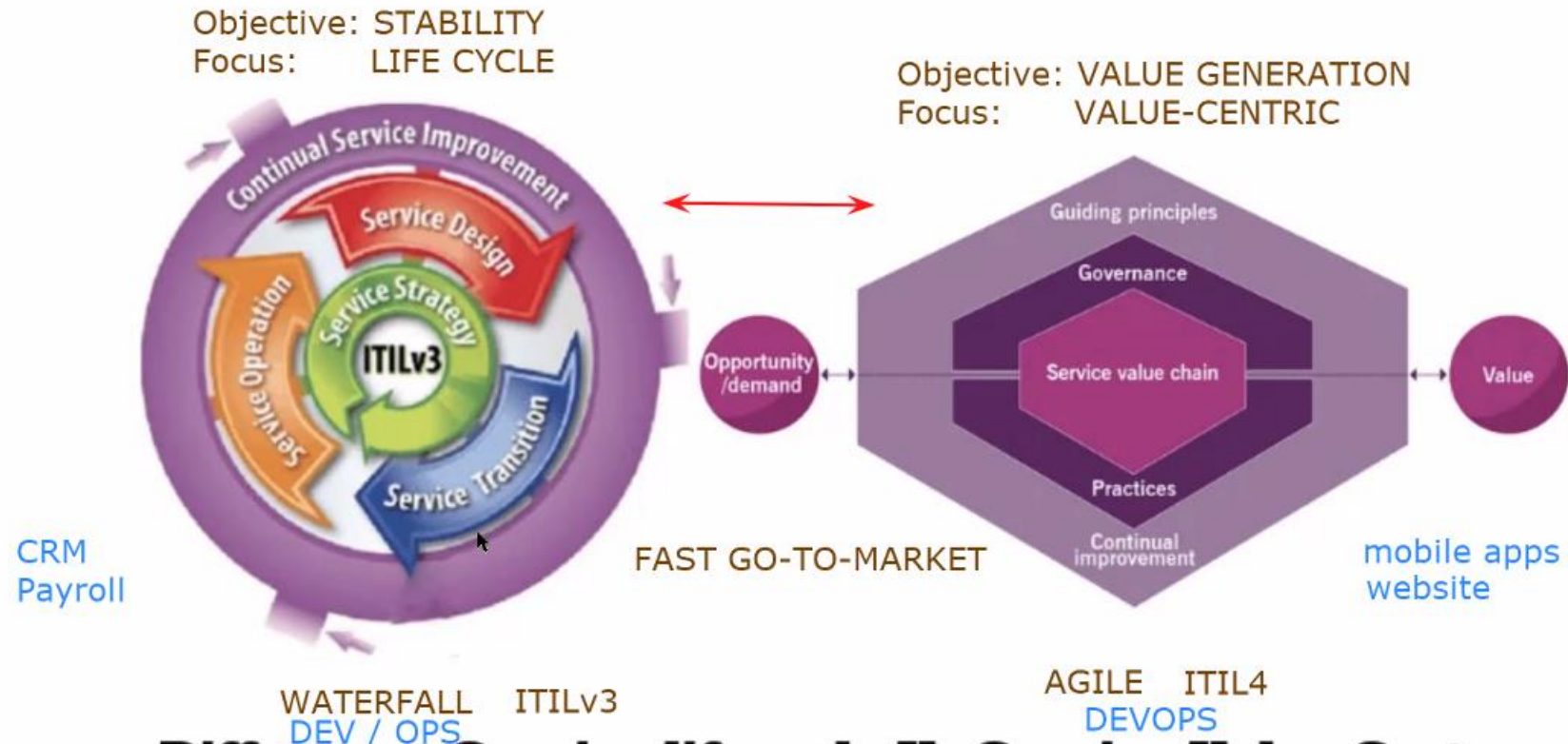


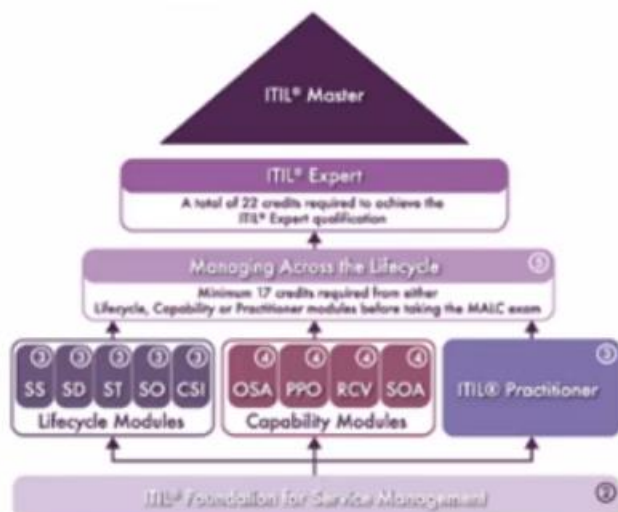
Difference-Service lifecycle Vs Service Value System



Difference-Service lifecycle Vs Service Value System

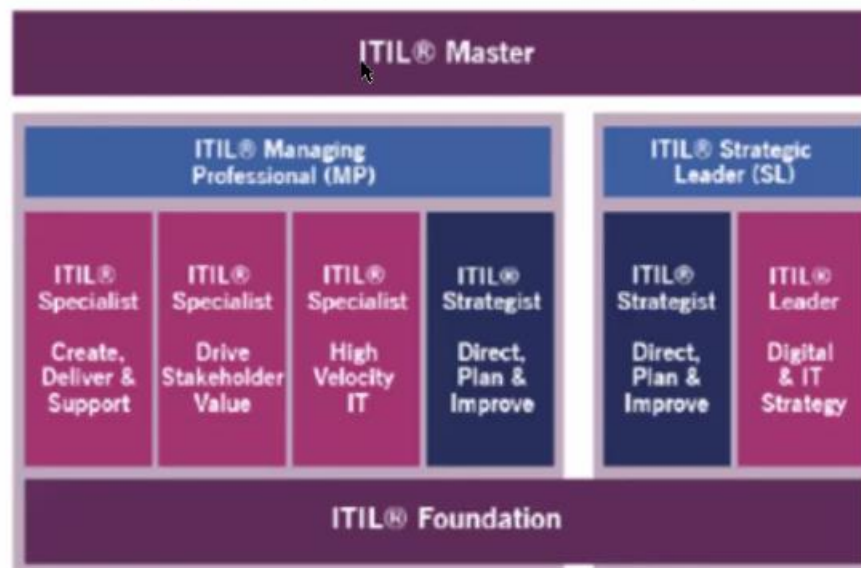
ITIL: IT INFRASTRUCTURE LIBRARY
BMC

ITIL® v3 Qualification Roadmap



Copyright © AXIOM Limited 2018. All rights reserved. Material is reproduced under license from AXIOM. ITIL® is a registered trade mark of AXIOM Limited, used under permission of AXIOM Limited. All rights reserved. The Swift Logo™ is a trade mark of AXIOM Limited, used under permission of AXIOM Limited. All rights reserved.

