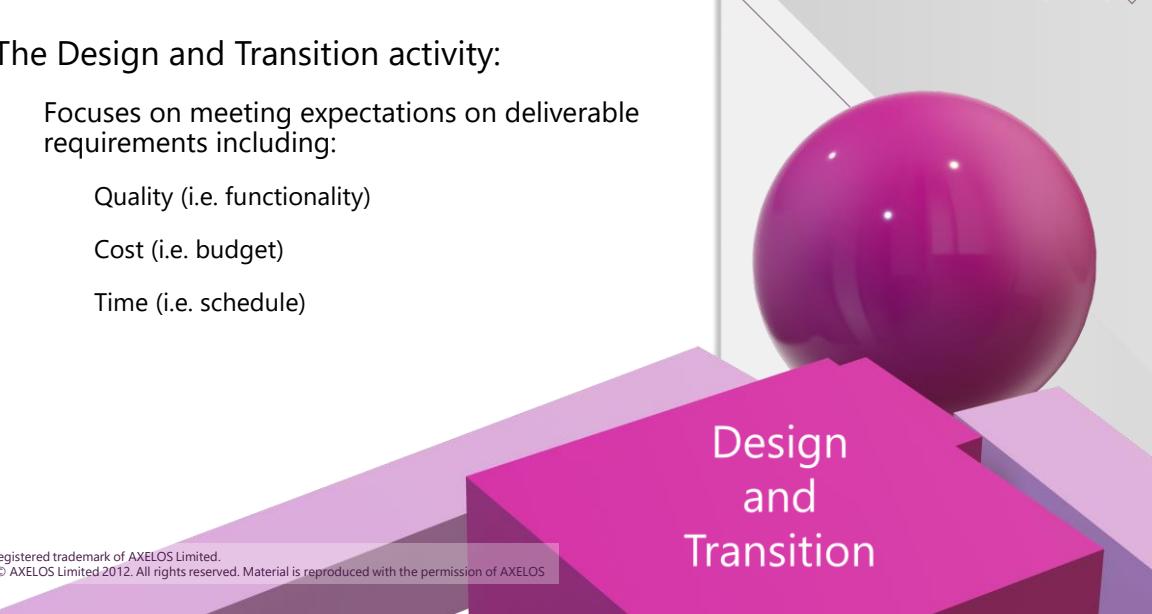
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Service Value Chain – Design and Transition

◆ The Design and Transition activity:

Focuses on meeting expectations on deliverable requirements including:

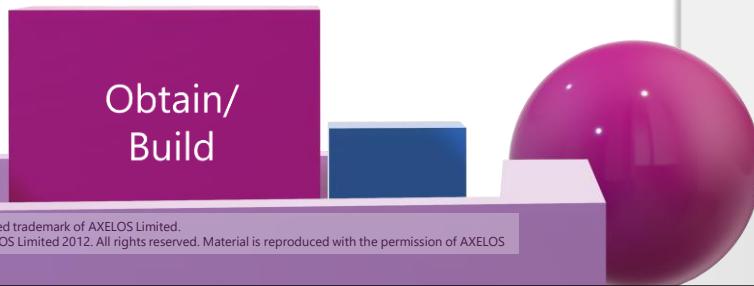
- Quality (i.e. functionality)
- Cost (i.e. budget)
- Time (i.e. schedule)



Design
and
Transition

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Service Value Chain – Obtain and Build



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Service Value Chain – Obtain and Build

◆ The Obtain/Build value activity:

Focuses on procurement or building of service components

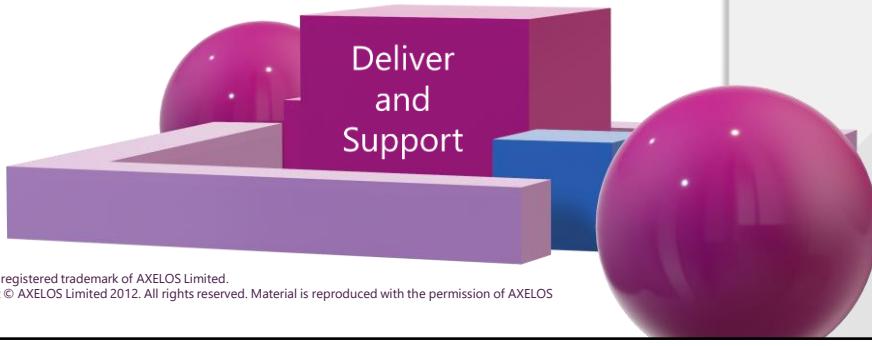
Ensure that service components are available when and where they are needed and meet agreed specifications



Obtain/
Build

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Service Value Chain – Deliver and Support



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Service Value Chain – Deliver and Support

◆ The Deliver and Support value activity:

Focuses on:

Delivery of services

Ongoing support and improvement of services



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Service Value Chain - Improve

Improve

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Service Value Chain - Improve

◆ The Improve activity:

Focuses on continuous improvement of:

Products and Services

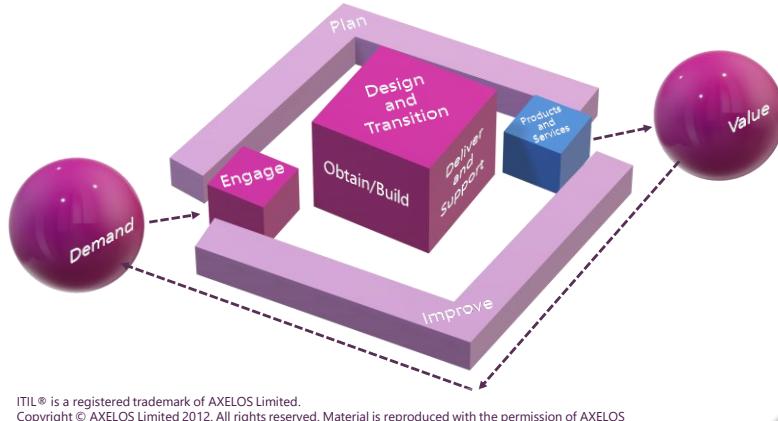
Practices in the Service Value Chain

Practices in the Four Dimensions of Service Management

Improve

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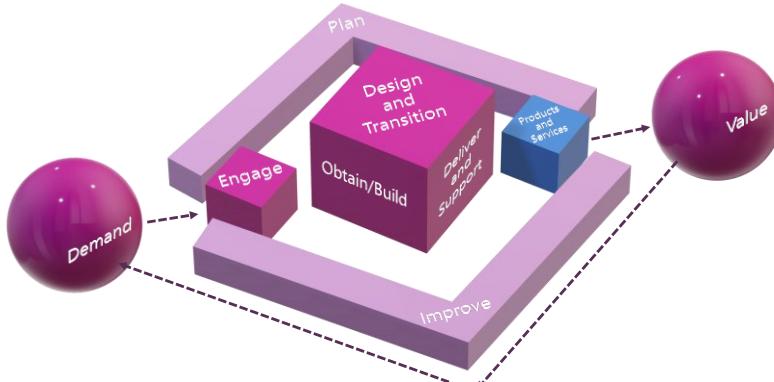
Service Value Chain



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Service Value Streams

- ◆ Specific combinations of Service Value Chain activities coupled with various Practices to accomplish an objective.

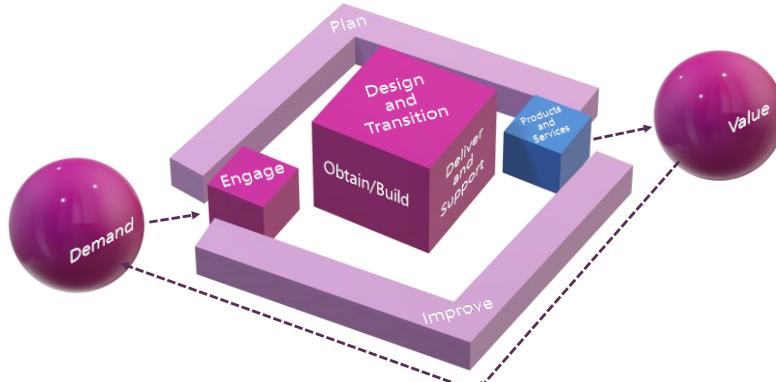


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Applying the Service Value Chain Case #1



- ◆ Scenario: The internal QuickBooks server is unavailable



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Applying the Service Value Chain Case #1



- ◆ Scenario: The internal QuickBooks server is unavailable
Demand – A outage triggers the need



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Applying the Service Value Chain Case #1

- ◆ Scenario: The internal QuickBooks server is unavailable
Engage – A service desk ticket is received

Engage

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Applying the Service Value Chain Case #1

- ◆ Scenario: The internal QuickBooks server is unavailable
Deliver and Support – Resolve the immediate issue



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Applying the Service Value Chain Case #1

- ◆ Scenario: The internal QuickBooks server is unavailable
Engage – Notify of service restoration

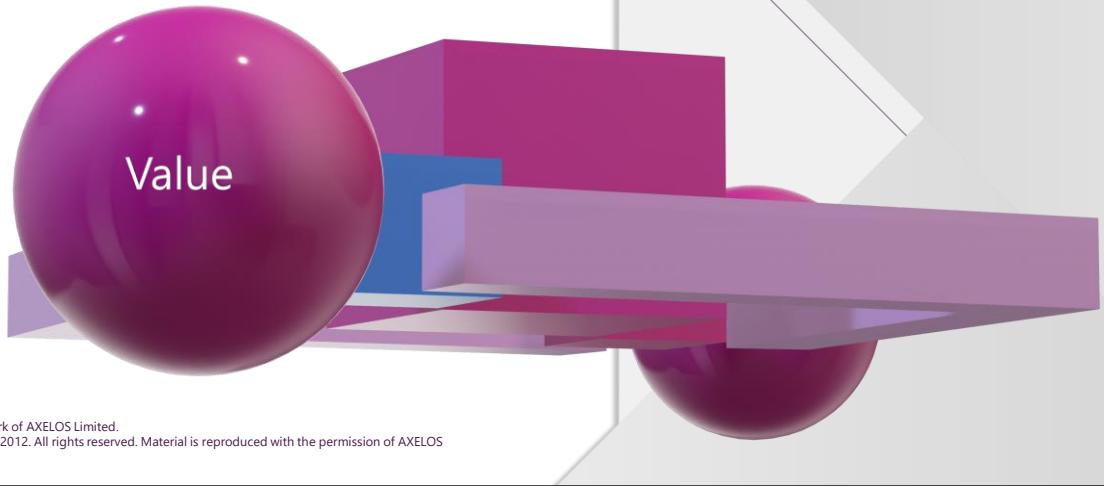
Engage

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Applying the Service Value Chain Case #1

- ◆ Scenario: The internal QuickBooks server is unavailable

Value – Service is restored



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Applying the Service Value Chain Case #1

- ◆ Scenario: The internal QuickBooks server is unavailable
Improve – Perform root cause analysis

