



Service Assets

ITILv3 Foundations

<http://www.jasondion.com>

What is an asset?

- Refers to resources and capabilities which the service provider must allocate to provide a given service



Resources

- Contribute to a service
- Are Tangible
- Can be purchased
- Raw materials, Financial capital, Infrastructure, Applications, Information, and People



Capabilities

- Specialized skills or abilities
- Applied by organization to add value
- Are Intangible
- Management, organization, processes, skills, etc.

