

ITIL 4

Useful References



The service value system



The ITIL service value chain



The Four Dimensions Of Service Management



The ITIL guiding principles

Guiding principle	Description
Focus on value	Everything that the organization does needs to create, directly or indirectly, a benefit to the organization. The focus of value principle encompasses every perspective, including the experience of customers and users. Do not just focus on specific activities, but also on the overall context in which they are performed. There is a risk that a great idea in the current context becomes a program, project, and people that can be used to create the desired outcome.
Start where you are	The current state should be investigated and assessed, taking into account what is already in use. Do not attempt to do everything at once. Start high, establish a vision, and then work on it. Do not start with too many initiatives at once. By organizing work into smaller, manageable activities that can be completed and completed in a timely manner, it is more likely to create a change focus in each effort.
Progress iteratively with feedback	Work in small, frequent, and often visible increments of work that allow you to focus and adapt. Iterate, learn, and improve. Working together on small, frequent increments results in faster progress, more frequent feedback, and increased likelihood of long-term success.
Collaborate and promote visibility	Working together across different departments, and local, global, and cross-functional, creates better outcomes.

Achieving value: costs



Real risks

Achieving desired outcomes requires resources (and therefore costs) and other associated with loss. Service providers help their customers to address outcomes and to design or take on some of the associated risks and costs. On the other hand, service relationships can introduce new risks and costs, and in some cases, can negatively affect some of the intended outcomes after supporting others.

- Service management
 - Measurement and reporting
 - Operational change management
 - Project management
 - Portfolio management
 - Resource management
 - Service continuity management
 - Service delivery management
 - Service design
 - Service desk management
 - Service financial management
 - Service incident management
 - Service improvement management
 - Service knowledge management
 - Service level management
 - Service relationship and fulfilment
- Business management
 - Business architecture
 - Business case management
 - Business change management
 - Business continuity management
 - Business information management
 - Business process management
 - Business risk management
 - Business strategy management
 - Business system management
 - Business value management
- Technology management
 - Architecture change management
 - Cloud management
 - Configuration management
 - Information security management
 - Infrastructure and platform management
 - IT asset management
 - IT service management
 - Platform as a service management
 - Software asset management
 - Software development lifecycle management
 - Software support management
 - Software update management
 - System architecture management
 - System integration management
 - System management
 - System performance management
 - System security management
 - System service management
 - System testing and validation management
 - System upgrade management
 - System verification and validation management

Guiding principles

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Jessica J Manson



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