Improve

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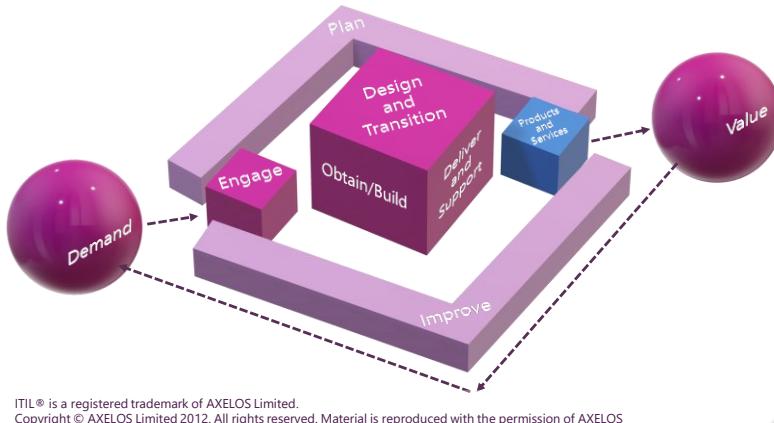
Applying the Service Value Chain Case #1

- ◆ Scenario: The internal QuickBooks server is unavailable
Engage – Customer Feedback

Engage

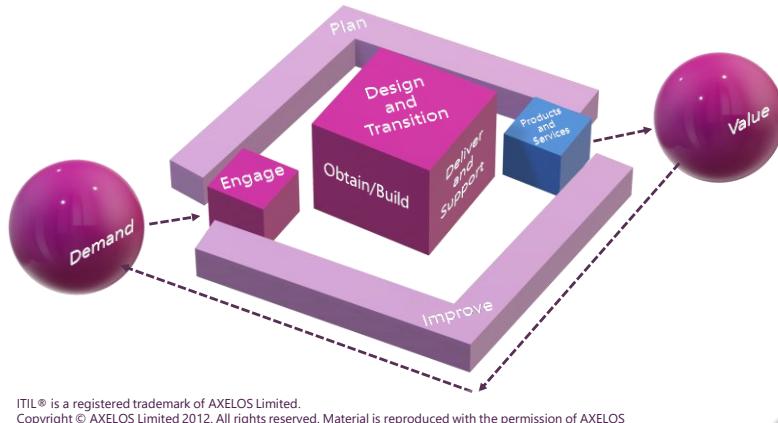
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Applying the Service Value Chain Case #1



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Service Value Chain

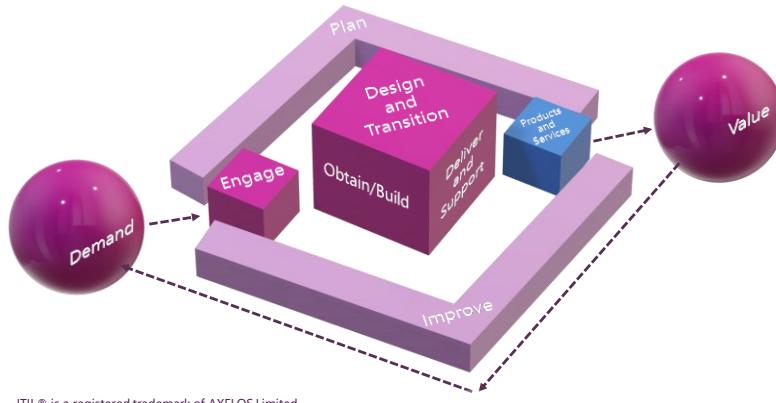


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Applying the Service Value Chain Case #2



- ◆ Scenario: A new IP telephony system is rolled out for SalesForce users



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Applying the Service Value Chain Case #2

- ◆ Scenario: A new IP telephony system is rolled out for SalesForce users

Demand – Sales requests new IP telephony dialer system

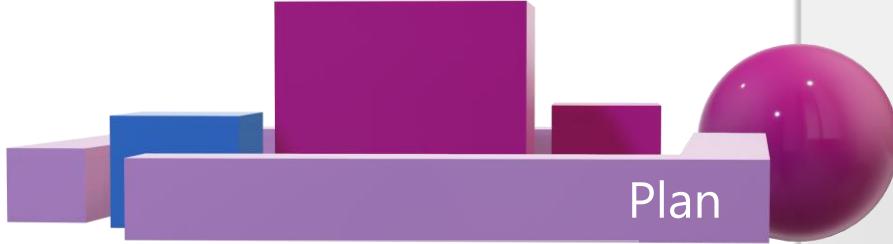


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Applying the Service Value Chain Case #2

- ◆ Scenario: A new IP telephony system is rolled out for SalesForce users

Plan – Plan the dialer service implementation



Plan

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Applying the Service Value Chain Case #2

- ◆ Scenario: A new IP telephony system is rolled out for SalesForce users

Engage – Obtain functionality expectations

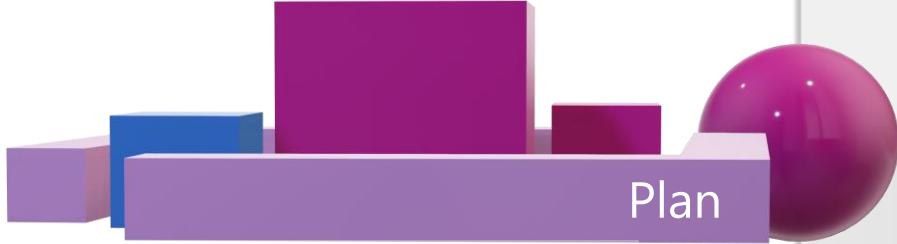
Engage

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Applying the Service Value Chain Case #2

- ◆ Scenario: A new IP telephony system is rolled out for SalesForce users

Plan – Finalize the dialer service implementation



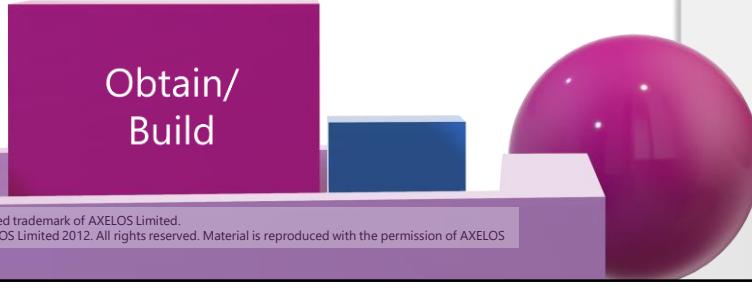
Plan

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Applying the Service Value Chain Case #2

- ◆ Scenario: A new IP telephony system is rolled out for SalesForce users

Obtain/Build – The telephony system is licensed



Obtain/
Build

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Applying the Service Value Chain Case #2

- ◆ Scenario: A new IP telephony system is rolled out for SalesForce users

Design and Transition – The new telephony system is tested in a sandbox



Design
and
Transition

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Applying the Service Value Chain Case #2

- ◆ Scenario: A new IP telephony system is rolled out for SalesForce users

Engage – Obtain feedback from sandbox and pilot tests and provide training

Engage

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Applying the Service Value Chain Case #2

- ◆ Scenario: A new IP telephony system is rolled out for SalesForce users

Design and Transition – The new telephony system is prepped for widespread delivery and support.



Design
and
Transition

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Applying the Service Value Chain Case #2

- ◆ Scenario: A new IP telephony system is rolled out for SalesForce users

Engage – Provide training of the new system

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Applying the Service Value Chain Case #2

- ◆ Scenario: A new IP telephony system is rolled out for SalesForce users

Deliver and Support – The system is deployed and supported for all stakeholders



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Applying the Service Value Chain Case #2

- ◆ Scenario: A new IP telephony system is rolled out for SalesForce users

Engage – Provide any additional training of the new system

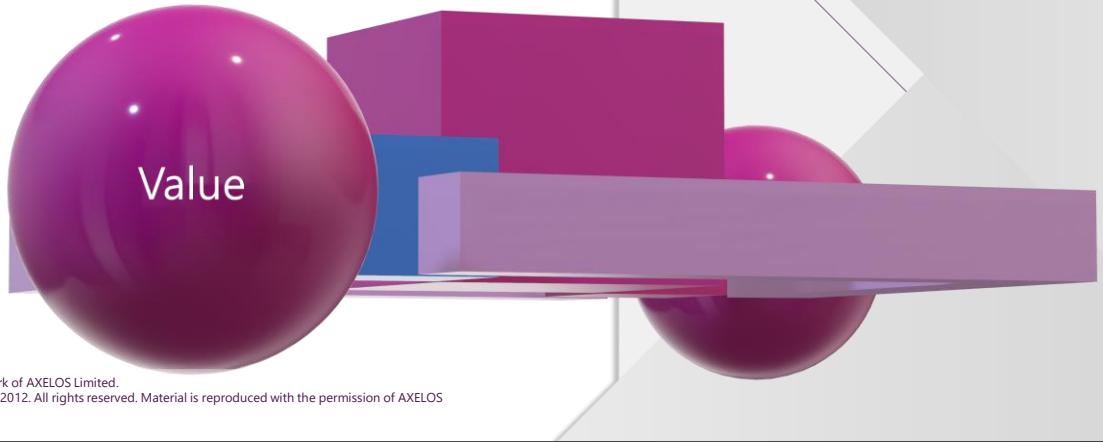
Engage

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Applying the Service Value Chain Case #2

- ◆ Scenario: A new IP telephony system is rolled out for SalesForce users

Value – The business need is satisfied



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Applying the Service Value Chain Case #2

- ◆ Scenario: A new IP telephony system is rolled out for SalesForce users

Engage – Obtain stakeholder feedback

Engage

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Applying the Service Value Chain Case #2

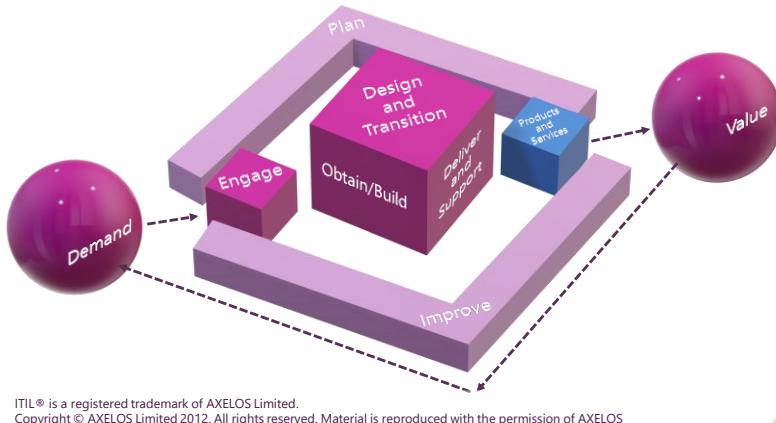
- ◆ Scenario: A new IP telephony system is rolled out for SalesForce users

Improve – Identify ways to improve the way you do things.

