

# ITIL® 4 Foundation: Core Concepts

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## INTRODUCING ITIL® 4: WHAT IT IS AND WHY YOU SHOULD KNOW IT



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# What You'll Learn



**Background and nature of the framework**

**What is the Service Value System**

**Basic definitions of terms used  
throughout the framework**

**Key concepts of creating value**

**What is a Service relationship**



# Background and Nature of the ITIL<sup>®</sup> 4 Framework

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Every organization is a  
service organization

Almost all services today are  
IT enabled

Technology is advancing  
faster than ever before

ITIL® 4 gives organizations a  
comprehensive framework for  
ITSM

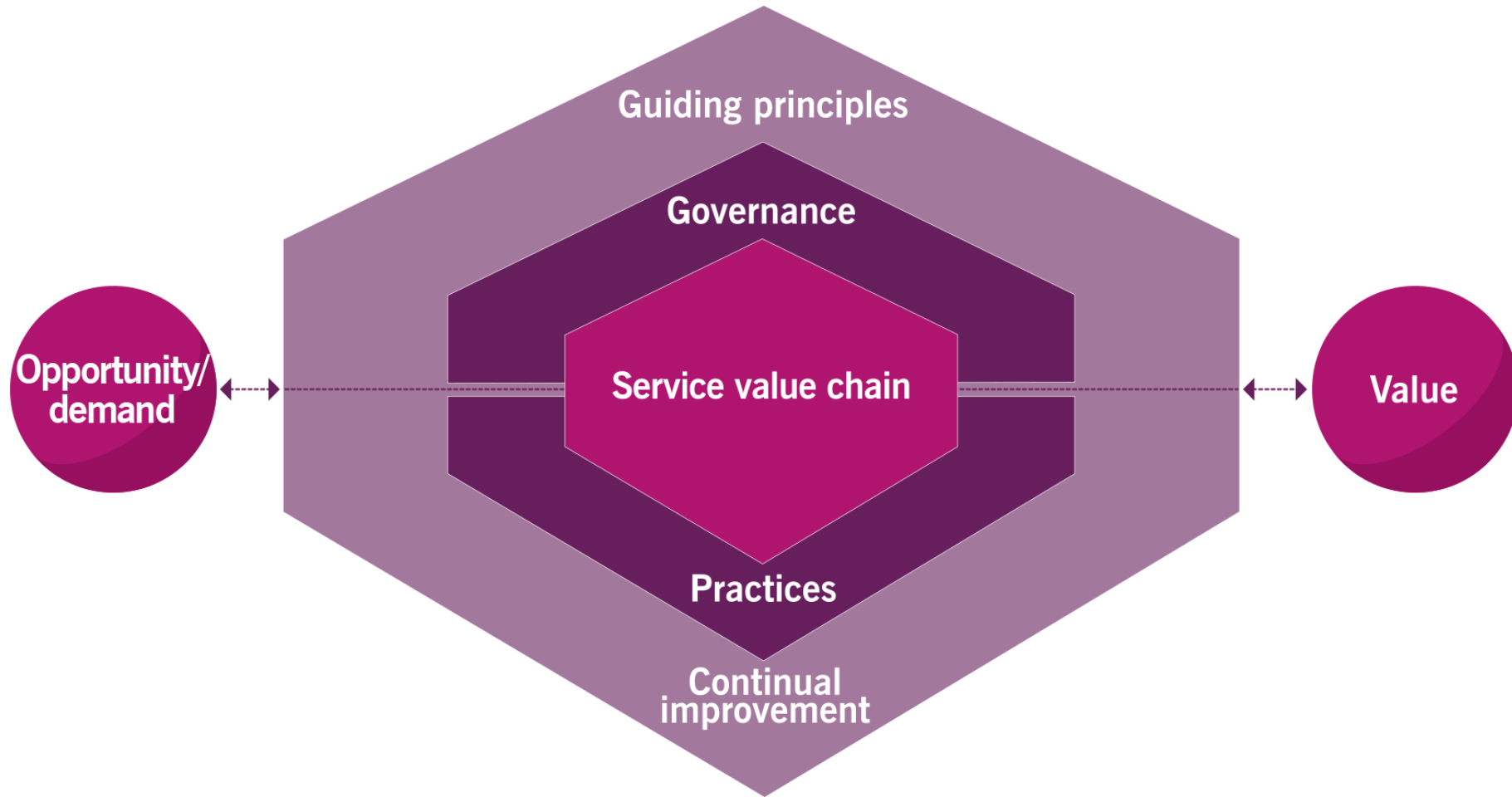


# What Is the Service Value System?

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# Service Value System: SVS



# Laying the Groundwork: Service Management Basic Definitions

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# Service Management

*A set of specialized organizational capabilities for enabling value for customers in the form of services.*



