ITIL® 4 Foundation: Service Value System

INTRODUCING THE ITIL® SERVICE VALUE SYSTEM: WHAT IT IS AND WHY YOU SHOULD KNOW IT

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Acknowledgements

What You'll Learn

Background and nature of the SVS

What is value?

Connecting the service value chain

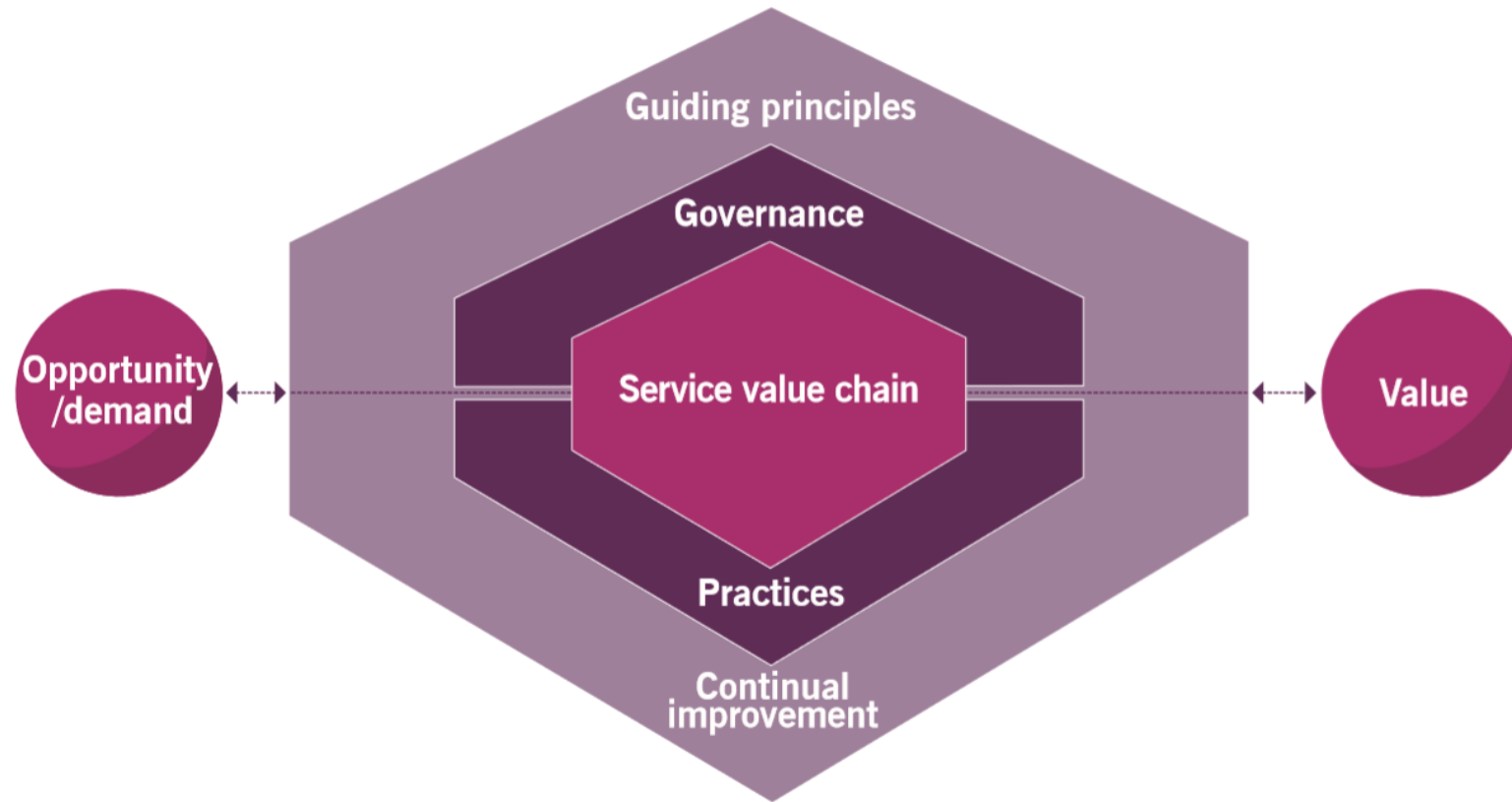# The ITIL® 4 Framework in a Snapshot: The Service Value System (SVS)
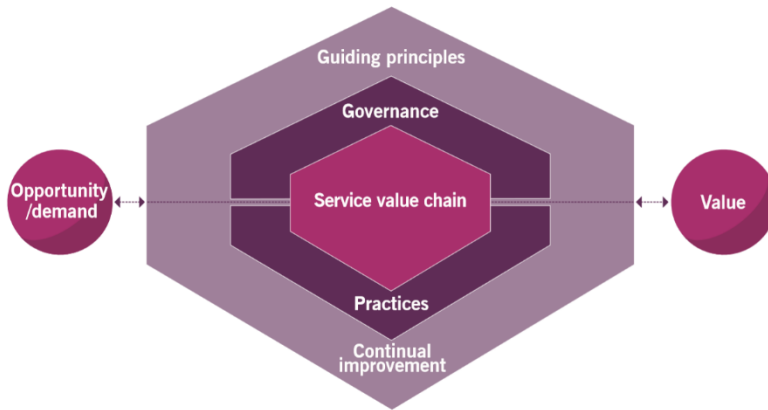
The SVS describes how all the components and activities of the organization work together as a system to enable value creation