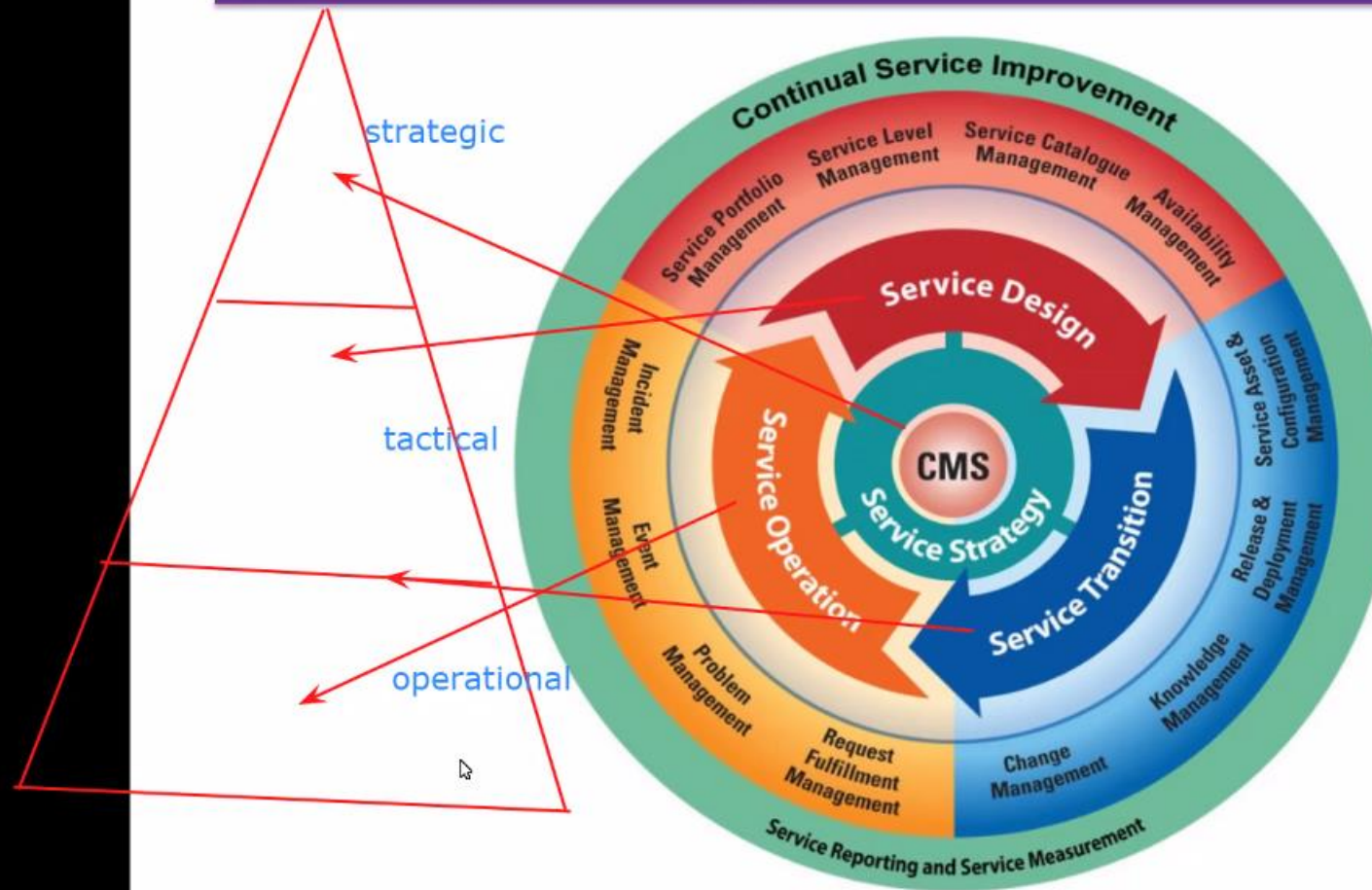
ITIL® 4 Qualification Roadmap



What is ITIL?

- Is a framework not a standard
- First published by the UK Government in the late 1980s
- Best practice for IT Service Management
- Updated to V2 in 2000/2001
- Updated to V3 in 2007
 - Lifecycle model
 - Greater focus on strategy and business outcomes

ITIL Service Lifecycle



What is a Service?

