

Welcome to the Future: Understanding the 4 Dimensions of Service Management



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What You'll Learn



What are the 4 dimensions?

How do the 4 dimensions relate to value creations?



Understanding Your Operating Environment: The ITIL® 4 Dimensions of Service Management



The 4 dimensions collectively support a holistic approach to service management. They are relevant to the entire service value chain (SVC).



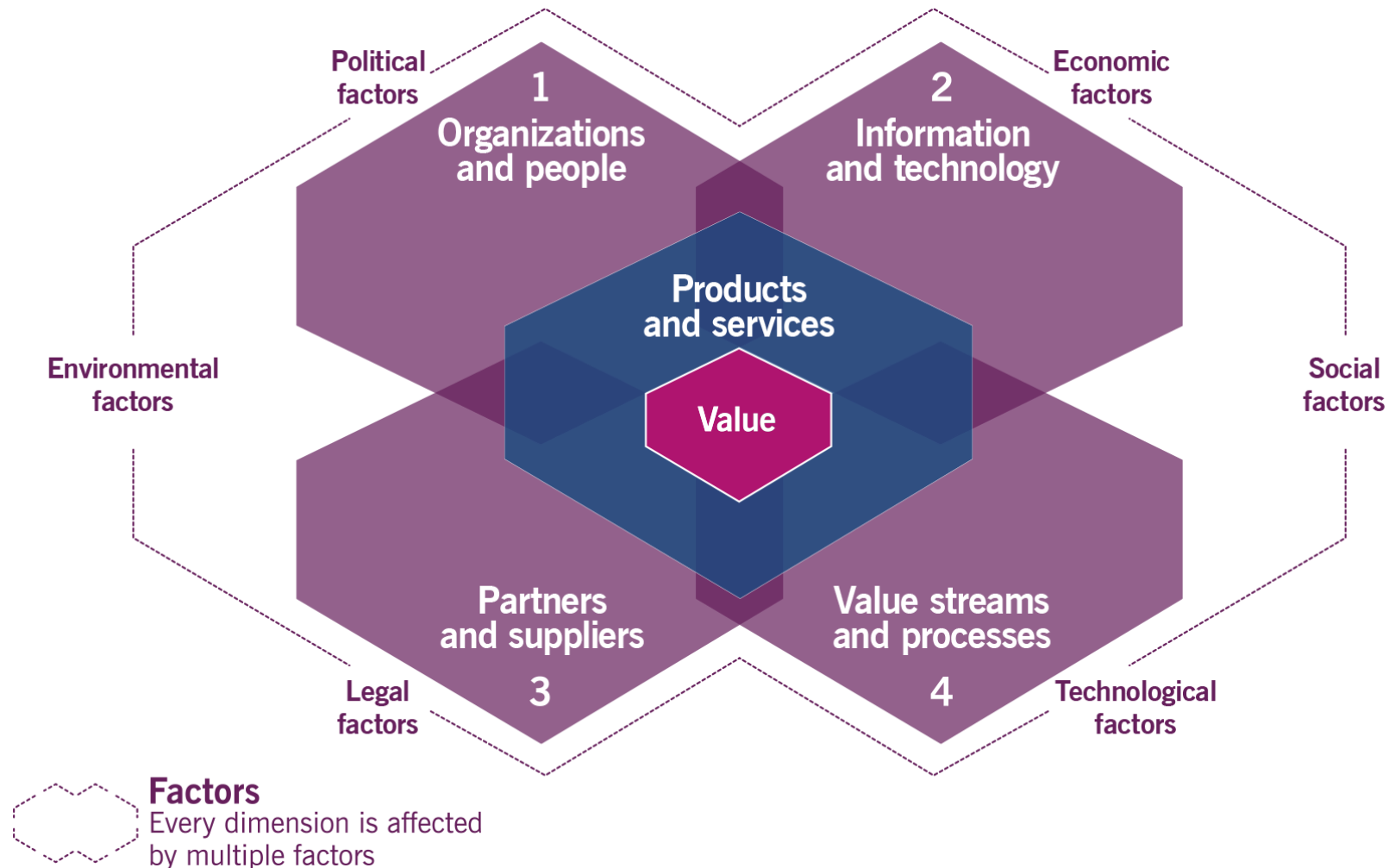
Provides effective and efficient facilitation of value to customers

