ITIL V4

https://www.youtube.com/watch?v=aJyVlAV2xyY

A screen shot of a chart

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A diagram of service process

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📅 ITIL service lifecycle consists of five stages: service strategy, design, transition, operations, and continual improvement.

Key Insights

💡 ITIL helps businesses align IT services with their needs, resulting in lower costs and increased productivity.

💡 ITIL’s service lifecycle approach enables businesses to deliver efficient IT services and collaborate with IT teams effectively.

💡 ITIL’s emphasis on value creation and co-creation helps businesses improve customer satisfaction and manage business risks.

💡 ITIL version 4 introduces a practical approach to managing core principles, integrating with frameworks like agile, lean, and DevOps.

💡 ITIL’s four dimensions (organizations and people, information and technology, partners and suppliers, value streams and processes) provide a holistic view of service management.

💡 ITIL version 4 focuses on utility and warranty, ensuring services meet customer requirements and deliver value.

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A close-up of a white background

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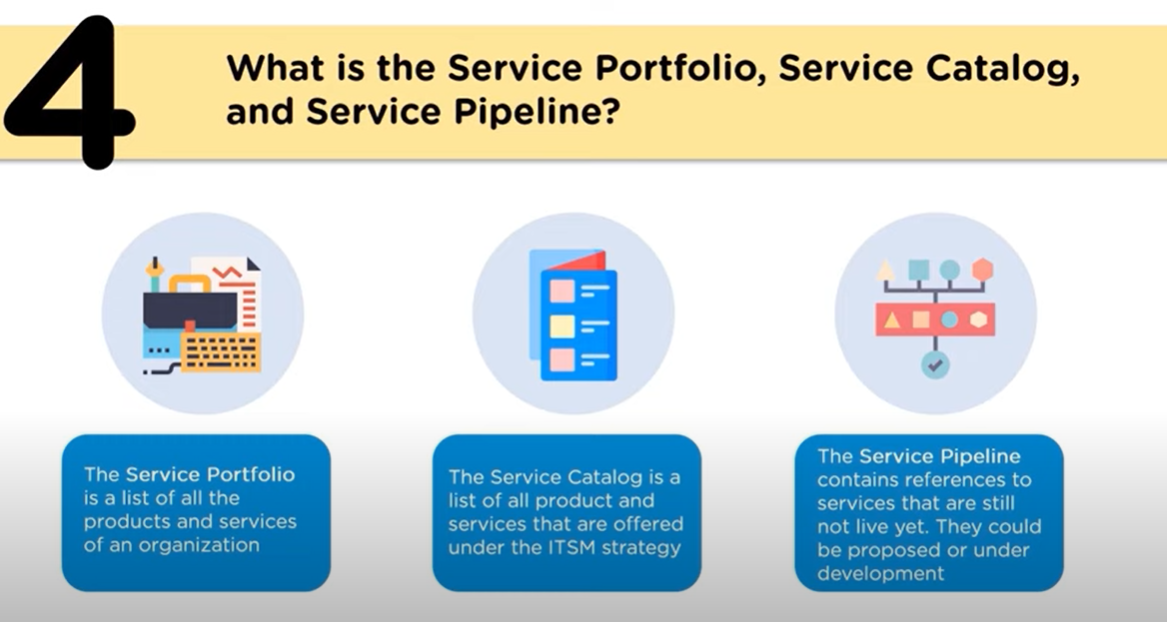
A close-up of a text

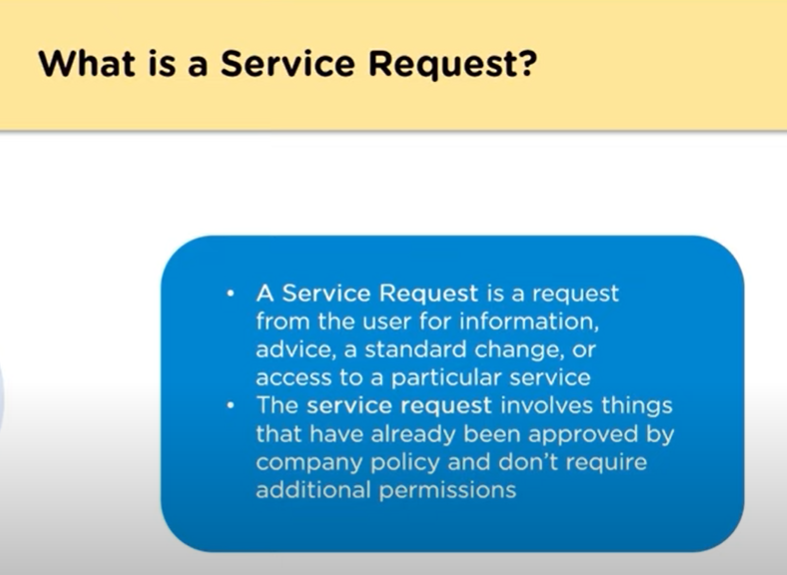
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A diagram of a company's value

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A close-up of a sign

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A person standing next to a blue sign

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A couple of men with blue rectangles

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A blue rectangular box with white text

Description automatically generatedA blue screen with white text

Description automatically generatedA blue sign with white text

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A diagram of a problem

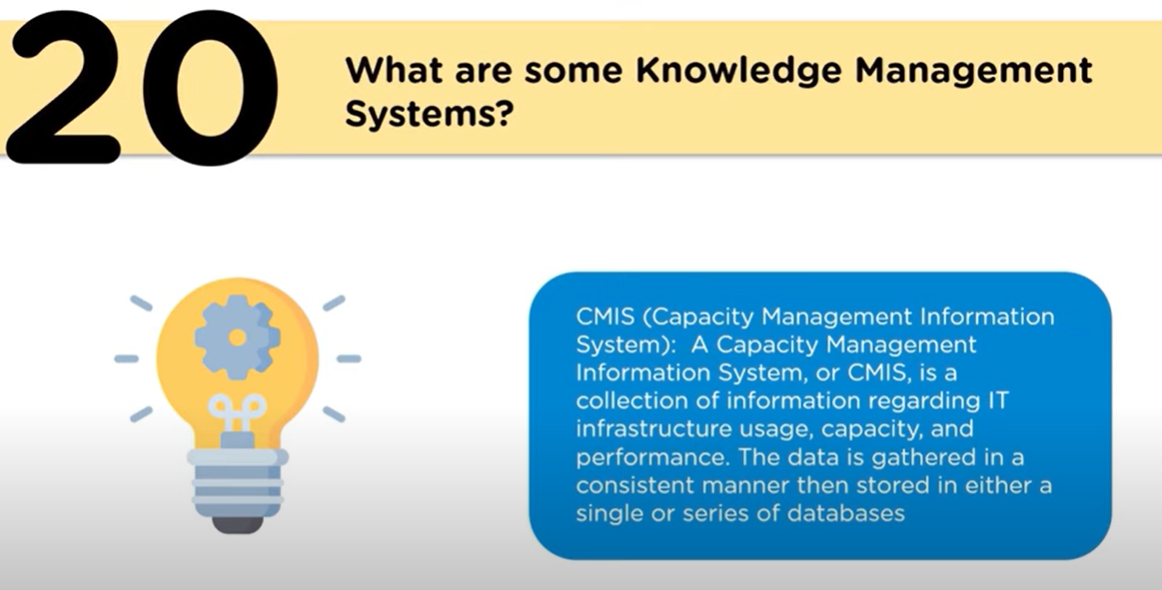
Description automatically generatedA blue sign with white text

Description automatically generatedA blue and white text on a blue background

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A blue background with white text

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A blue and white text

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A diagram of service value system

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