Service is:

people (RACI) → output=tangible → outcome = measurable

a means of delivering value to customer by facilitating
→ outcomes customers want to achieve without the
ownership of specific costs and risks

Services may be defined by specifications, but Customer
outcomes are the genesis of services

Types of Services

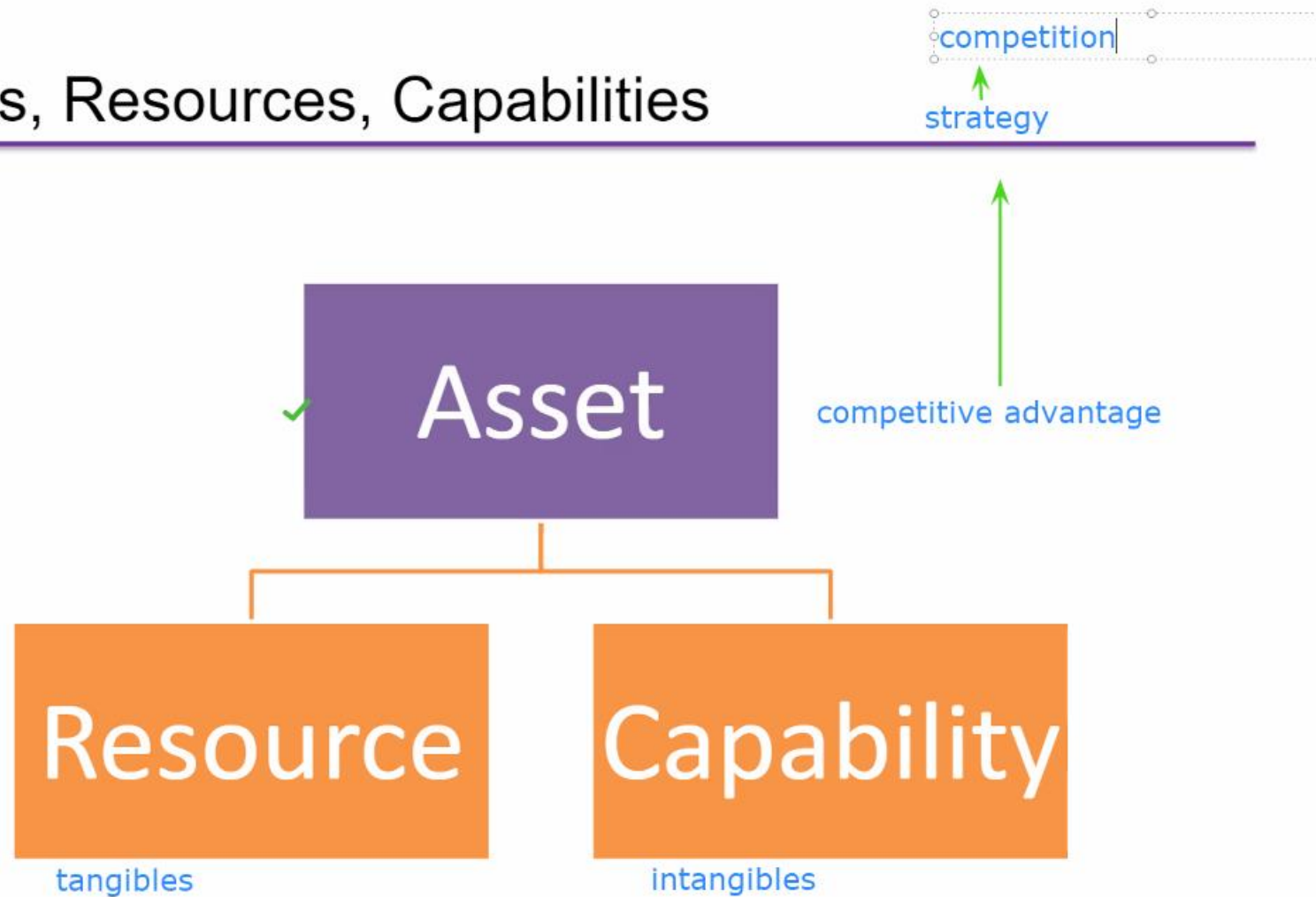


Internal



External

Assets, Resources, Capabilities



Service Management as a Practice

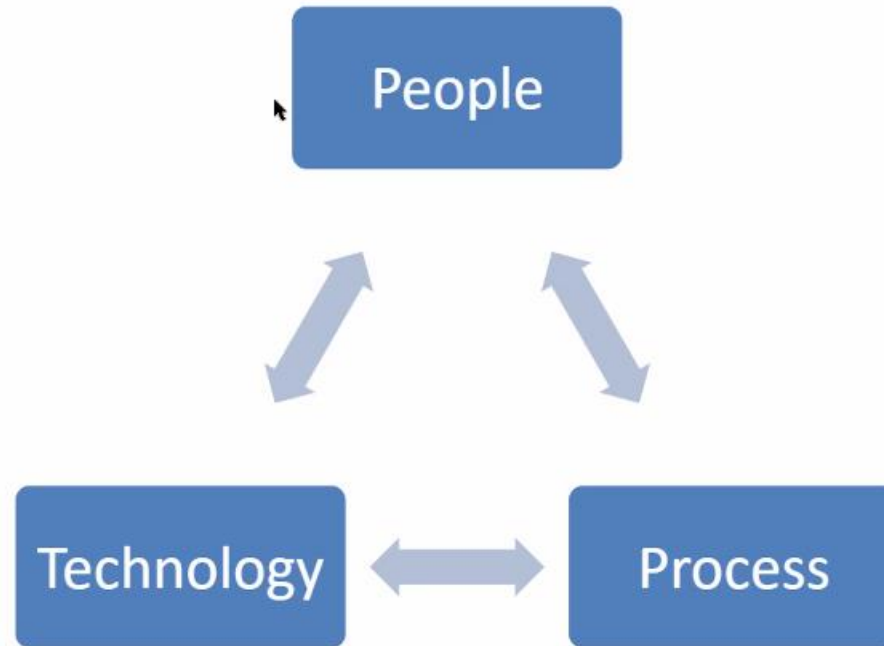
Service management is:

- A set of specialized organizational capabilities for providing value to customers in the form of **services**
- A set of Functions and **Processes** for managing services over their lifecycle



IT Service Management

The implementation and management of **quality** IT services that meet the needs of the business.



Service Provider

Type I: Internal service provider - An internal service provider that is embedded within a business unit

Type II: Shared services unit - An internal service provider that provides shared IT services to more than one business unit

Type III: External service provider - A service provider that provides IT services to external customers

✓ Stakeholders

✓ **Customers** are those who buy goods or services.

✓ The customer of an IT service provider is the person or group who defines and agrees the service level targets.

Users are those who use the service on a day-to-day basis.