Represents perspectives that are relevant to the whole SVS

Understands the constraints placed upon SVS by external factors outside their control



The 4 Dimensions of Service Management



Working in the 4 Dimensions



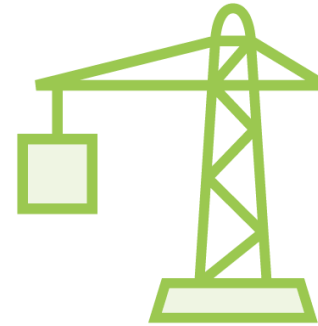
The 4 Dimensions of Service Management



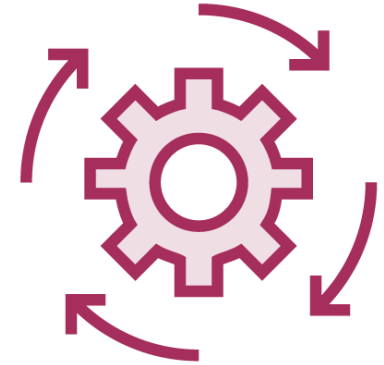
**Organizations
and
people**



**Information
and
technology**



**Partners
and
suppliers**



**Value streams
and
processes**



Roles, responsibilities, and systems of organization should be well-defined

Communication should support the overall strategy of the organization

You need a strong culture as well as structure to make it work

Every person in the organization needs to have a clear understanding of their contribution to success



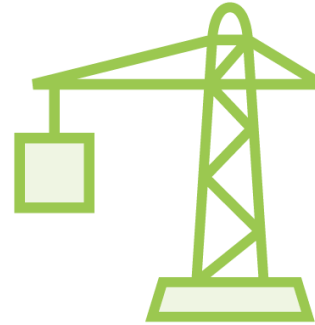
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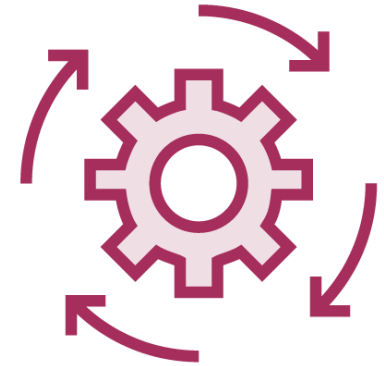
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Information

- What information is managed by services?
- What supporting information and knowledge are needed to deliver and manage the services?
- How will the information and knowledge assets be protected, managed, archived, and disposed of?



Technology

- Is the technology compatible with the current architecture?
- What about regulatory or other compliance issues with the organizations policies?
- Is the technology viable for the foreseeable future?
- Does the technology align with the strategy of the service provider and customers?
- Do you have the right skill sets to operate and maintain the technology?

Example: Cloud computing

- On-demand availability
- Network access
- Resource pooling
- Rapid elasticity
- Measured service

