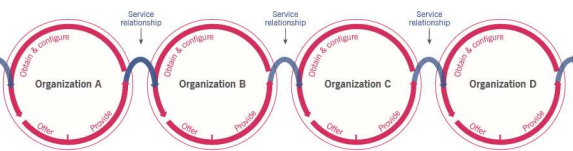


ITIL® 4 Foundation Key Elements



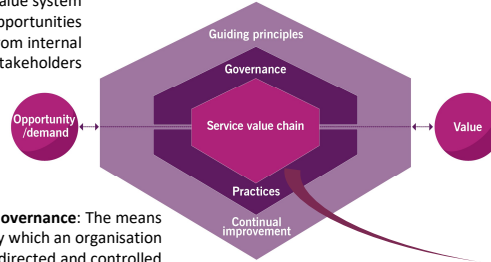
Creators of 'ITIL In A Day'
www.infrasistence.com
 01344 567 222

The Service Relationship Model



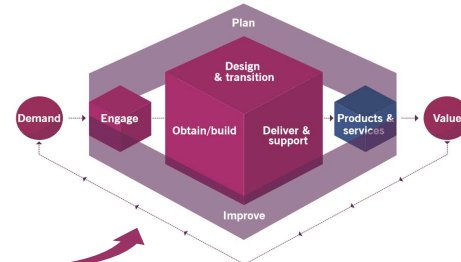
Demand: Input to the service value system based on opportunities and needs from internal and external stakeholders

The Service Value System



Governance: The means by which an organisation is directed and controlled

The Service Value Chain



Plan: Ensures a shared understanding of the vision, current status, and improvement direction for all four dimensions and all products and services

Improve: Ensures continual improvement of products, services and practices across all value chain activities and the four dimensions

Engage: Provides a good understanding of stakeholder needs, transparency and continual engagement and good relationships with all stakeholders

Design and Transition: Ensures that products and services continually meet stakeholder expectations for quality, costs and time to market

Obtain or Build: Ensures that service components are available when and where they are needed, and meet agreed specifications

Deliver and Support: Ensures that services are delivered and supported according to agreed specifications and stakeholders' expectations

The ITIL Guiding Principles



FOCUS ON VALUE
 "Know your customer"
 All activity should add value to one or more stakeholders
 How do services meet stakeholders' needs? What are the benefits, risks and rewards?



START WHERE YOU ARE
 "Don't throw the baby out with the bathwater!"
 Don't start from scratch!
 Recognise what's already adding value and working well.



PROGRESS ITERATIVELY WITH FEEDBACK
 "The Elephant task"
 Don't do everything at once
 Minimise business disruption. Break larger projects into sections. Stay focused on value. Use feedback loops to understand and optimise



COLLABORATE AND PROMOTE VISIBILITY
 "A problem shared is a problem halved"
 Ensure the right people are in the right roles. Share ideas on value
 Promote collaboration, avoid silos
 Share success. Consider all perspectives and opinions



THINK AND WORK HOLISTICALLY
 "Look at the big picture"
 Maintain a perspective on the whole. All the organisation's activities should be focused on the delivery of value



KEEP IT SIMPLE AND PRACTICAL
 "Less is more"
 Use the minimum steps needed (Lean)
 Focus on the outcome
 Keep it simple!
 Do less, better

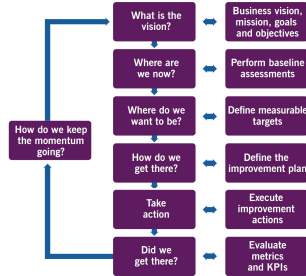


OPTIMIZE AND AUTOMATE
 "Walk before you try to run"
 Assess current state
 Simplify → Optimise → Automate

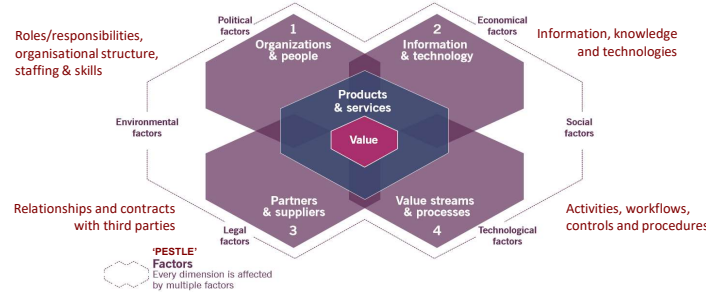
Definitions:

| | |
|----------------------------|---|
| Incident: | An unplanned interruption to a service or reduction in the quality of a service |
| Change: | The addition, modification or removal of anything that could have a direct or indirect effect on services |
| IT Asset: | Any financially valuable component that can contribute to the delivery of an IT product or service |
| Configuration Item: | Any component that needs to be managed in order to deliver an IT service |
| Event: | A change of state that has significance for the management of a service |
| Problem: | The cause, or potential cause, of one or more incidents |
| Known Error: | A problem that has been analysed but not yet resolved |