Service Value System

Service Value System

Guiding principles

Governance

Service value chain

Practices

Continual improvement

Challenges

- Organizational silos

- Adapting to Agile
  methodologies

- Understanding continual
  improvement

- Understanding how to use the
  guiding principles

The Core Concepts of Value

Value

The perceived benefits, usefulness, and importance of something.

Where Does Value Co-creation Come From?

Services

Products

Service Offering

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.
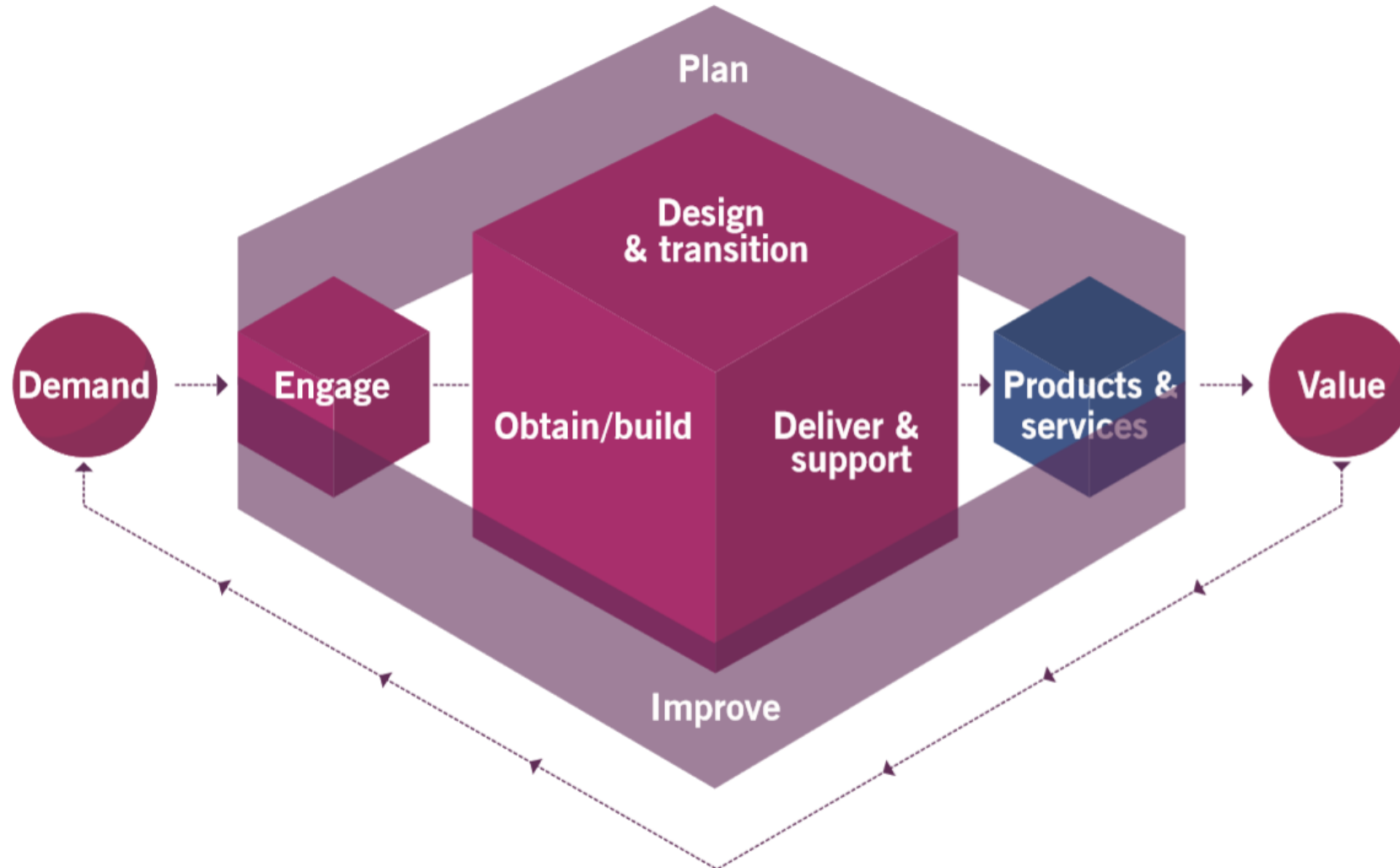
POS service