Improve

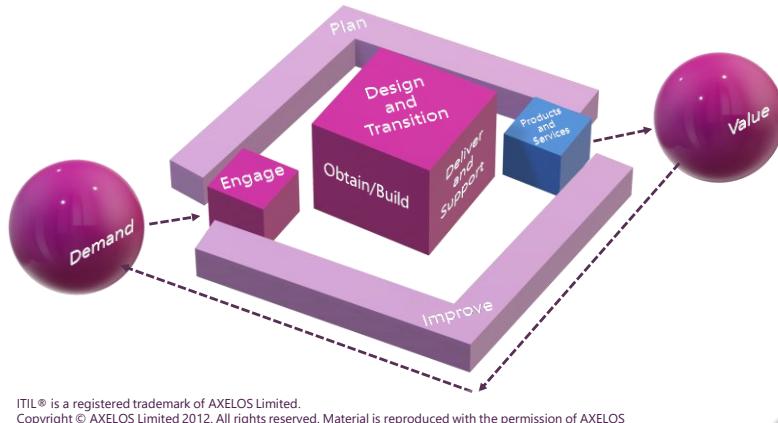
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Applying the Service Value Chain Case #2



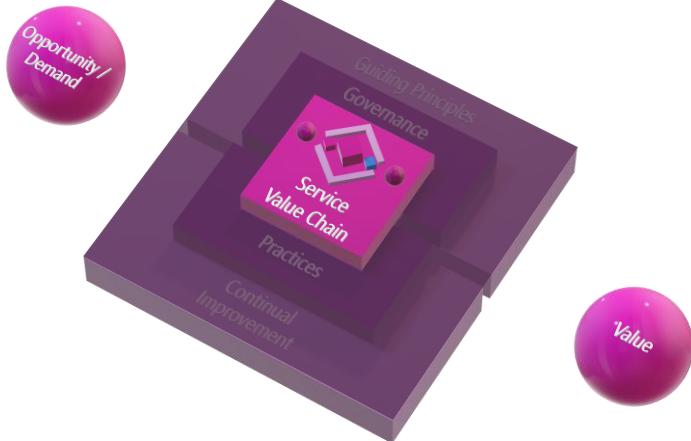
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Service Value Chain



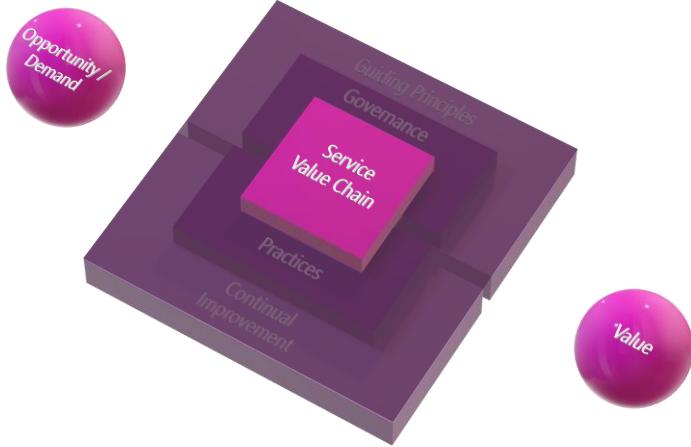
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Service Value Chain



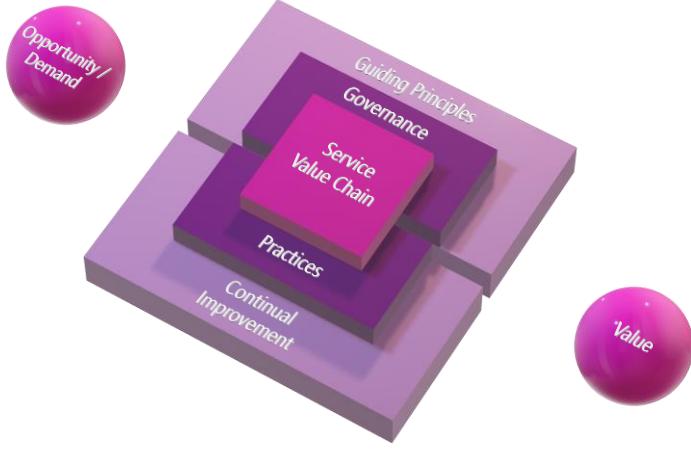
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Service Value Chain

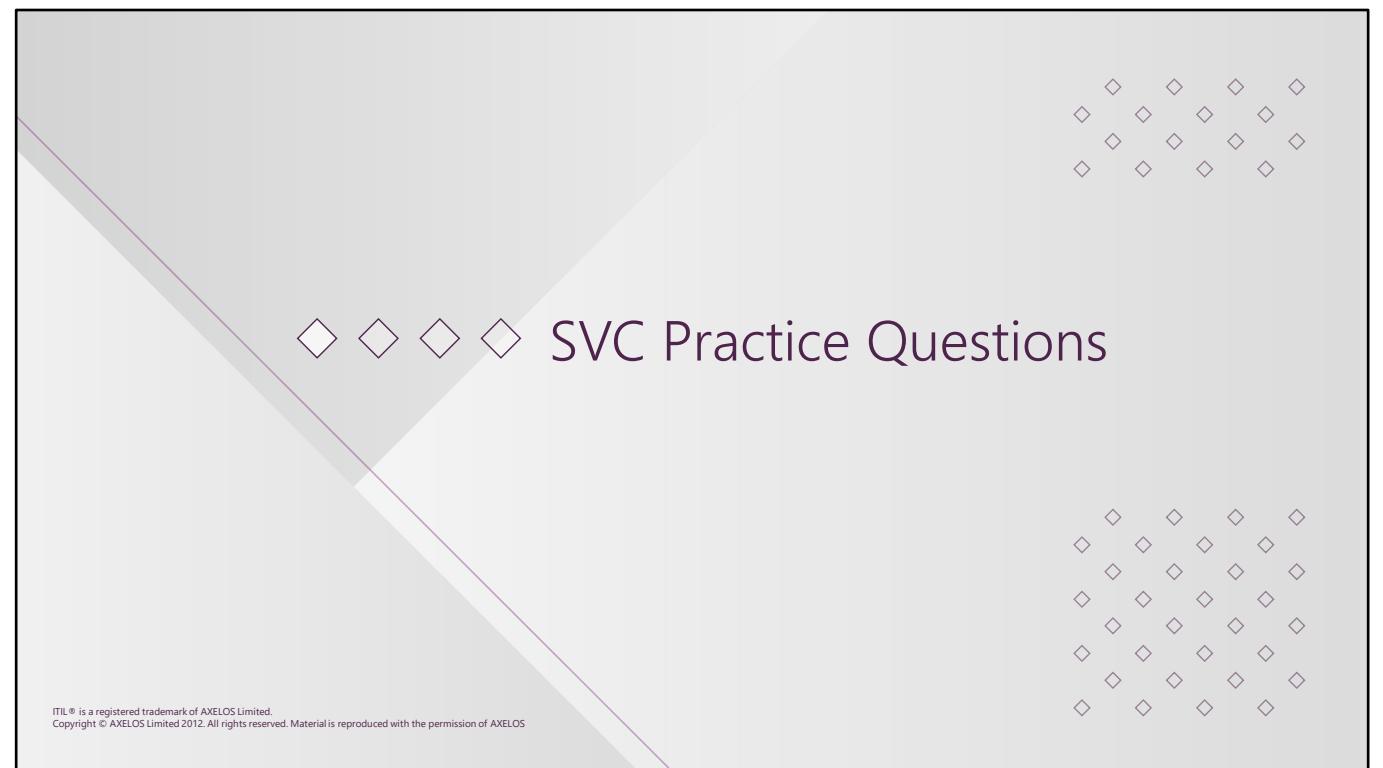


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Service Value System



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◇ ◇ ◇ ◇ SVC Practice Questions

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Practice Questions



- ◆ What is the purpose of the Service Value Chain?
- a) A model representing how all the components and activities of an organization work together to facilitate value creation.
 - b) An operating model for service providers that covers all the key activities required to effectively manage products and services.
 - c) A model that provides a structured approach that can be adopted and adapted for implementing improvements.
 - d) It is a model that provides recommendations that can guide an organization in all circumstances

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Practice Questions



- ◆ What is the purpose of the Service Value Chain?
- a) A model representing how all the components and activities of an organization work together to facilitate value creation.
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Practice Questions



- ◆ How are inputs converted into outputs in the Service Value Chain?
 - a) With opportunity
 - b) With demand
 - c) With activities
 - d) With Guiding Principles

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Practice Questions



- ◆ How are inputs converted into outputs in the Service Value Chain?
 - a) With opportunity
 - b) With demand
 - c) **With activities**
 - d) With Guiding Principles

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Practice Questions



- ◆ Which Service Value Chain activity is primarily focused on day to day operational activities?
- a) Plan
 - b) Improve
 - c) Deliver and Support
 - d) Obtain/Build

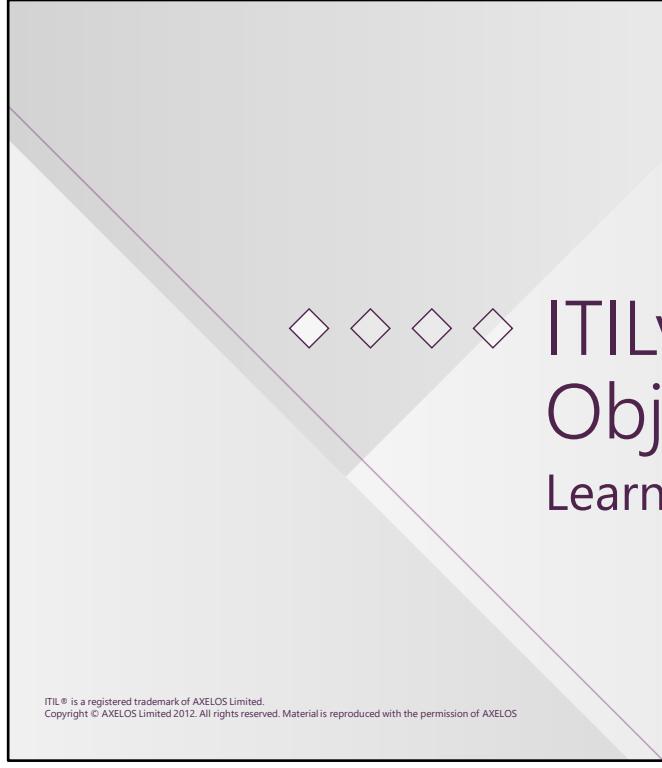
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Practice Questions



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 - d) Obtain/Build

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◇ ◇ ◇ ◇ ITILv4 Exam Objective

Learning Outcome 6 and 7



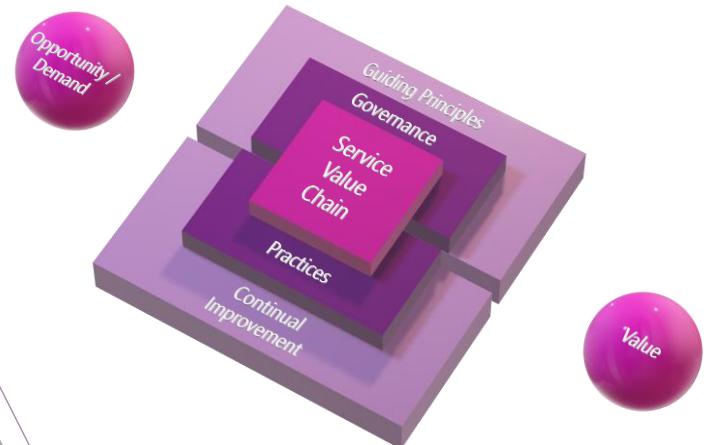
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◊ ◊ ◊ ◊ ITIL Practices Overview

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ITIL Management Practices



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ITIL Management Practices



ITIL Practice: A set of organizational resources designed for performing work or accomplishing an objective.



