# ITIL Awareness Worksheet

## Introduction to ITIL

ITIL is a business management guidance document…

* for doing what?
* for who?

Business, and therefore ITIL, is focused on what?

The **Service Value System** is made up of five business best practices that seek to increase value. They are:



The **Four Dimensions of Service Management** are questioning perspectives to approach an IT project or issue in design, troubleshooting, or testing from a holistic standpoint. They are



## Key Concepts of ITIL

Service management does not focus on delivering value. What does it focus on?

These words are often used interchangeable but mean different things in ITIL. What are the definitions?

* Application
* Service
* Product
* Good

A consumer might wear three different hats. What kinds of roles could one or more people play as a consumer?



A service offering is a package deal for a special consumer made up of three parts. They are:



Value is broken into functional and non-functional expectations that are being met technically speaking. But business sees them as



### Reflective questions for internal discussions

* To what extent or in what form has your organization adopted ITIL as a practice?
* When it comes to the four dimensions of service management, does your organization belong to one specific dimension?

## The Four Dimensions of Service Management

Several important considerations for the People and Organizations quadrant are:



The one variable that partners give you that suppliers do not is: .

Place these workflow names in order of scope from smallest to largest: process, value stream, and task.



## The ITIL Service Value System

The seven Guiding Principles are:

* used when and where?
* elemental truths similar to?

Governance is seen every day in everyone’s lives as a relationship of maturity between who?

The Service Value Chain is a map of six **activities** from a project management perspective:



The Software Development Lifecycle (SDLC)



### Reflective questions for internal discussions

* What is your conception of the relationship between the four dimensions and the service value chain?
* What types of governance systems have you experienced in your organization?

## The ITIL Practices

### General Management

* 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

### Service 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

### Technical Management

* Deployment Management
* Infrastructure and Platform Management
* Software Development and Management

## ITIL Guiding Principles

* Are there any practices that are familiar to you from your professional experience or are similar to ones you already have in place in your organization?
* What is the value of having guiding principles? How do they help in prioritizing the things that are the most important?

## Governance

Evaluate, direct, and monitor are three main tasks managers do and therefore are seen in governance. Policies and procedures are common governance documents. What kind of management **is** governance?

## The Service Value Chain

The service value chain is a static map that can have paths plotted along its activities called what?

## Continual Improvement

The seven steps of the continual improvement model are:

**Strategic**



**Tactical**



**Operational**



**and**



### Reflective questions for internal discussions

* Identify a set of common activities that you perform and consider how it applies across the different activities of the service value chain. How might each of the four dimensions be engaged?
* Which step of the Continual Improvement model does your organization do best? Which step causes the most trouble?