ITIL 4 Foundation Cheat Sheet

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4 questions in the official exam from the following definitions	
Service	A means of enabling value co-creation by facilitating outcomes that the customers want to achieve, without the customer having to manage specific costs and risks.
Utility	Fit for purpose, Functionality, What the service does, supporting performance, removing constraints
Warranty	Fit for use, Assurance that a product or service will meet agreed requirements, how the service performs, relates to service levels
Customer	A person who defines the requirements for a service and takes responsibility for the outcomes of the service consumption.
User	A person (role) who uses services
Sponsor	A person (role) who authorizes budget for service consumption
Service management	A set of specialized organizational capabilities for enabling value for customers in the form of services.
Organization	A person or a group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives
Value	The perceived benefits, usefulness, and importance of something
Output	A tangible or intangible deliverable, something created by carrying out an activity
Outcome	A result for a stakeholder enabled by one or more outputs

Plan	Shared understanding of the vision, current status, and improvement direction for all four dimensions
Improve	Continual improvement of **products**, **services**, and **practices**
Engage	Good understanding of stakeholder needs, transparency, and continual engagement and good relationships with all stakeholders
Design and transition	Continually meet stakeholder expectations
Obtain/build	Ensure that service components are available when and where they are needed, and meet agreed specifications.
Deliver and support	Ensure that services are delivered and supported according to agreed specifications and stakeholders' expectations.

Event	Any change of state that has significance for the management of a service or other configuration item (CI).
Incident	An unplanned interruption to a service or reduction in the quality of a service
Problem	A cause, or potential cause, of one or more incidents
Known error	A problem that has been analyzed but has not been resolved.
Change	The addition, modification or removal of anything that could have a direct or indirect effect on service.
Configuration item (CI)	Any component that needs to be managed in order to deliver an IT service
IT Asset	Any financially valuable component that can contribute to the delivery of an IT product or service

Continual improvement	To <u>align</u> the organization's practices and services with <u>changing business needs</u> through the ongoing improvement of **products**, **services**, and **practices**
Information security management	To <u>protect</u> the information needed by the organization to conduct its business. This includes understanding and managing risks to the confidentiality, integrity, and availability of information
Relationship management	To <u>establish and nurture the links</u> between the organization and its stakeholders at strategic and tactical level.
Supplier management	To ensure that the organization's <u>suppliers and their performances</u> are <u>managed</u> appropriately to support the <u>seamless provision of quality products and services</u>.
Change enablement	To maximize the number of successful service and product changes by <u>(1) ensuring that **risks** have been properly assessed, (2) authorizing changes to proceed, and (3) managing the change schedule.</u>
Incident management	To <u>minimize the negative impact of incidents</u> by <u>restoring</u> normal service operation as quickly as possible.
Problem management	To <u>reduce the likelihood and impact of incidents</u> by identifying actual and potential causes of incidents, and managing workarounds and known errors.
Monitoring and event management	To <u>systematically observe</u> services and service components, and record and report selected changes of state identified as events.
IT Asset management	To plan and manage the <u>full lifecycle of all IT assets</u>, to help the organization: 1. maximize value 2. control costs 3. manage risks
Service configuration management	To ensure that <u>accurate and reliable information</u> about the configuration of services, and the configuration items (CIs) that support them, is available when and where it is needed.
Service level management	To set <u>clear business-based targets</u> for service levels, and to ensure that delivery of services is properly addressed, monitored, and managed against these targets.

Service request management	To support the <u>agreed quality of a service</u> by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner
Service desk	To <u>capture demand</u> for (1) incident resolution and (2) service requests. It should also be the entry point and <u>single point of contact</u> for the <u>service provider</u> with all of its <u>users</u>.
Deployment management	To <u>move</u> new or changed hardware, software, documentation, processes, or any other component to <u>live environments</u>.
Release management	To make new and changed services and features <u>available for use</u>

More details are available in ↓

Website	www.CertiBanks.com
Course Link	https://certibanks.com/Course_details.aspx?id=1
	ITIL World (www.facebook.com/groups/ITIL.World)
	Telegram Group: https://t.me/ITIL4Foundation (ITIL 4 Foundation Study Group)
	Linkedin Group: https://www.linkedin.com/groups/9033274 (ITIL 4 Foundation Study Group)
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