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ITIL Management Practices

General management practices	Service management practices	Technical management practices
Architecture management Continual improvement Information security management Knowledge management Measurement and reporting Organizational change management Portfolio management Project management Relationship management Risk management Service financial management Strategy management Supplier management Workforce and talent management	Availability management Business analysis Capacity and performance management Change enablement 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	Deployment management Infrastructure and platform management Software development and management

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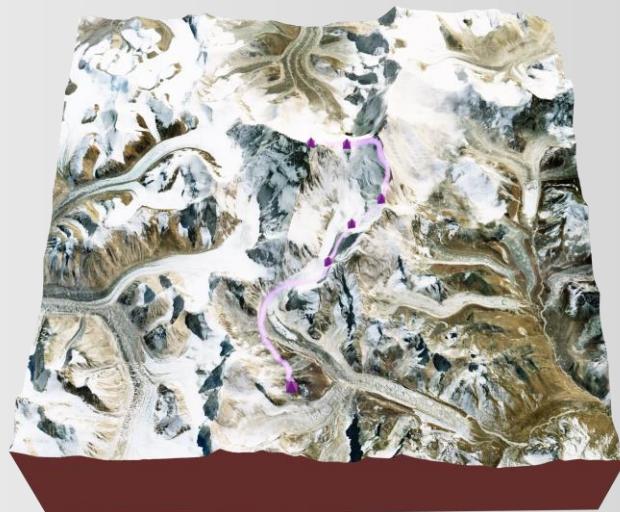
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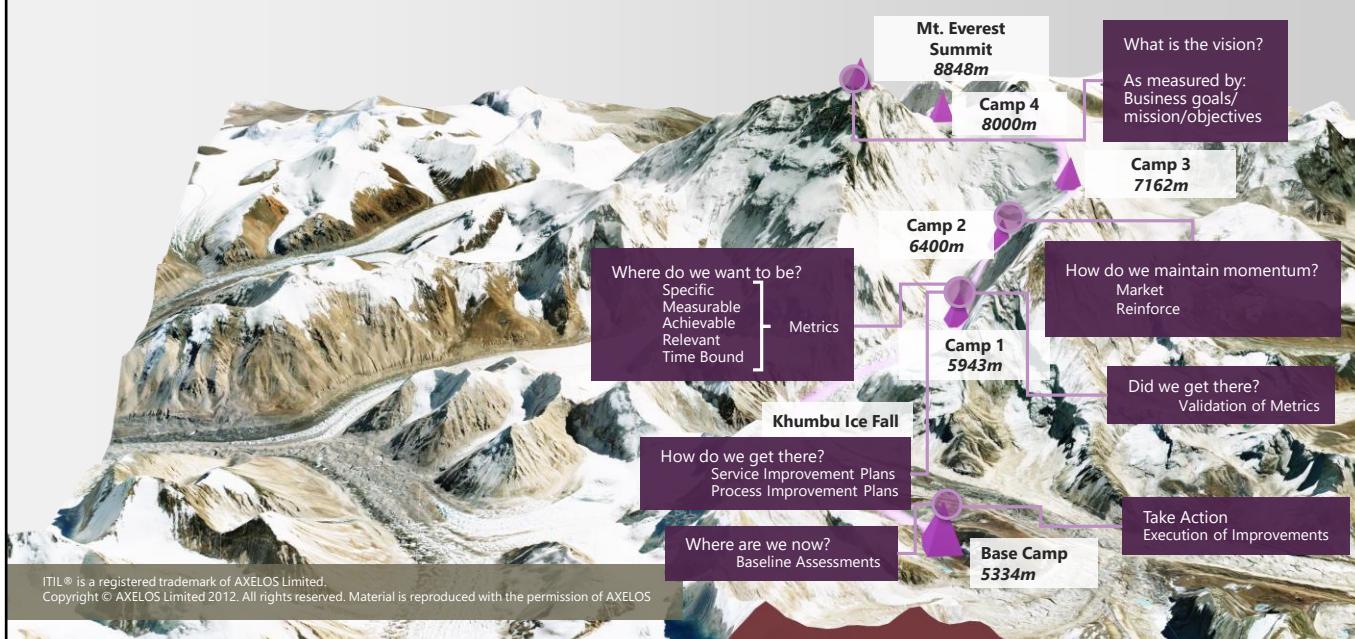
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General Management Practices – Continual Improvement



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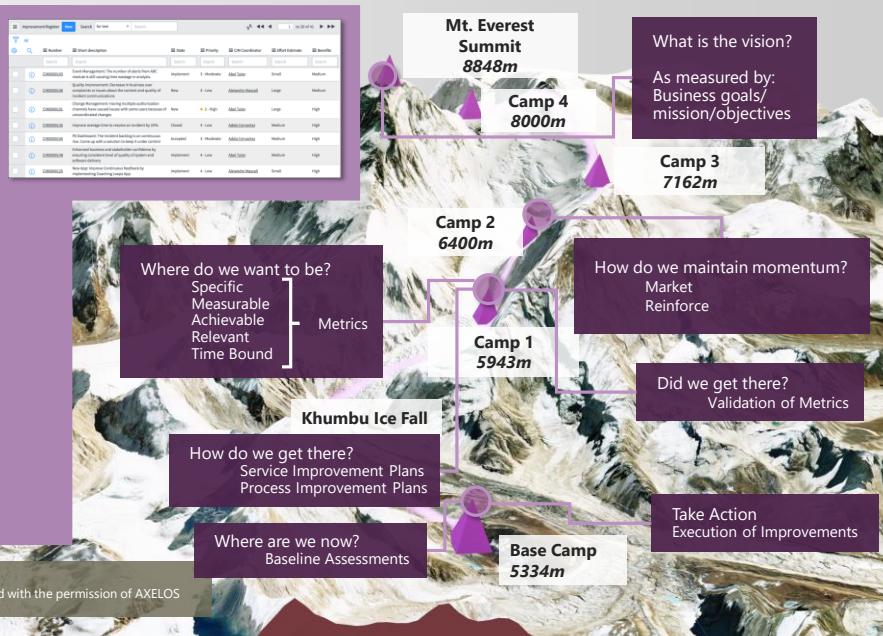
General Management Practices – Continual Improvement



General Management Practices – Continual Improvement

Purpose

The practice of aligning an organization's 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.

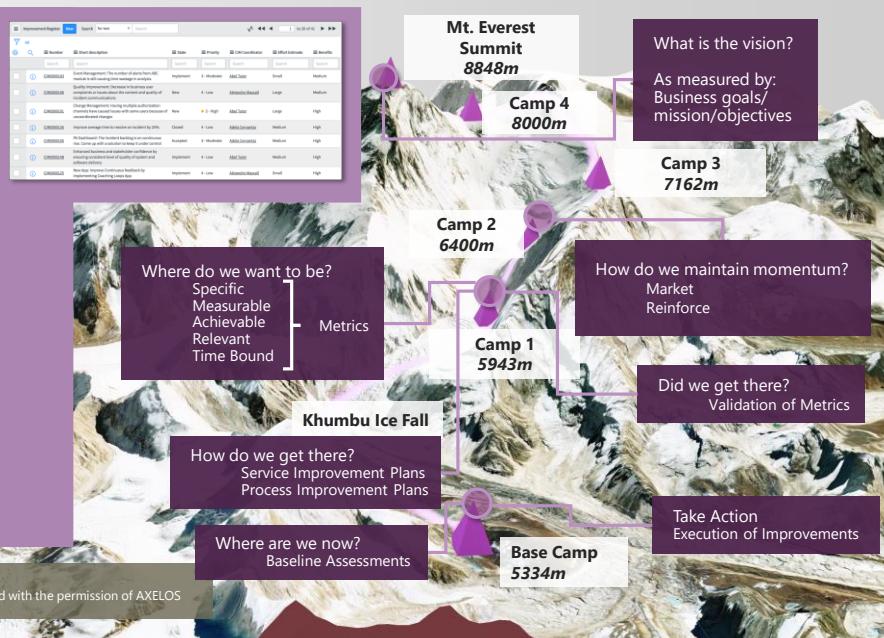


General Management Practices – Continual Improvement

Purpose

The practice of aligning an organization's 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.

Establish ways to improve using accepted methods and techniques



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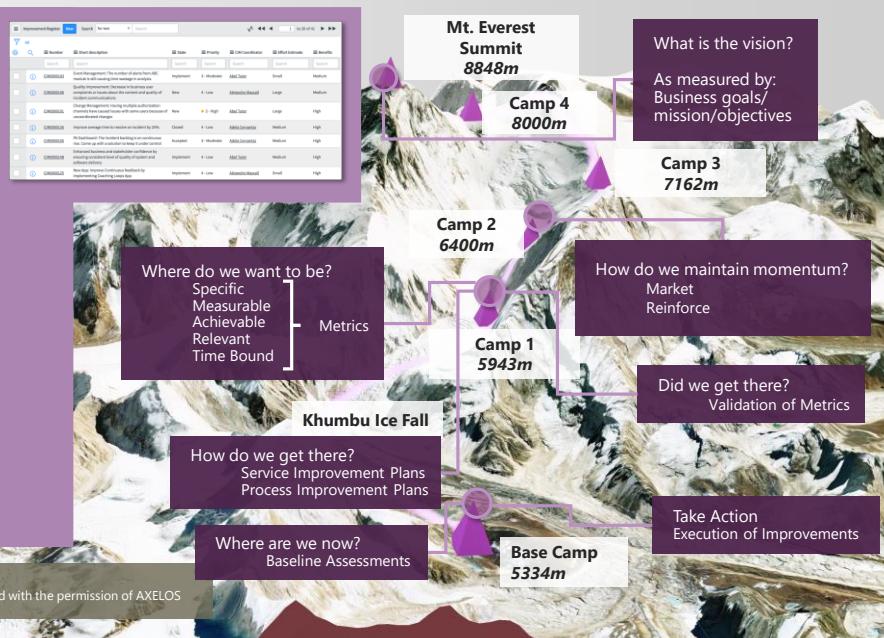
General Management Practices – Continual Improvement

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The practice of aligning an organization's 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.

