**What is a product?**

A **product** is configuration of resources, created by the organization, that will be potentially valuable for their customers.

• An **organization** is a person or group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives.

• A **customer** is the role that defines the requirements for a service and takes

responsibility for the outcomes of service consumption.

• The **user** is the role that uses services. • The **sponsor** is the role that authorizes the budget for service consumption. The term is also used to describe an organization or individual that provides financial or other support for an initiative.

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**Service management** is a set of specialized organizational capabilities for enabling value for customers in the form of services.



**What is a service?**

A **service** is a means of enabling value co-creation by facilitating outcomes that customers want to achieve without the customer having to manage specific costs and risks. • **Value** is the perceived benefits, usefulness, and importance of something.

• An **outcome** is a result for a stakeholder enabled by one or more outputs.

• An **output** is a tangible of intangible deliverable of an activity.

• **Cost** is the amount of money spent on a specific activity or resource.

• **Risk** is a possible event that could cause harm or loss, or make it more difficult to achieve objectives (*uncertainty of outcome).*

**What are service relationships?**

**Service relationship management** are the joint activities performed by a service provider and a service consumer to ensure continual value

co-creation based on agreed and available service offerings. • A **service offering** is a formal description of one or more services, designed to address the needs of a target consumer group. A service offering may include goods, access to resources, and service actions.

• A **service provision** is the activities performed by an organization to provide services, including management of the provider’s resources, configured to deliver the service; ensuring access to these resources for users; fulfillment of the agreed service actions; service level management; and continual improvement. It may also include the supply of goods.

• **Service consumption** is the activities

performed by an organization to consume

services. It includes the management of the

consumer’s resources needed to use the

service, service actions perform by users, and

the receiving (acquiring) or goods (if required).

**Goods**

have the ownership

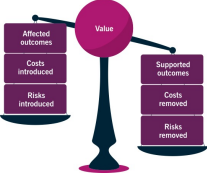
transferred to a consumer

**Access**

Does not have the ownership transferred to a consumer

**Actions**

are performed by the provider to address a consumer need **4**

**Utility/Warranty**

**Utility** is the functionality offered by a product or service to meet a particular need. • What a service does (fit for purpose)

**Warranty** is the assurance that a product or service will meet agreed requirements. • How a service performs (fit for use)

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**What is the service**

**value system?**

The **Service Value System (SVS)** is a model representing how all the components and activities of an organization work together to facilitate value creation.

**www.DionTraining.com Four Dimensions**

**The Four Dimensions…**

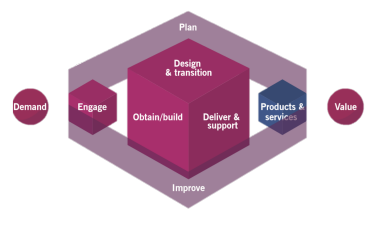
• **Organizations and People** ensures that the way an organization is structured and managed, as well as its roles, responsibilities, and systems of authority and communication, is well defined and supports its overall strategy and operating model.

**What is the service**

are the four perspectives that are critical to the effective and efficient facilitation of value for customers and other stakeholders in the form of products and services.

• **Information and Technology** includes the information and knowledge used to deliver services, and the information and technologies used to manage all aspects of the service value system.

• **Partners and Suppliers** encompasses the relationships an organization has with other organizations that are involved in the design, development, deployment, delivery, support,

**value chain? Service Value Chain**

The **Service Value Chain (SVC)** is s the innermost

cube containing 6 main activities in the Service

Value System.

• **Plan** ensures a shared understanding of the

vision, current status, and improvement direction

for all four dimensions and all products and

services across an organization.

• **Improve** ensures continual improvement of

products, services, and practices across all value

chain activities and the four dimensions of

service management.

• **Engage** provides a good understanding of

stakeholder needs, transparency, continual

engagement, and good relationships with all

stakeholders.

• **Design & Transition** ensures products and

services continually meet stakeholder

expectations for quality, costs, & time to market.

• **Obtain/Build** ensures service components are 

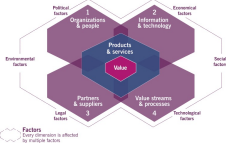
available when and where they are needed,

and that they meet agreed specifications.

• **Deliver & Support** ensures services are

and/or continual improvement of services.

• **Value Streams and Processes** defines the activities, workflows, controls, and procedures needed to achieve the agreed objectives.

**What is a value stream?** A **value stream** is a series of steps an

organization undertakes to create and deliver **4 VALUE STREAM STEPS**

products and services to service consumers.

Value-adding

activities

delivered and supported according to agreed specifications and stakeholder’ expectations.

