

# ITIL 4 - PRACTICES INTRODUCTION

Section 10

## CATEGORIES OF PRACTICES

14

GENERAL MANAGEMENT

17

SERVICE MANAGEMENT

3

TECHNICAL MANAGEMENT

The ITIL SVS includes 14 general management practices, 17 service management practices, and 3 technical management practices, all of which are subject to the four dimensions of service management

## Practice

a set of organized resources designed for performing work or accomplishing an objective

The origins of the practices are as follows:

- **General Management** practices have been adopted and adapted for service management from general business management domains.
- **Service Management** practices have been developed in service management and ITSM industries.
- **Technical Management** practices have been adapted from technology management domains for service management purposes by expanding or shifting their focus from technology solutions to IT services.

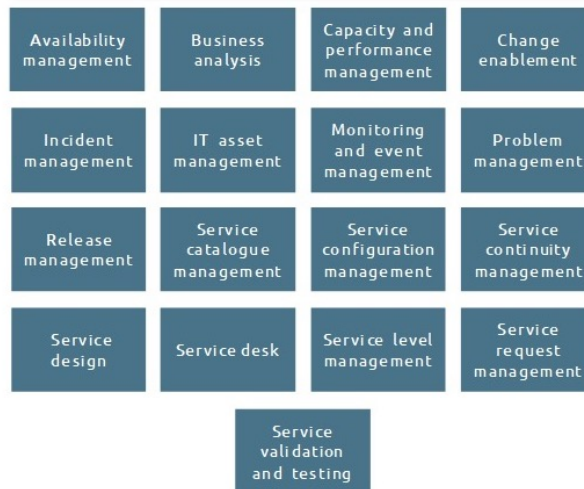
# WHAT IS A PRACTICES?

## ITIL® 4 Practices

### General management practices



### Service management practices



### Technical management practices



Each practice

Supports multiple service value chain activities

Includes resources based on the 4 dimensions of service management