

Four Ps of service design

This slide represents the four Ps of the service design stage, such as people, processes, products, and partners, including plans and responsibilities.

People

- IT service providers who are in charge of supplying IT services
- People must be talented and knowledgeable to provide services to businesses

Processes

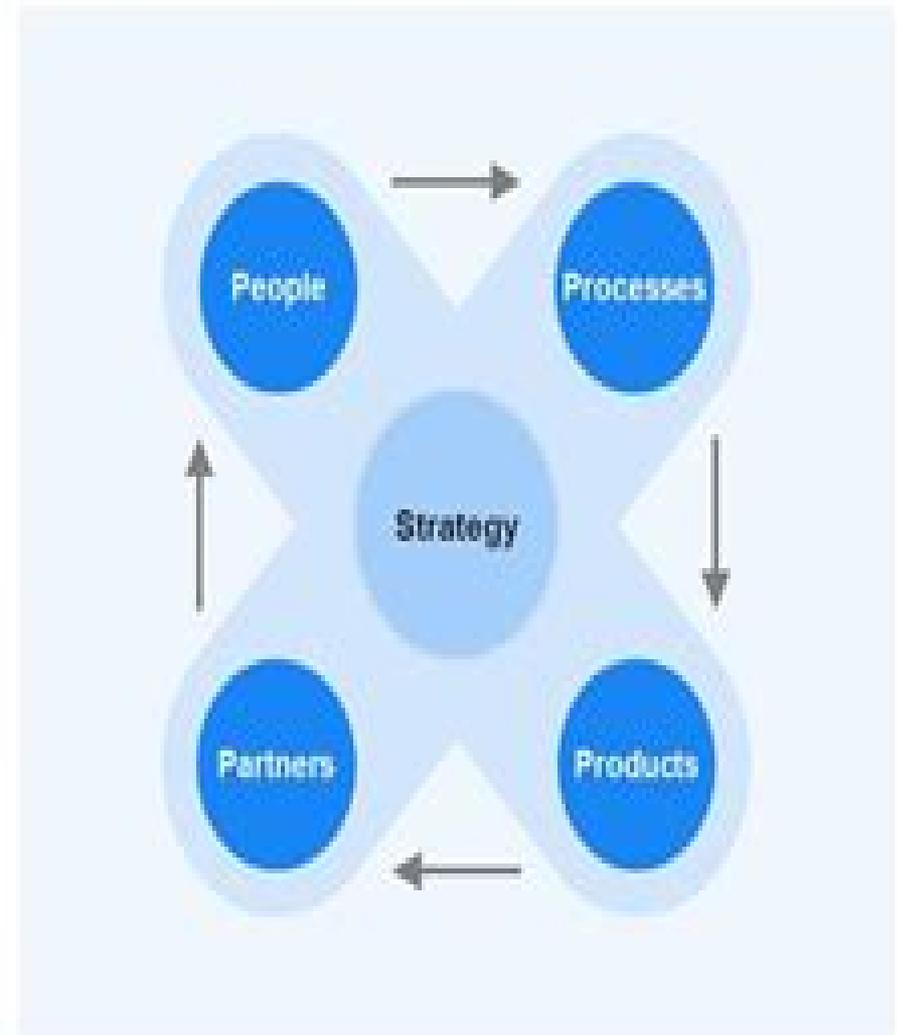
- Processes that support and manage IT service delivery
- All services must fulfill the client's expectations and the agreed-upon service level

Products

- Tools or products that aid in the delivery of IT services
- Add text here

Partners

- Vendors and suppliers involved in the supply of information technology services
- Add text here
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Four Ps Of Service Design

**Great Britain. Office of Government
Commerce**



Four Ps Of Service Design:

The IT Service Part 2 - The Handbook Pierre Bernard,1970-01-01 Since the early 2000s numerous external scenarios and drivers have added significant pressures upon the IT organisations Among many these include Regulatory compliance data privacy requirements and corporate scandals have focused a requirement for transparency with high impact on IT organisations Economic pressures require IT organisations to more closely align with business imperatives The outcome has been an explosion of standards and frameworks each designed to support the IT organisation as it demonstrates to the world that they are the rock of an organisation strong reliable effective and efficient Most of these standards and frameworks have great elements but no organisation can adopt them all and many were created without sufficient considerations for interoperability The IT Service in 2 parts looks at the key and very simple goals of an IT organisation and clearly and succinctly presents to the reader the best rock solid elements in the Industry It then shows how all the key elements can easily crystallise together with great templates and check lists In Part 1 another book the reader is presented with the simple objectives that the IT department really must address In Part 2 this book the reader gains expert advice on how the components of IT Service are crystallised in a real environment There s a delightfully simple set of steps OVERVIEW OF THE SERVICE DESIGN PACKAGETHE SERVICE STRATEGYASPECTS OF SERVICE DESIGNOUTPUTS OF THE SERVICE DESIGN PHASEOUTPUTS OF THE SERVICE TRANSITION PHASEOUTPUTS OF THE SERVICE OPERATION PHASEWithin these the Author gives a very simple set of templates or tells you where they are to be found practical guidance and very simple checklists It s up the reader how far you develop each stage a lot depends on the nature of your business of course The joy of this approach is that the reader knows that all basic components are identified and that more extensive resources are referred to if the reader wishes to extend

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relationships and touch points in the service catalogue management process *Service design* Great Britain. Office of Government Commerce,2007-05-30 The Service Design phase of the ITIL Service Lifecycle uses business requirements to create services and their supporting practices This volume covers design principles for applications infrastructure processes and resources as well as sourcing models Service managers will also find guidance on the engineering of sound requirements supplier management and design considerations for outsourcing

ITIL Foundation All-in-One Exam Guide Jim Davies,2016-08-05 Written by an Information Technology Infrastructure Library ITIL consulting and training expert this all new guide helps you pass the ITIL v3 Foundation certification exam and serves as an on the job reference ITIL Foundation All in One Exam Guide takes you through ITIL Foundation v3 2011 explaining the fundamentals of IT Service Management the five stages of the service lifecycle ITIL processes functions within them and their crucial interactions all while clearing up common misapprehensions about ITIL and adding valuable insights and examples The ITIL is the best practice framework adopted worldwide for managing IT services and the ITIL Foundation Certification can be considered a pre requisite for success for all involved in IT services as well as a stepping stone to IT Service Management certifications in ITIL Exam Tips accelerated reviews and end of chapter practice exam questions ensure you re on track to pass the Foundation exam Filled with practical exercises and examples that reinforce learning the book and electronic content include more than 300 practice exam questions and exclusive real world examples of how an understanding of ITIL can be used to address common service management challenges ITIL Licensed Product an official endorsement of the quality and accuracy of the book s content Electronic content includes practice exams in a customizable test engine video training from the author on key concepts worksheets and a Quick Review Guide In depth case studies analyze projects end to end through ITIL s framework taken from the author s 40 years of experience as an ITIL consultant Jim Davies ITSM UK s 2013 Trainer of the Year and ITIL Champion provides his 10 Commandments of IT Service Management School ,1926 Professional Practice for Interior Designers Christine M. Piotrowski,2008 The text of choice for professional interior design practice now with companion CD ROM Since publication of the First Edition in 1990 Professional Practice for Interior Designers has remained the leading choice for educators for teaching interior design business practice as well as for professionals seeking to advance in their own practices This ASID Polsky Prize winner is recommended by the NCIDQ for exam preparation and covers the gamut of legal financial management marketing administrative and ethical issues You gain all the essential skills needed for planning and maintaining a thriving interior design business presented in the clear easy to follow style that is the hallmark of this text This Fourth Edition is completely current with the latest business practices and features a host of new practice aids Companion CD ROM includes a trial version of professional practice software business forms numerous short articles plus additional information and resources New examples help you manage the latest challenges and implement the latest business practices A new chapter devoted to strategic planning explains this important business concept in easy to understand

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