Step 1 Step 2 Step 3

Non value-adding activities (waste)

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**Focus on Value**

All activities conducted by the

organization should link back, directly or indirectly, to value for itself, its customers, and other stakeholders.

**Start Where You Are**

Do not start from scratch and build something new without considering what is already available to be leveraged; the current state should be investigated and observed directly to ensure it is

understood.

**Progress Iteratively With Feedback**

Do not attempt to do everything at once. Organize the work into smaller,

manageable sections that can be executed and completed in a timely manner. The focus on each effort will be sharper and easier to maintain.

**Collaborate and**

**Promote Visibility**

When initiatives involved the right people in the correct roles, efforts benefit from better buy-in, more relevance, and increased likelihood of long-term success.

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**Guiding Principle**

is a recommendation that guides an organization in all circumstances, regardless of changes in its goals, strategies, type of work, or

management structure

**4**

**Think and Work**

**Holistically**

No service, practice, process, department, or supplier stands alone. The outputs that the organization delivers to itself, its customers, and other stakeholders will suffer unless it works in an integrated way to handle its activities as a whole, rather than as separate parts. All the organization’s activities should be focused on delivery of value.

**Keep It Simple**

**And Practical**

If a process, service, action, or metric fails to provide value or produce a useful outcome, eliminate it. In a process or procedure, use the minimum number of steps necessary to accomplish the objective(s). Always use outcome-based thinking to produce practical solutions that deliver results.

**Optimize and Automate**

Before an activity can be effectively automated, it should be optimized to whatever degree is possible and

reasonable. Consider the four dimensions when designing, managing, or operating an organization and its processes. Human intervention should only happen where it contributes value to the process.

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**What is a practice?**

A **practice** is a set of organizational resources designed for performing work or accomplishing an objective

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**What is continual**

**improvement?**

**Continual improvement** is the practice of aligning an organization’s practices and

• **Change enablement** is the practice of ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful service and products changes.

• A **change** is an addition, modification, or removal of anything that could have a direct or indirect effect on services.

• **Deployment management** is the practice of moving new or changed hardware, software, documentation, processes, or any other service component to live environments.

• **Incident management** is the practice of minimizing the negative impacts of incidents by restoring normal service operation as quickly as possible.

• **Information security management** is the practice of protecting an organization by

services with changing business needs through the ongoing identification and improvement of all elements involved in the effective management of products and services.

**What is the continual improvement model?**

The **continual improvement model** is a high-level guide to support improvement initiatives using a cyclical seven steps framework.

understanding and managing risks to the confidentiality, integrity, and availability of information. 

• **IT asset management** is the practice of planning and managing the full lifecycle of all information technology (IT) assets.

• **Monitoring and event management** is the practice of systematically observing services and service components, and recording and reporting selected changes of state identified as events. • An **event** is any change of state that has significance for the management of a service or other configuration item.

• **Problem management** is the practice of reducing the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors.

• A **problem** is a cause, or potential cause, of one or more incidents.

• An **incident** is Incident an unplanned

interruption to a service or reduction in the quality of a service. • A **workaround** is a solution that reduces or 

eliminates the impact of an incident or

problem for which a full resolution is not

yet available.

• A **known error** is a problem that has been

analyzed but has not been resolved.

**4 IT Asset**

is any financially valuable component that can contribute to the delivery of an IT product of service.

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**What is a practice?**

A **practice** is a set of organizational resources designed for performing work or accomplishing an objective

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**What is the**

**service desk?**

The **service desk** is the practice designed to capture demand for incident resolution and service requests.

• **Relationship management** is the practice of establishing and nurturing links between an organization and its stakeholders at strategic and tactical levels.

• **Release management** is the practice of making new and changed services and features available for use.

• **Service configuration management** is the practice of ensuring that accurate and reliable information about the configuration of services, and the configuration items that support them, is available when and where needed.

• **Service level management** is the practice of setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets.

• **Service request management** is the practice of supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner.

• **Supplier management** is the practice of ensuring that an organization’s suppliers and their performance levels are managed appropriately to support the provision of seamless quality products and services.

• The entry point/single point of contact for the service provider with all of its users.

**What is the continual improvement model?** 

**How do I**

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• Follow scheduling instructions in email to take the exam using the PeopleCert web-proctoring service online 24/7.

**Service Level**

**Agreement (SLA)**

is a documented agreement between a service provider and a customer that identifies services required and the expected level of service

**About the Exam**

ITIL 4 Foundation exam contains 40 multiple-choice questions in 60 minutes. • If you are taking it in a non-native language, you get 75 minutes to complete it. • Must score 26 out of 40 to pass (65%)

**4 Configuration Item (CI)** 

is any component that needs

to be managed in order to

deliver an IT service

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