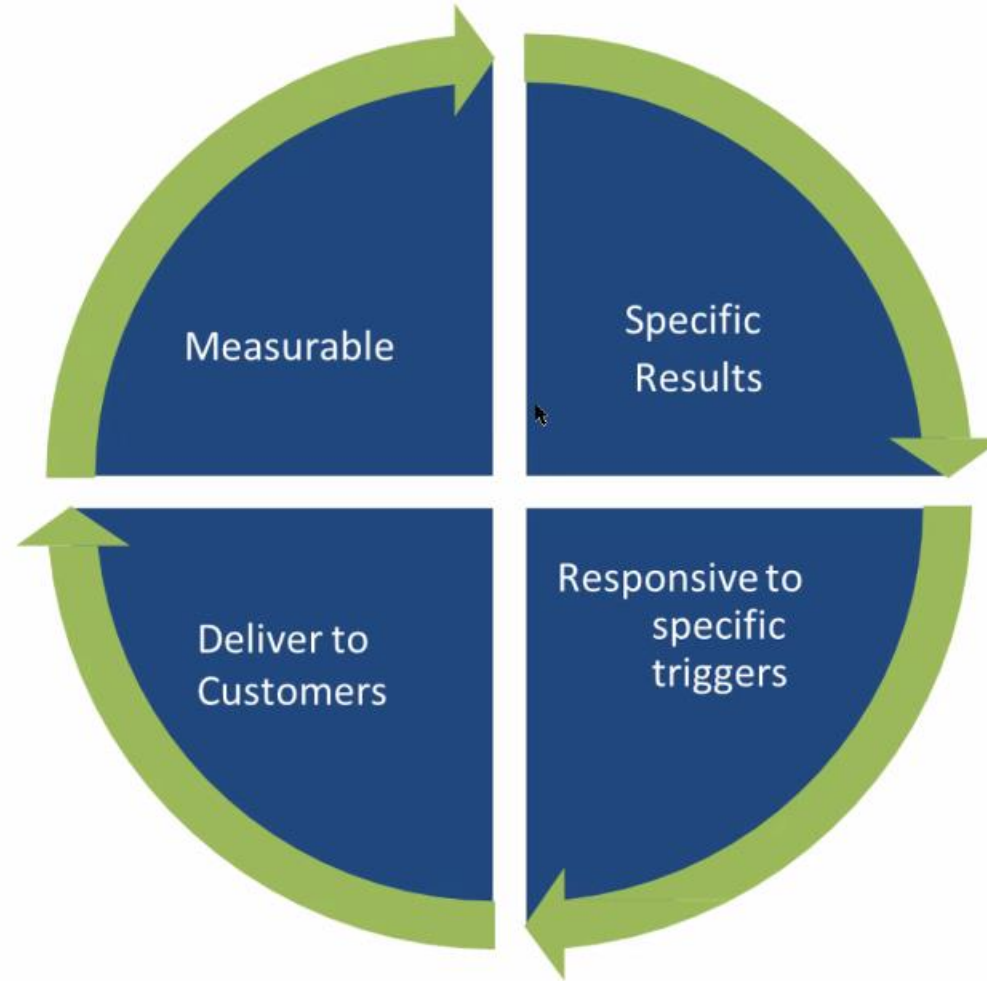
service provider's
commitment / promise of
quality (measurable)

Process

A **process** is a set of coordinated activities

- combining and implementing resources and capabilities,
- in order to produce an **outcome**
- which, directly or indirectly, creates **value**
- for an external customer or stakeholder