Establish ways to improve using accepted methods and techniques

CIM, LEAN, Agile, DevOps Balanced Scorecard, SWOT



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General Management Practices – Continual Improvement

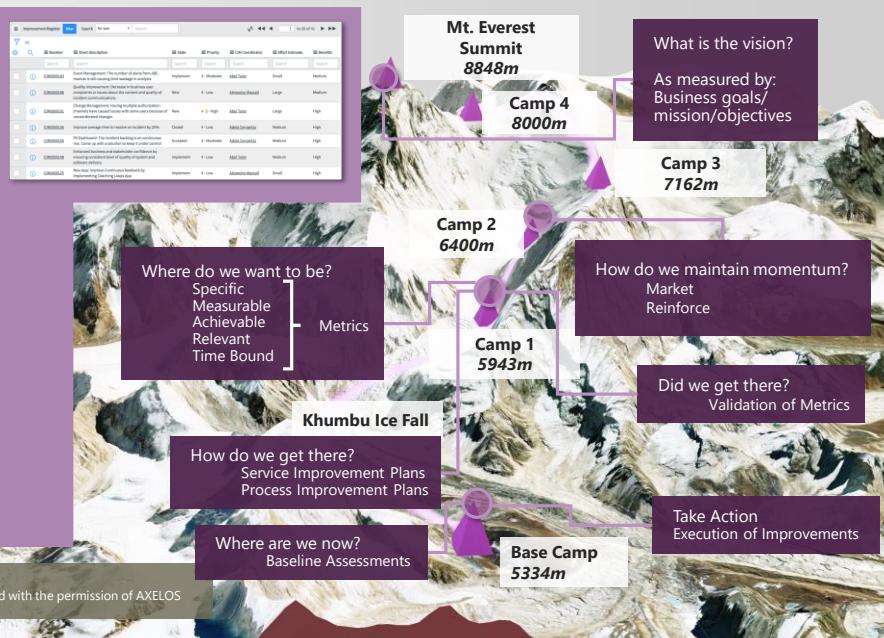
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Establish ways to improve using accepted methods and techniques

CIM, LEAN, Agile, DevOps Balanced Scorecard, SWOT

Provide an environment where continual improvement is prioritized and possible



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General Management Practices – Continual Improvement

Purpose

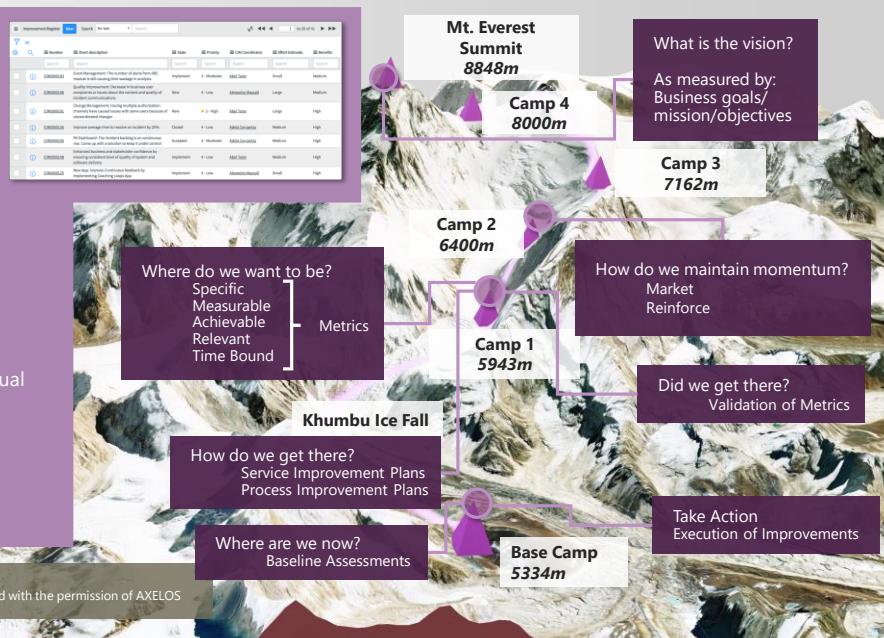
The practice of aligning an organization's practices and services with changing business needs through the ongoing identification and improvement of all elements involved in the effective management of products and services.

Establish ways to improve using accepted methods and techniques

CIM, LEAN, Agile, DevOps Balanced Scorecard, SWOT

Provide an environment where continual improvement is prioritized and possible

Identify a team to focus on leading continual improvement activities



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General Management Practices – Continual Improvement

Purpose

The practice of aligning an organization's 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.

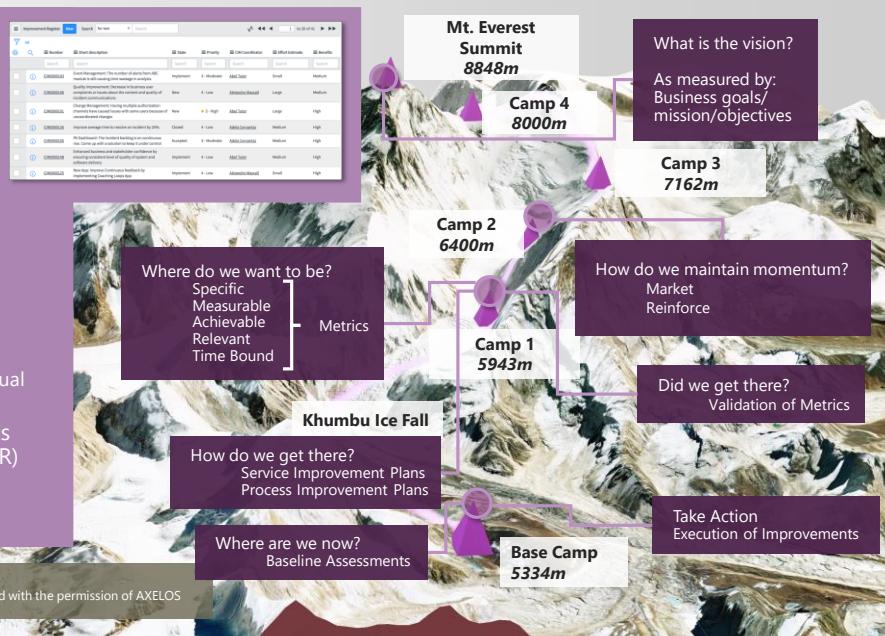
Establish ways to improve using accepted methods and techniques

CIM, LEAN, Agile, DevOps Balanced Scorecard, SWOT

Provide an environment where continual improvement is prioritized and possible

Identify a team to focus on leading continual improvement activities

Maintain records of possible improvements in the Continual Improvement Register (CIR)



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General Management Practices – Continual Improvement

Purpose

The practice of aligning an organization's 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.

Establish ways to improve using accepted methods and techniques

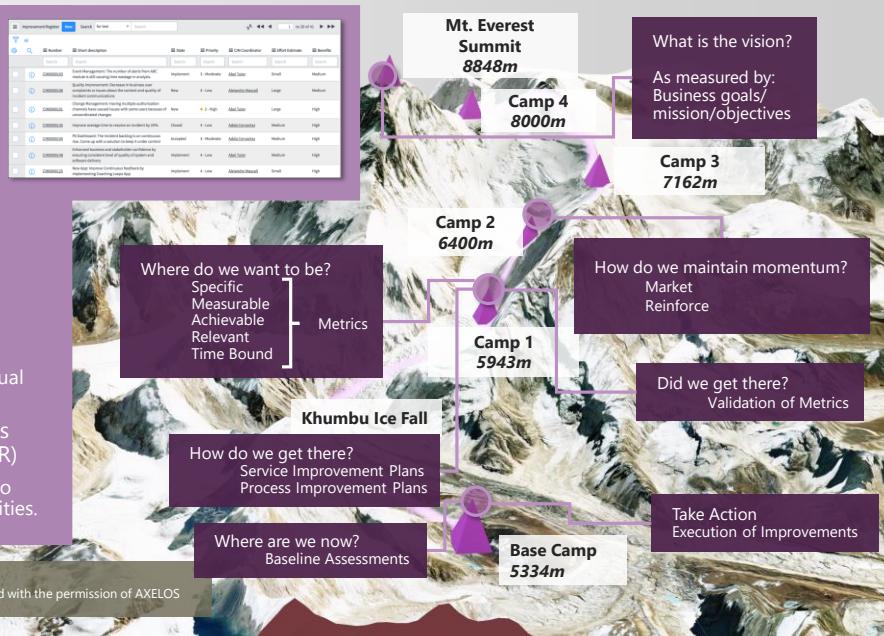
CIM, LEAN, Agile, DevOps Balanced Scorecard, SWOT

Provide an environment where continual improvement is prioritized and possible

Identify a team to focus on leading continual improvement activities

Maintain records of possible improvements in the Continual Improvement Register (CIR)

A structured database or document used to track and manage improvement opportunities.

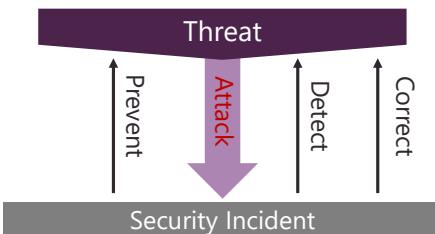


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General Management Practices – Information Security Management Practice

◆ Purpose

The practice of protecting an organization by understanding and managing risks to the confidentiality, integrity, and availability of information



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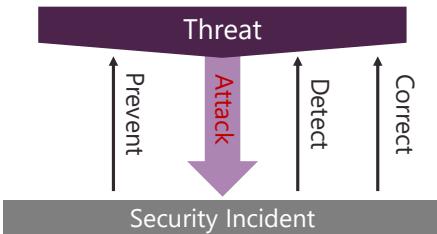
General Management Practices – Information Security Management Practice

◆ Purpose

The practice of protecting an organization by understanding and managing risks to the confidentiality, integrity, and availability of information

◆ Establishing

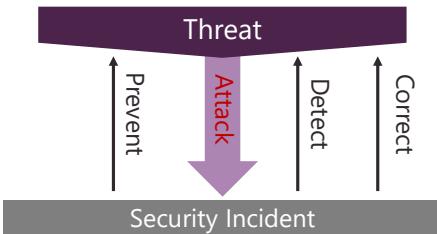
Policies, processes, behaviors, risk management, and controls



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General Management Practices – Information Security Management Practice

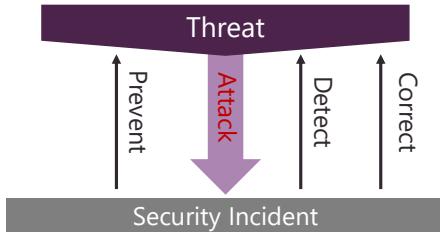
- ◆ Purpose
 - The practice of protecting an organization by understanding and managing risks to the confidentiality, integrity, and availability of information
- ◆ Establishing
 - Policies, processes, behaviors, risk management, and controls
- ◆ Must be driven from top/down



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General Management Practices – Information Security Management Practice

- ◆ Purpose
 - The practice of protecting an organization by understanding and managing risks to the confidentiality, integrity, and availability of information
- ◆ Establishing
 - Policies, processes, behaviors, risk management, and controls
- ◆ Must be driven from top/down
- ◆ Interacts with every other ITIL practice

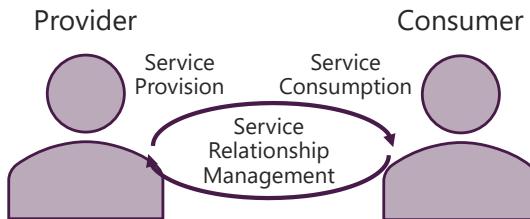


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General Management Practices – Relationship Management

Purpose:

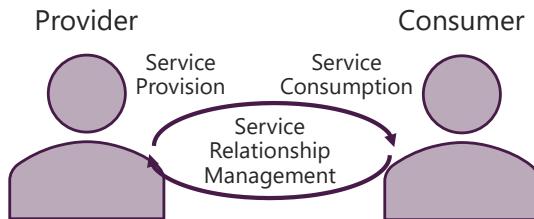
The practice of establishing and nurturing links between an organization and its stakeholders at strategic and tactical levels.