Technology can change and affect many areas of service provision and consumption



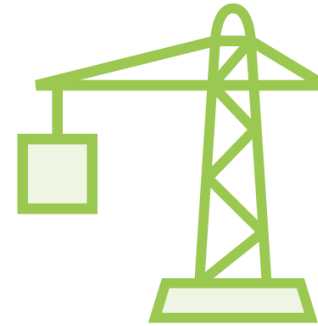
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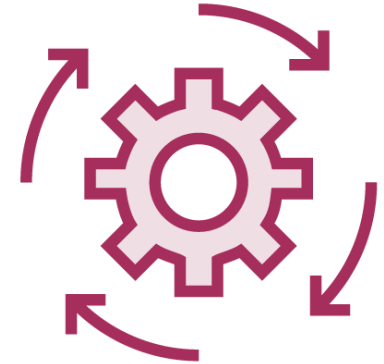
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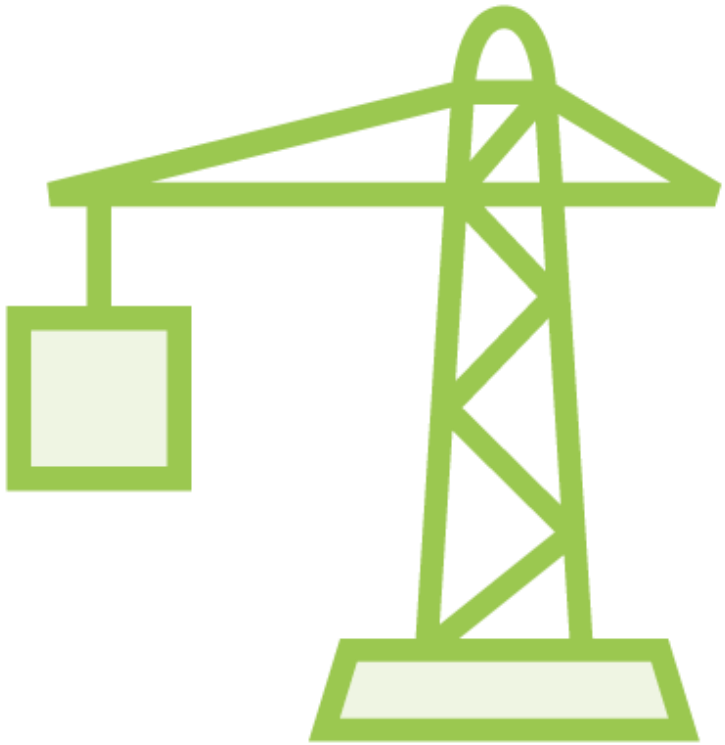
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**Value Streams
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Partners and suppliers encompasses an organization's relationships with other organizations in the areas of:

- Design
- Development
- Delivery
- Support

Strategic focus

Corporate culture

Resource scarcity

Cost concerns

Subject matter expertise

External constraints

Demand patterns



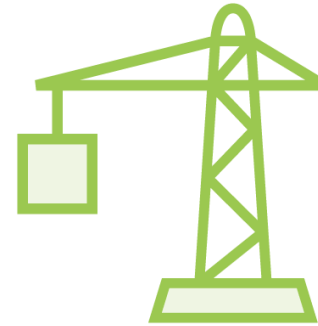
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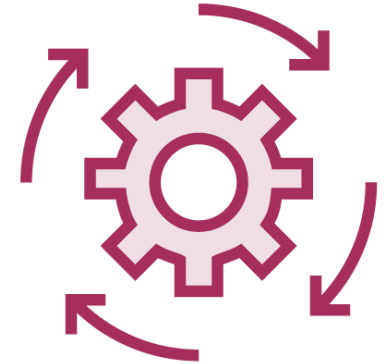
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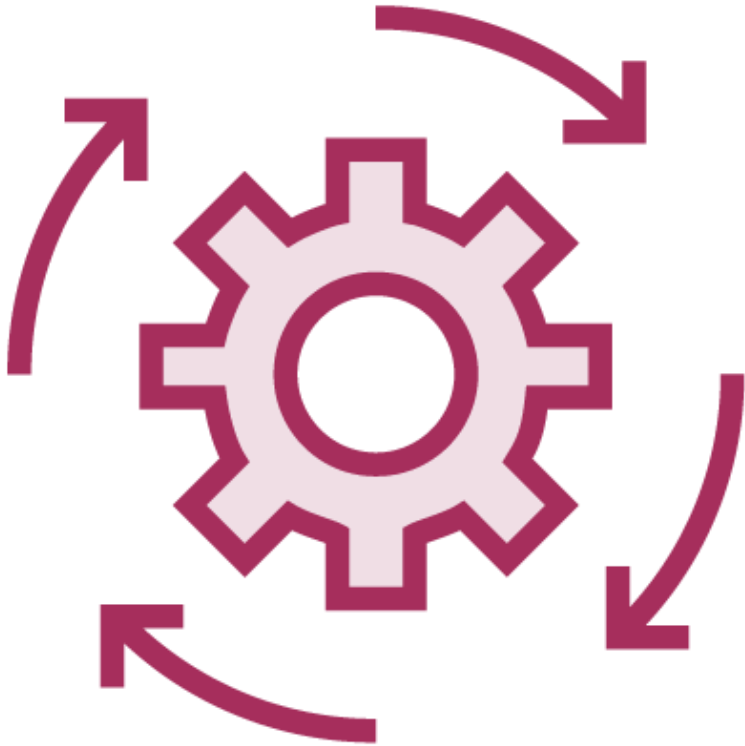
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**Value Streams
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Value streams and processes