Characteristics of Processes



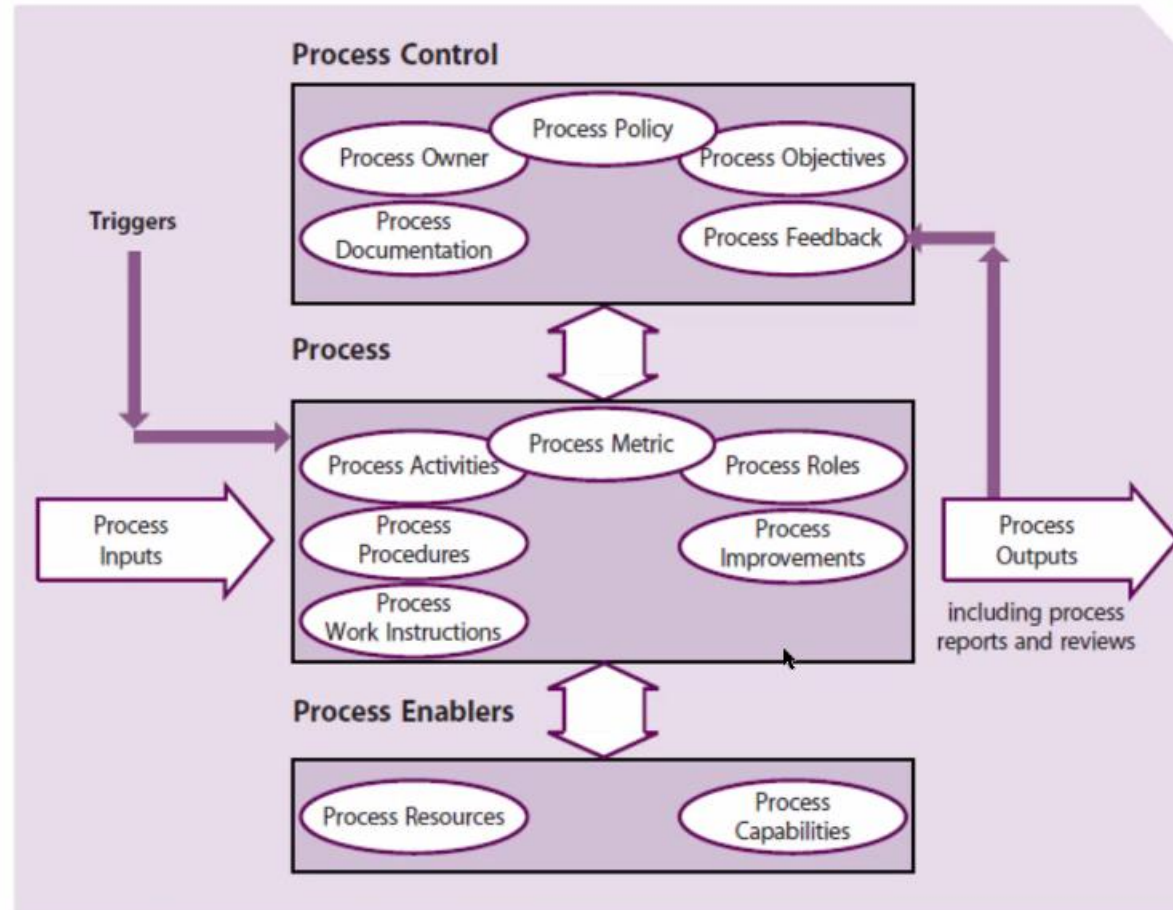
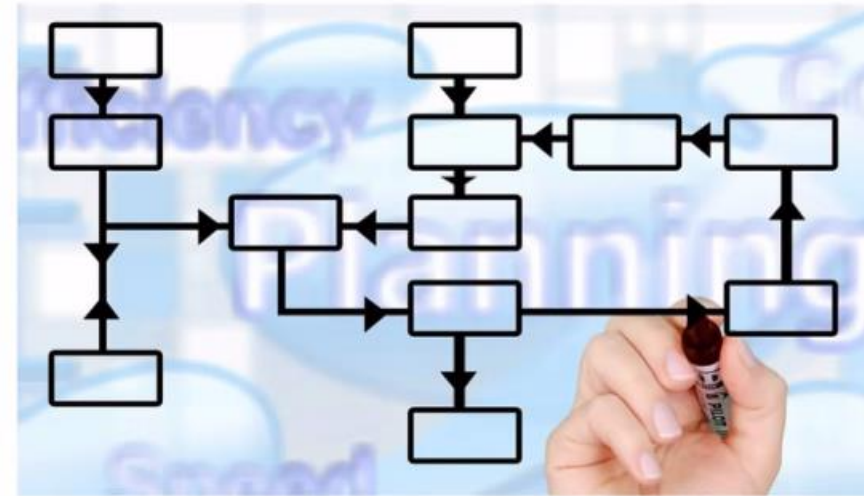


Figure 3.11 The generic process elements

Process Model

- Processes are examples of ✓ closed-loop systems
- It is important to consider the entire process or how one process fits into another.



Functions

- Functions are units of organizations specialized to perform certain types of work and be responsible for specific outcomes
- Functions are:
 - Self contained entities
 - Provide structure to the organization
 - Define roles and associate responsibility
 - Leads to specialization and optimization