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General Management Practices – Relationship Management

- ◆ Purpose:
The practice of establishing and nurturing links between an organization and its stakeholders at strategic and tactical levels.
- ◆ Maintain a positive relationship
Understand the needs of the stakeholders
Provide the level of service they are looking for both objectively and subjectively

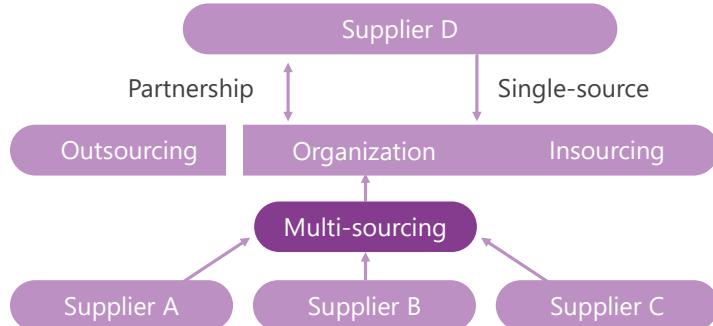


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General Management Practices – Supplier Management Practice

Purpose:

The practice of ensuring that an organization's suppliers and their performance levels are managed appropriately to support the provision of seamless quality products and services.



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Service Management Practices – Service Level Management



◆ Purpose:

The practice of setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets.

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Service Management Practices – Service Level Management



◆ Purpose:

The practice of setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets.

◆ Service Level Management answers the following questions:

What are the targets for a service?

How do we measure against these targets?

Are we achieving the targets?

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Service Management Practices – Service Level Management



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The practice of setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets.

◆ Service Level Management answers the following questions:

What are the targets for a service?

SLA

Engage the customer

How do we measure against these targets?

Are we achieving the targets?

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Service Management Practices – Service Level Management



◆ Purpose:

The practice of setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets.

◆ Service Level Management answers the following questions:

What are the targets for a service?

How do we measure against these targets?

Establish metrics

Operational:

Availability, Jitter, Time to resolve

Business:

Satisfaction, Organizational outcome

Are we achieving the targets?

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Service Management Practices – Service Level Management



◆ Purpose:

The practice of setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets.

◆ Service Level Management answers the following questions:

What are the targets for a service?

How do we measure against these targets?

Are we achieving the targets?

Review metrics

Customer Surveys

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Service Management Practices – Service Level Management



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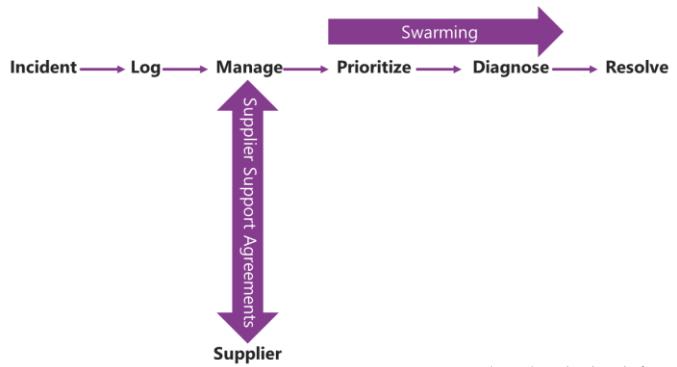
Are we achieving the targets?

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Service Management Practices – Incident Management Practice

Purpose:

The practice of minimizing the negative impact of incidents by restoring normal service operation as quickly as possible.



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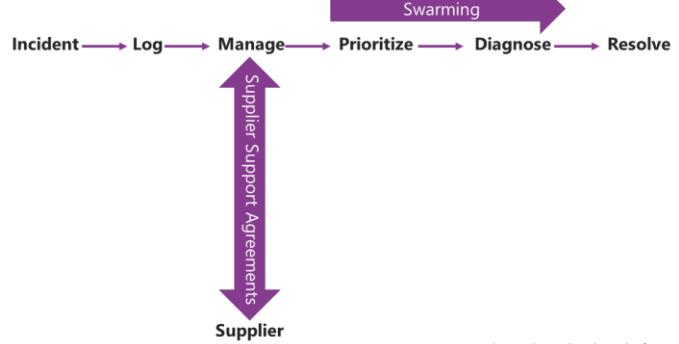
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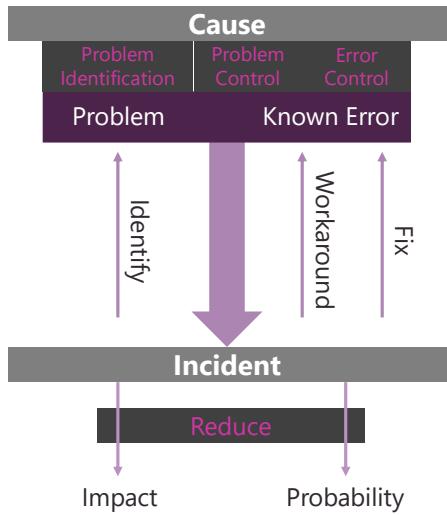
Incident:

An unplanned interruption to a service or reduction in the quality of a service.



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Service Management Practices – Problem Management

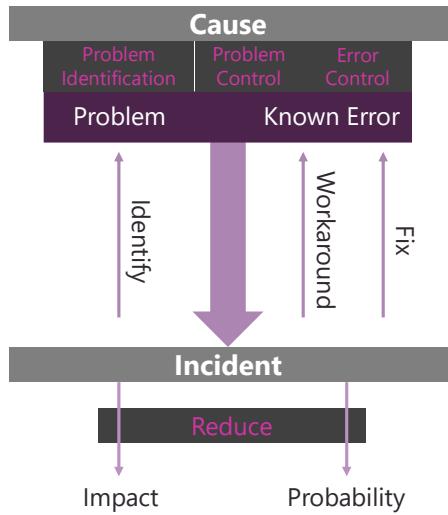


◆ Purpose:

Reducing the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors.

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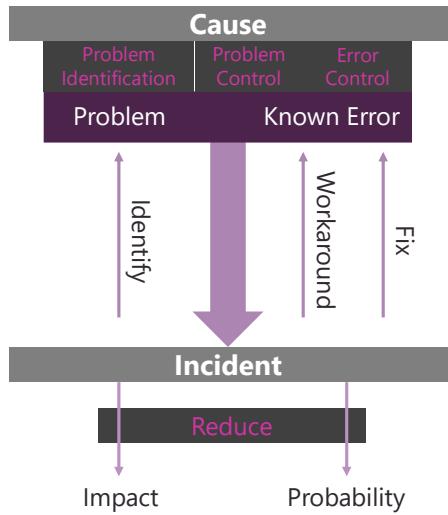
Service Management Practices – Problem Management



- ◆ Purpose:
Reducing the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors.
- ◆ Problem:
A cause, or potential cause, of prior, current, or future incidents.

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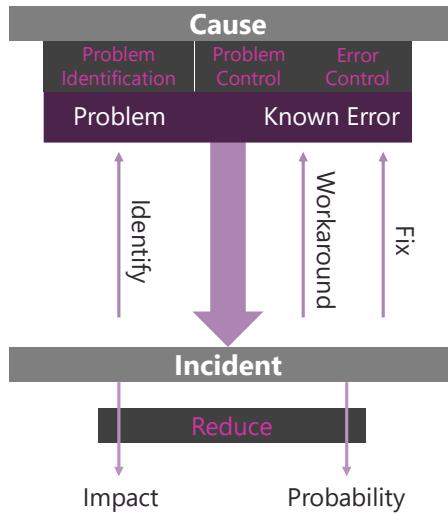
Service Management Practices – Problem Management



- Purpose:**
Reducing the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors.
- Problem:**
A cause, or potential cause, of prior, current, or future incidents.
- Workaround:**
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.

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Service Management Practices – Problem Management



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Reducing the likelihood and impact of incidents by identifying actual and potential causes of incidents and managing workarounds and known errors.
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A cause, or potential cause, of prior, current, or future incidents.
- ◆ Workaround:
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.
- ◆ Known error:
A problem that has been analyzed but has not been resolved.

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Service Management Practices – Service Request Management Practice

◆ Purpose:

The practice of supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner.



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Service Management Practices – Service Request Management Practice

◆ Purpose:

The practice of supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner.

◆ Service request:

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



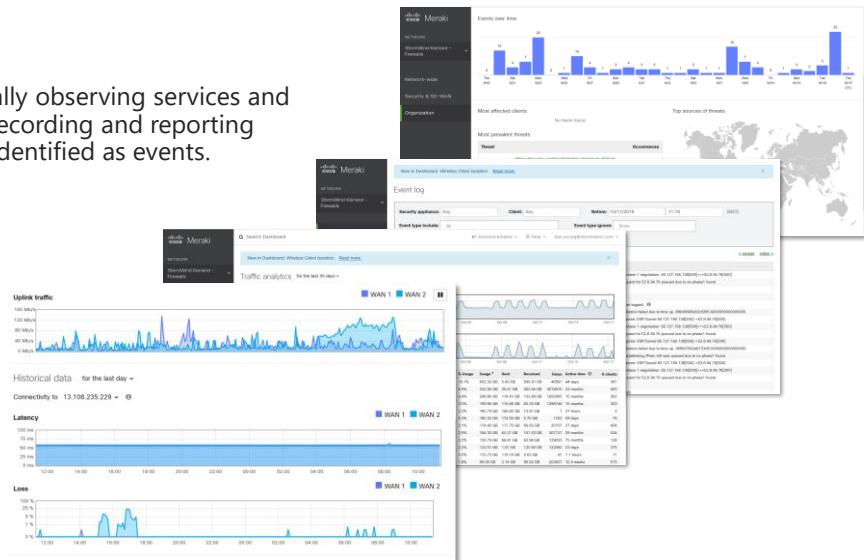
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Service Management Practices – Monitoring and Event Management Practice



Purpose:

The practice of systematically observing services and service components, and recording and reporting selected changes of state identified as events.