- How do the parts of an organization work in an integrated and coordinated fashion?
- How do we enable value creation through products and services?
- What activities do we undertake and how are they organized efficiently?

Value Stream

A series of steps an organization undertakes to create and deliver products and services to consumers.

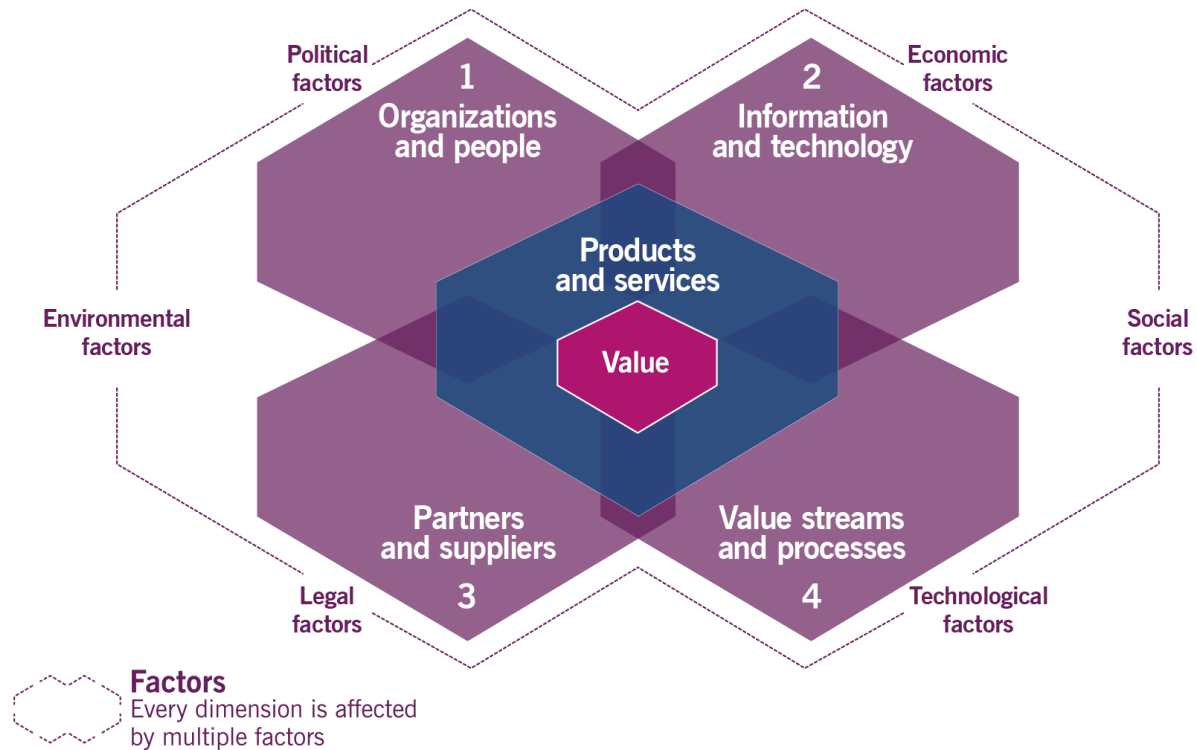


Process

A particular set of activities that transform inputs to outputs. Processes describe what is done to accomplish an objective. They are usually detailed in procedures, which outline who is involved and the work instructions necessary to accomplish the outputs.



External Factors



P.E.S.T.L.E

Political factors

Economic factors

Social factors

Technological factors

Legal factors

Environmental factors



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