# Service

*A means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risk.*



# Service



# Service Consumers



**Customer:** A person who defines the requirements for a service and takes responsibility for the outcomes of service consumption



**User:** A person who uses the service



**Sponsor:** A person who authorizes budget for service consumption



Service provider

Service provider  
employees

Society and community

Charity organizations

Shareholders

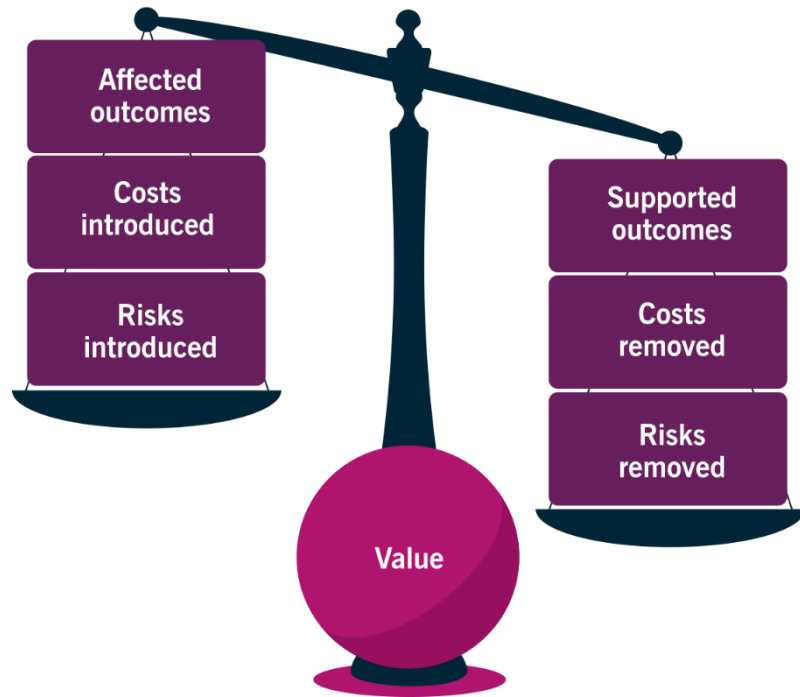


# Creating Value

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# Value



The perceived benefits, usefulness, and importance of something

- It is co-created
- Involves multiple stakeholders
- Is subject to the perception of the stakeholders
- Deals with costs and risks
- Can be subjective