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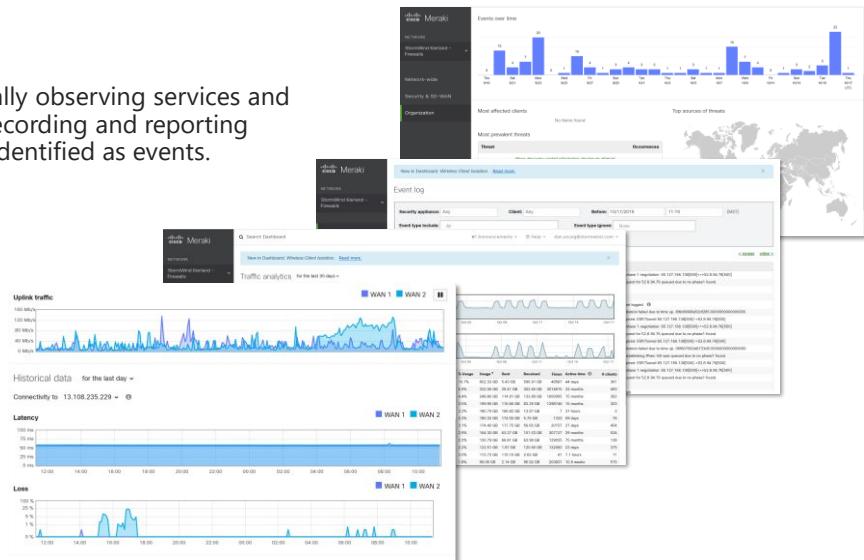
Service Management Practices – Monitoring and Event Management Practice

Purpose:

The practice of systematically observing services and service components and recording and reporting selected changes of state identified as events.

Event:

Any change of state that has significance for the management of a service or other configuration item.



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Service Management Practices – Change enablement Practice



Purpose:

Ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful service and product changes.

Change Types	Evaluation	Authorize	Schedule	Implement
Standard	Needed only if there is a change	Pre-authorized	Routine	Implement
Normal Change Request	Weigh Risks Direct effects Indirect effects Scope of effects	Change Authority	Schedule	Implement
Emergency	Accelerated assessment	Change Authority		Implement

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Service Management Practices – Change enablement Practice

Purpose:

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Change Authority:

A person or group responsible for authorizing a change.

Change Types	Evaluation	Authorize	Schedule	Implement
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Purpose:

Ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful service and product changes.

Change Authority:

A person or group responsible for authorizing a change.

Change:

The addition, modification, or removal of anything that could have a direct or indirect effect on services.

Change Types	Evaluation	Authorize	Schedule	Implement
Standard	Needed only if there is a change	Pre-authorized	Routine	Implement
Normal	Change Request	Weigh Risks Direct effects Indirect effects Scope of effects	Change Authority	Schedule Implement
Emergency	Accelerated assessment	Change Authority		Implement

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Service Management Practices – Change enablement Practice

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Ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful service and product changes.
- ◆ Change Authority:
A person or group responsible for authorizing a change.
- ◆ Change:
The addition, modification, or removal of anything that could have a direct or indirect effect on services.
- ◆ Change Schedule:
A calendar that shows planned and historical changes.

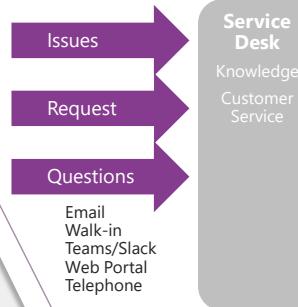
Change Types	Evaluation	Authorize	Schedule	Implement
Standard	Needed only if there is a change	Pre-authorized	Routine	Implement
Normal	Change Request	Weigh Risks Direct effects Indirect effects Scope of effects	Change Authority	Schedule May be automated
Emergency	Accelerated assessment	Change Authority		Implement

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Service Management Practices – Service Desk Practice

◆ Purpose:

The practice of capturing demand for incident resolution and service requests.



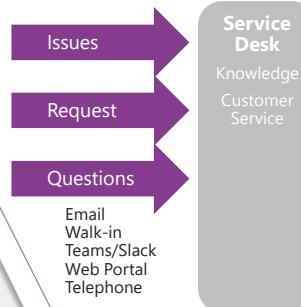
Acknowledge → Classify → Own → Prioritize → Action

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Service Management Practices – Service Desk Practice

◆ **Purpose:**
The practice of capturing demand for incident resolution and service requests.

◆ **Service Desk:**
The point of communication between the service provider and all its users.



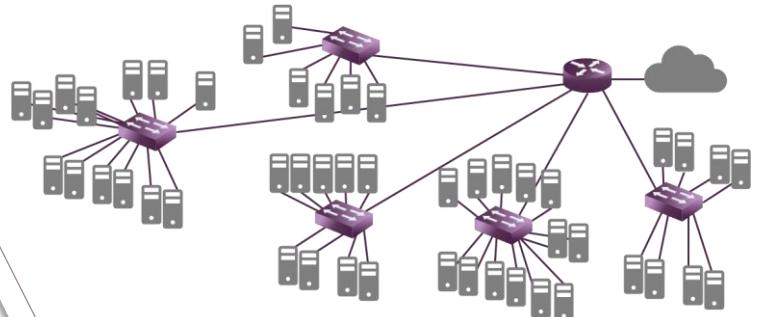
Acknowledge → Classify → Own → Prioritize → Action

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Service Management Practices – IT Asset Management Practice

◆ Purpose:

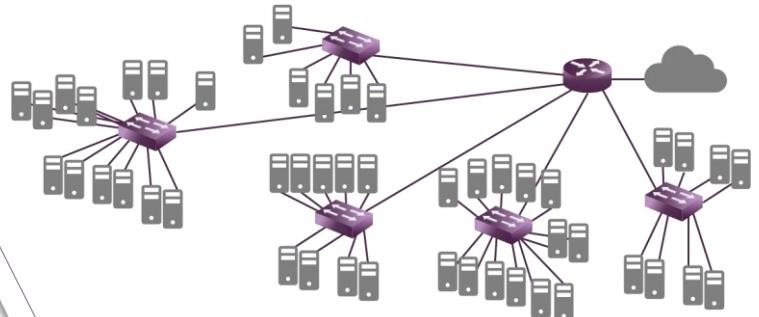
The practice of planning and managing the full lifecycle of all IT assets.



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Service Management Practices – IT Asset Management Practice

- ◆ Purpose:
The practice of planning and managing the full lifecycle of all IT assets.
 - ◆ IT asset:
Any financially valuable component that can contribute to the delivery of an IT product or service.

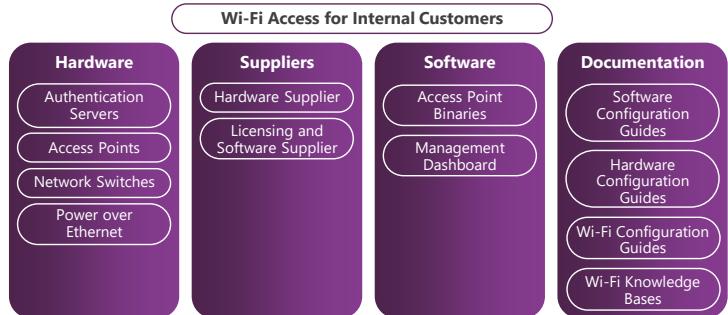


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Service Management Practices – Service Configuration Management Practice

◆ Purpose:

The practice of ensuring that accurate and reliable information about the configuration of services, and the configuration items that support them, is available when and where needed.



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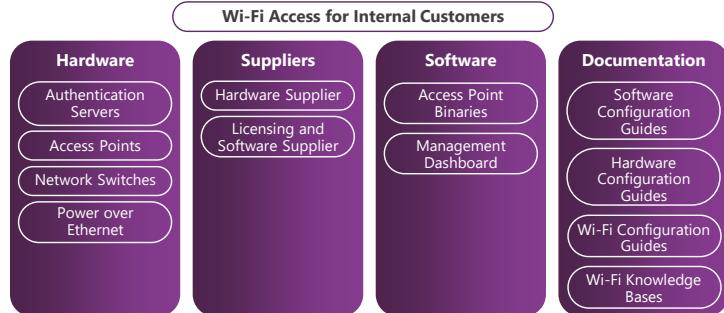
Service Management Practices – Service Configuration Management Practice

◆ Purpose:

The practice of ensuring that accurate and reliable information about the configuration of services, and the configuration items that support them, is available when and where needed.

◆ Configuration Item (CI):

Any component that needs to be managed in order to deliver an IT service.

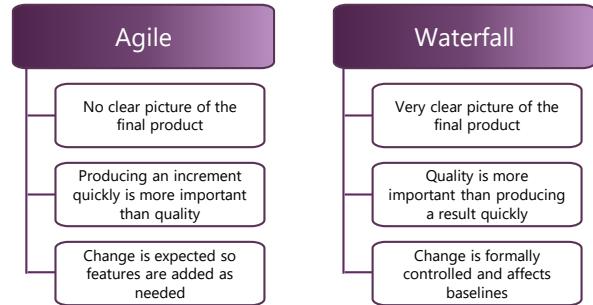


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Service Management Practices – Release Management Practice

◆ Purpose:

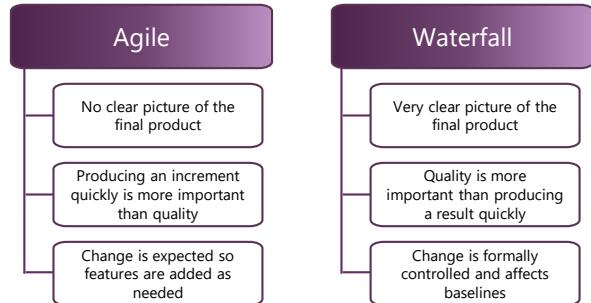
The practice of making new and changed services and features available for use.



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Service Management Practices – Release Management Practice

- ◆ Purpose:
The practice of making new and changed services and features available for use.
- ◆ Release:
A version of a service or other configuration item, or a collection of configuration items, that is made available for use.

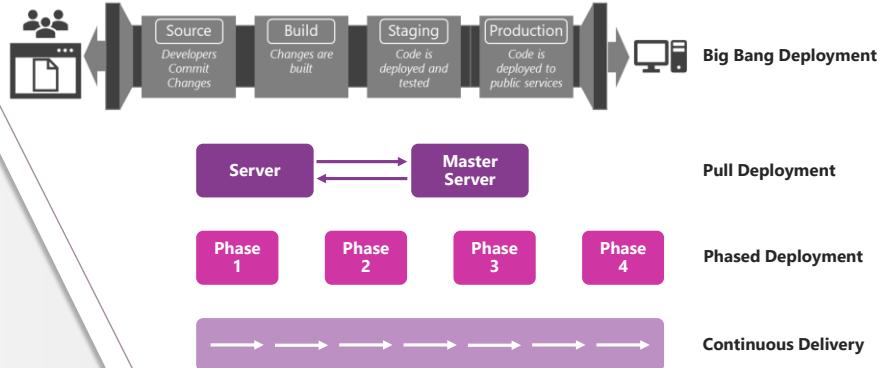


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Technical Management Practices – Deployment Management

Purpose:

The practice of moving new or changed hardware, software, documentation, processes, or any other service component to live environments.