Inventory control

Payroll service

Customer rewards
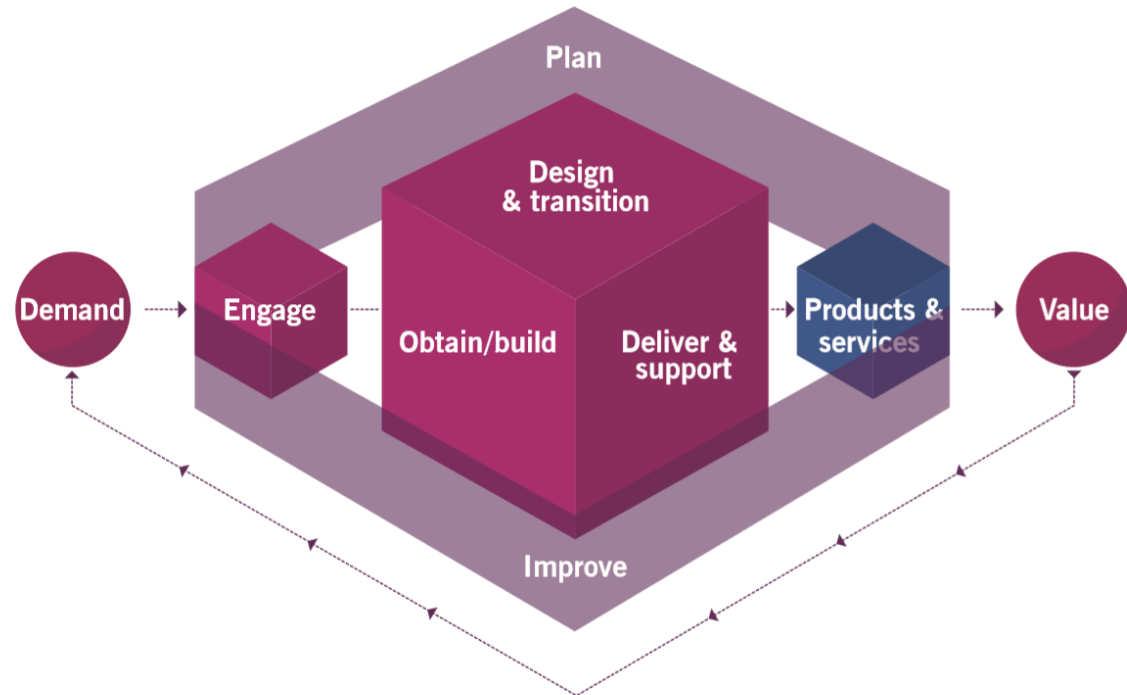
Connecting the Dots: The Service Value Chain

The Service Value Chain (SVC)

The Service Value Chain (SVC)