# Costs

- Removed costs
- Imposed costs





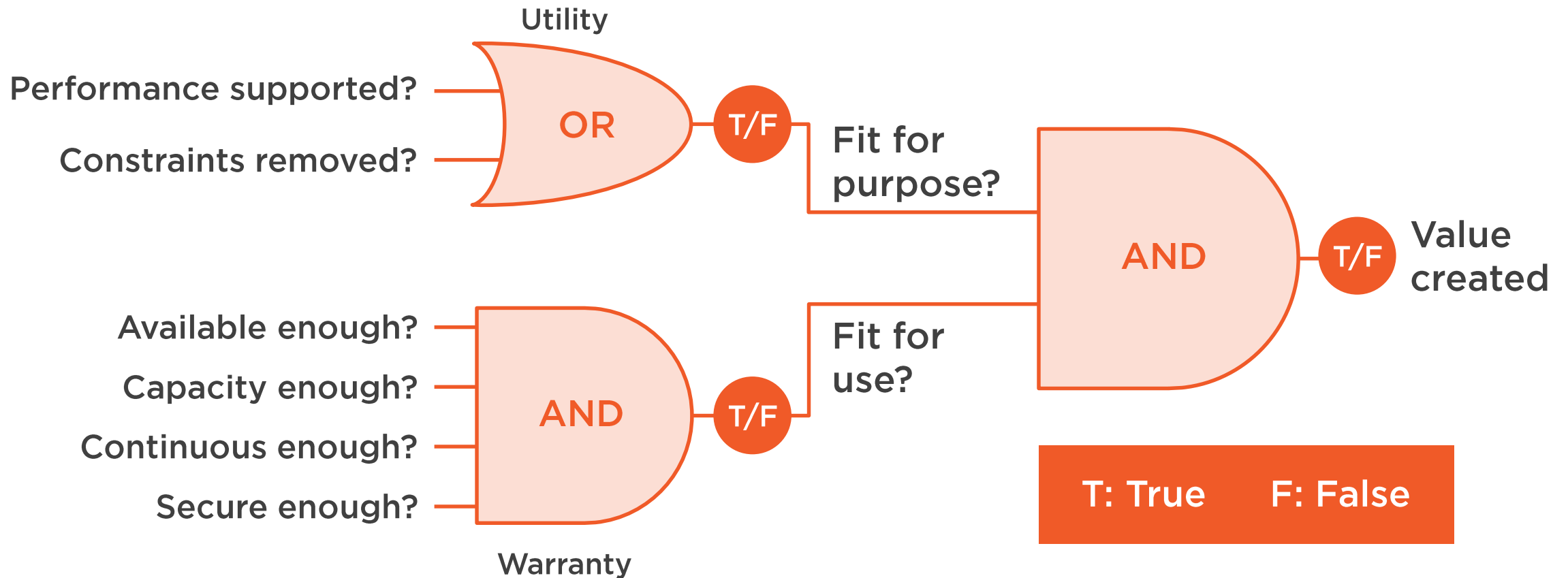


# Risks

- Removed risks
- Imposed risks



# Utility and Warranty



# The Service Relationship Model

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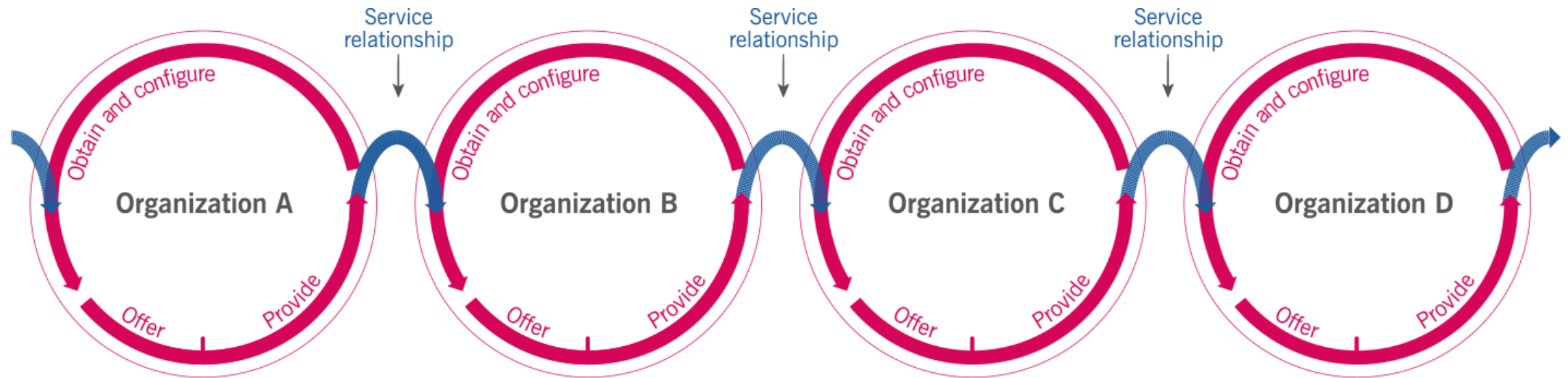


# Service Relationship

*A cooperation between a service provider and service consumer. Service relationships include service provision, service consumption, and service relationship management.*



# The Service Relationship Model



# Basics of Service Relationships



**Service provision**



**Service consumption**



**Service  
Relationship  
Management**

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