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Practice Questions

◆ What is an ITIL Practice?

- a) A model representing how all the components and activities of an organization work together to facilitate value creation.
- b) An operating model for service providers that covers all the key activities required to effectively manage products and services.
- c) A set of organizational resources designed for performing work or accomplishing an objective.
- d) Specific combinations of Service Value Chain activities used to accomplish an objective.

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- d) Specific combinations of Service Value Chain activities used to accomplish an objective.

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Practice Questions

- ◆ Which of the following describes the "Information Security Management" practice?
- a) The practice of setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets.
 - b) The practice of capturing demand for incident resolution and service requests.
 - c) The practice of planning and managing the full lifecycle of all IT assets.
 - d) The practice of protecting an organization by understanding and managing risks to the confidentiality, integrity, and availability of information.

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 - c) The practice of planning and managing the full lifecycle of all IT assets.
 - d) **The practice of protecting an organization by understanding and managing risks to the confidentiality, integrity, and availability of information.**

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Practice Questions

- ◆ “The practice of establishing and nurturing links between an organization and its stakeholders at strategic and tactical levels” is the purpose of which practice?
- a) Release Management
 - b) Relationship Management
 - c) Supplier Management
 - d) Change Enablement

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Practice Questions

- ◆ “The practice of establishing and nurturing links between an organization and its stakeholders at strategic and tactical levels” is the purpose of which practice?
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 - b) Relationship Management**
 - c) Supplier Management
 - d) Change Enablement

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Practice Questions

- ◆ Which practice ensuring that an organization's suppliers and their performance levels are managed appropriately to support the provision of seamless quality products and services?
- a) Release Management
 - b) Relationship Management
 - c) Supplier Management
 - d) Change Enablement

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- ◆ Which practice ensuring that an organization's suppliers and their performance levels are managed appropriately to support the provision of seamless quality products and services?
- a) Release Management
 - b) Relationship Management
 - c) **Supplier Management**
 - d) Change Enablement

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Practice Questions

- ◆ Which of the following defines the “IT Asset Management” practice?
- a) It facilitates in the planning and managing of the full lifecycle of all IT assets.
 - b) It is any financially valuable component that can contribute to the delivery of an IT product or service.
 - c) It is a person or group responsible for authorizing a change.
 - d) It is an unplanned interruption to a service or reduction in the quality of a service.

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Practice Questions

- ◆ Which practice is about systematically observing services and service components, and recording and reporting selected changes of state?
- a) Monitoring and Event Management
 - b) Incident Management
 - c) Problem Management
 - d) Service Desk

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Practice Questions

- ◆ Which practice is about systematically observing services and service components, and recording and reporting selected changes of state?
- a) **Monitoring and Event Management**
 - b) Incident Management
 - c) Problem Management
 - d) Service Desk

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Practice Questions

- ◆ Which practice deals with making new and changed services and features available for use?
- a) Change Enablement
 - b) Deployment Management
 - c) Release Management
 - d) Service Request Management

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Practice Questions

- ◆ Which practice deals with making new and changed services and features available for use?
- a) Change Enablement
 - b) Deployment Management
 - c) **Release Management**
 - d) Service Request Management

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Practice Questions

- ◆ Which of the following defines the purpose of the “Service Configuration Management” practice?
- a) The practice of ensuring that accurate and reliable information about the configuration of services, and the configuration items that support them, is available when and where needed.
 - b) The practice of moving new or changed hardware, software, documentation, processes, or any other service component to live environments.
 - c) The practice of planning and managing the full lifecycle of all IT assets.

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 - c) The practice of planning and managing the full lifecycle of all IT assets.

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Practice Questions

- ◆ Which of the following defines the purpose of the “Deployment Management” practice?
- a) The practice of ensuring that accurate and reliable information about the configuration of services, and the configuration items that support them, is available when and where needed.
 - b) The practice of moving new or changed hardware, software, documentation, processes, or any other service component to live environments.
 - c) The practice of planning and managing the full lifecycle of all IT assets.
 - d) The practice of reducing the likelihood and impact of incidents by identifying actual and potential causes of incidents and managing workarounds and known errors.

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Practice Questions

- ◆ Which of the following defines an "IT asset"?
- a) Any component that needs to be managed in order to deliver an IT service.
 - b) Any change of state that has significance for the management of a service or other configuration item.
 - c) Any financially valuable component that can contribute to the delivery of an IT product or service.
 - d) The addition, modification, or removal of anything that could have a direct or indirect effect on services.

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Practice Questions

- ◆ Which of the following is a change of state that has significance for the management of a service or other configuration item?
- a) Event
 - b) Incident
 - c) Problem
 - d) Change

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- ◆ What is a component that needs to be managed in order to deliver an IT service?
- a) Configuration Item
 - b) Known Error
 - c) Work Around
 - d) IT Asset

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◆ What is a Change?

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- b) A problem that has been analysed but has not been resolved.
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Practice Questions

- ◆ Which of the following practice has the purpose of capturing demand for incidents and service requests?
- a) Service Desk
 - b) Service Request Management
 - c) Incident Management
 - d) Monitoring and Event Management

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Practice Questions

◆ What is the purpose of the “Continual Improvement” practice?

- a) 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.
- b) To establish and nurture links between an organization and its stakeholders at strategic and tactical levels.
- c) To protect an organization by understanding and managing risks to the confidentiality, integrity, and availability of information
- d) To align an organization’s 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.

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Practice Questions

◆ You want to maximize the number of successful service and product changes. Which practice should you consider?

- a) Continual Improvement
- b) IT Asset Management
- c) Change Enablement
- d) Relationship Management

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- ◆ You have been tasked with minimizing the negative impact of service interruptions by restoring normal service operation as quickly as possible. Which practice should you consider?
- a) Problem Management
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Practice Questions

- ◆ Your objective is to reduce the likelihood and impact of incidents by identifying their actual causes. Which practice should you consider?
- a) Problem Management
 - b) Monitoring and Event Management
 - c) Incident Management
 - d) Service Request Management

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- c) Incident Management
- d) Service Request Management

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Practice Questions

◆ What is the purpose of the “Service Request Management” practice?

- a) To support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner.
- b) To minimize the negative impact of incidents by restoring normal service operation as quickly as possible.
- c) To ensure that an organization’s suppliers and their performance levels are managed appropriately to support the provision of seamless quality products and services.
- d) To make new and changed services and features available for use.

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Practice Questions

- ◆ “The practice of setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets” is the purpose of which practice?
- a) Service Desk
 - b) Service Configuration Management
 - c) Relationship Management
 - d) Service Level Management

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Practice Questions

- ◆ A structured database or document used to track and manage improvement opportunities is known as what?
- a) Configuration Item
 - b) Continual Improvement Register
 - c) Work Around
 - d) Continual Improvement Model

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- ◆ A user has contacted you and requested access to a file in a specific folder on a server. What is this an example of?
- a) An incident
 - b) A problem
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◆ Which of the following statements BEST describes a change authority?

- a) It should be centralized and made up of subject matter experts.
- b) It should be made up of the stakeholders that will be impacted by the change.
- c) It should be focused on expediting normal changes.
- d) It should gather immediately anytime an emergency change is required.

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◆ What is the purpose of a Service Desk?

- a) To systematically observe services and service components, and record and report selected changes
- b) To identify the cause, or potential cause, of one or more incidents.
- c) To solve all technical and non-technical issues identified by the users.
- d) To be the single point of communication between the service provider and all its users.

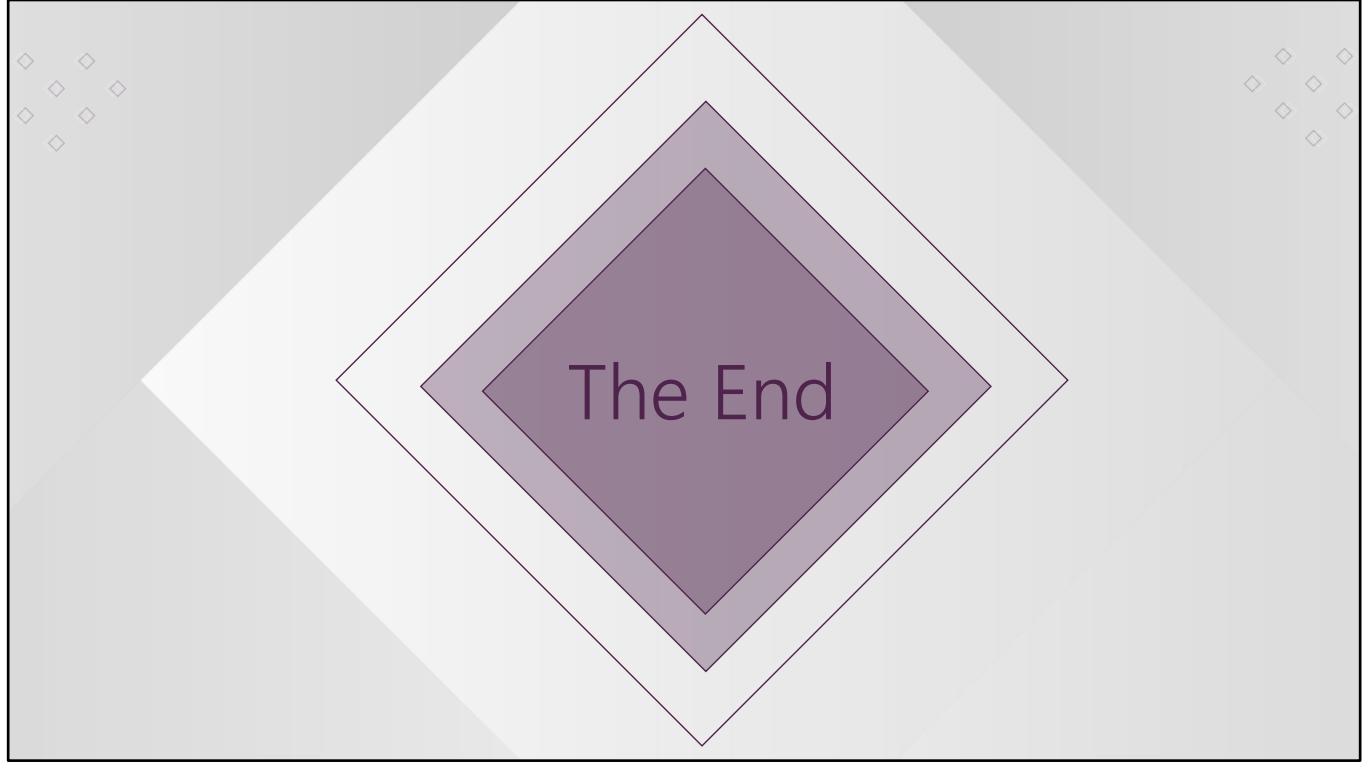
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The End