Plan

Improve

Engage

Design and transition
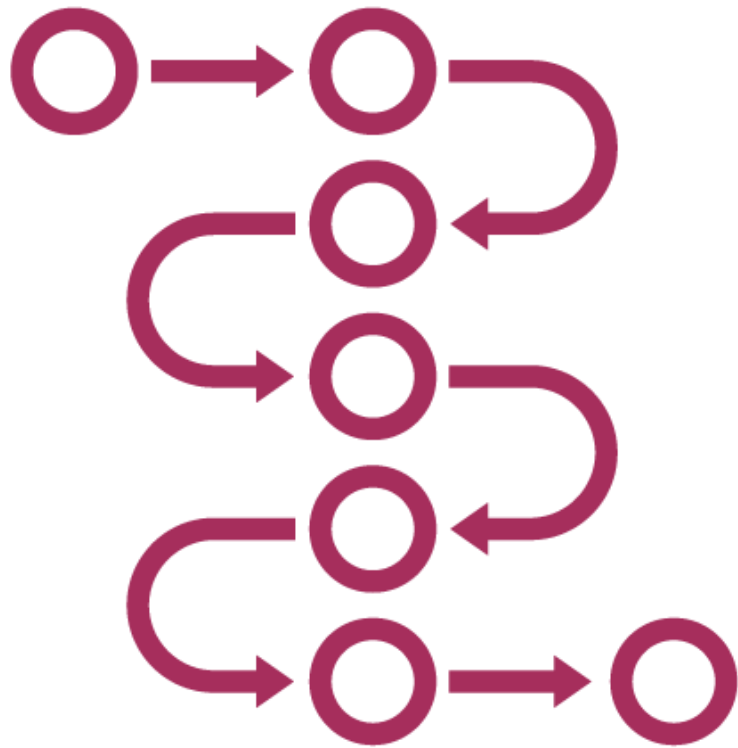
Obtain/Build

Deliver and support

Common rules of SVC

- All incoming and outgoing interactions to external parties are via *engage*

- All new resources are obtained through *obtain/build*

- Planning at all levels is via *plan*

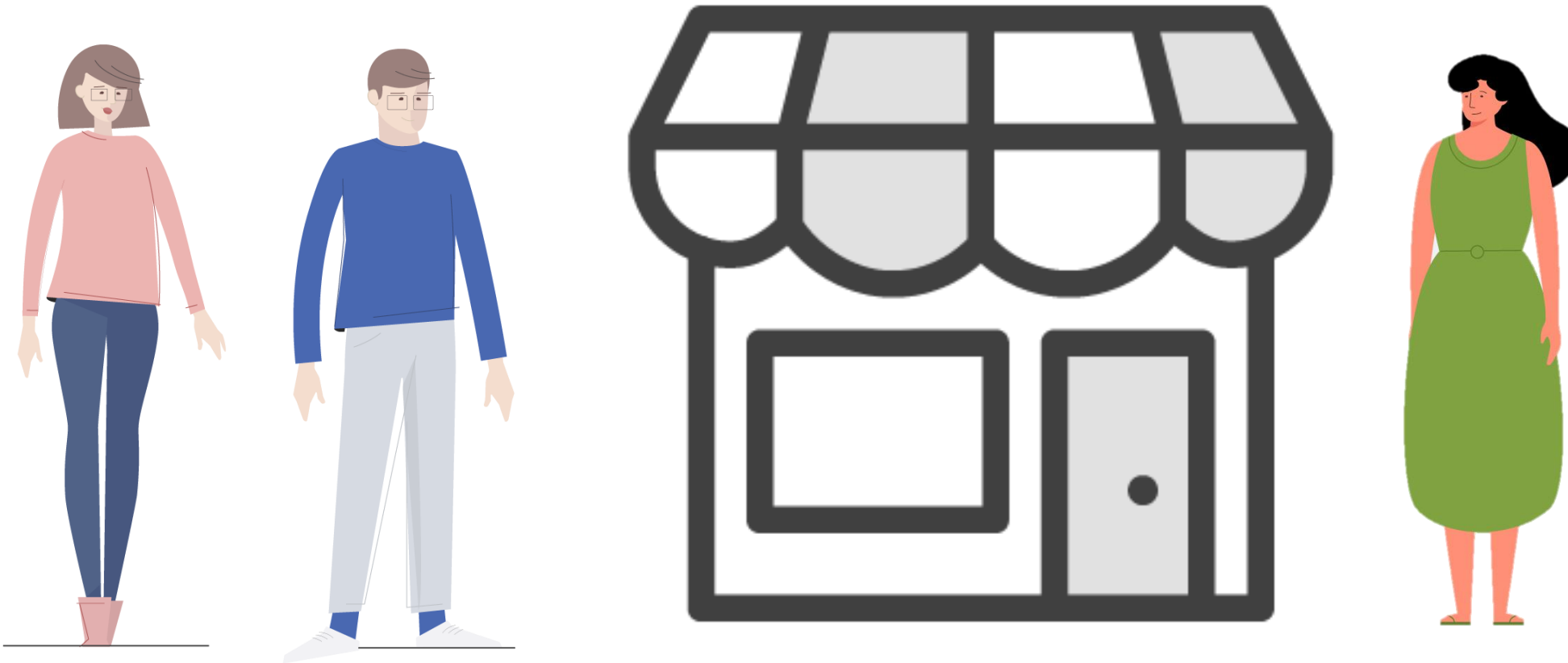- Improvements at all levels are initiated and managed via *improve*

Value stream

- Created to carry out a certain task
- Generally responds to a particular situation an organization encounters
- Specific combinations of activities and practices
- Once designed, subject to continual improvement

Service Value Chain Example

What You Learned

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What is value?

Connecting the service value chain