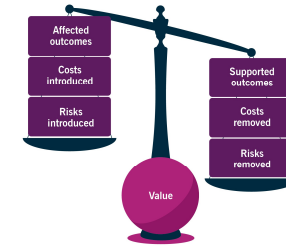
The Continual Improvement Model



The Four Dimensions of Service Management



The Value Scale



Service relationships are only valuable when the (positive) outcome outweighs the (negative) costs and risks

Service Management Practices

| | | | | |
|--|---|--|--|---|
| Change Enablement: To maximise successful IT changes | Incident management: To minimise the negative impact of incidents by restoring normal service operation as quickly as possible | Problem management: To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents and managing workarounds and known errors | Service request management: To support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner | Service desk: To capture demand for incident resolution and service requests |
| Service level management: To set clear business-based targets for service levels and to ensure that delivery of services is properly assessed, monitored and managed against these targets | IT asset management: To plan and manage the full lifecycle of all IT assets to help the organisation maximise value, control costs and manage risks | Monitoring and event management: To systematically observe services and service components and record and report selected changes of state identified as events | Release management: To make new and changed services and features available for use | Service configuration management: To ensure that accurate and reliable information about the configuration of services and the CIs that support them, is available as and when needed |

General Management Practices

| | | | |
|--|---|--|--|
| Continual improvement: To align the organisation's practices and services with changing business needs | Information security management: To protect the information needed by an organisation to conduct its business | Relationship management: To establish and nurture the links between the organisation and its stakeholders at strategic and tactical levels | Supplier management: To ensure that the organisation's suppliers and their performances to support the seamless provision of products and services |
|--|---|--|--|

Technical Management Practice

| |
|---|
| Deployment management: To move new or changed hardware, software, documentation, processes, or any other component to live environments |
|---|

Key Concepts and Definitions

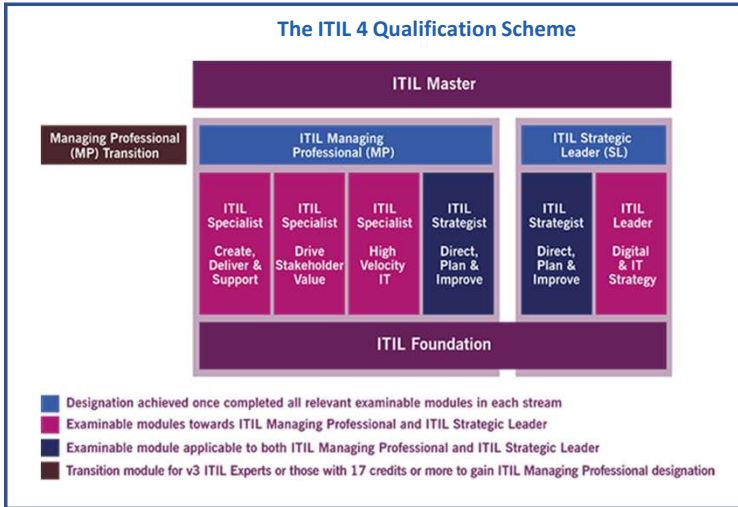
| Service and Value Terms | Definition |
|--|---|
| Service | A means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks |
| Service Management | A set of specialised organisational capabilities for enabling value for customers in the form of services |
| Utility | Fitness for Purpose |
| Warranty | Fitness for Use |
| Product | A configuration of an organisation's resources designed to offer value for a consumer |
| 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 |
| Service Providers and Consumers | Definition |
| Stakeholder | A person or organisation that has an interest or involvement in an organisation, product, service, practice, or other entity |
| Customer | The role that defines the requirements for a service and takes responsibility for the outcomes of service consumption |
| User | The role that uses services |
| Sponsor | The role that authorises budget for service consumption |
| Organisation | A person or a group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives |
| Service Provider | A role performed by an organisation in a service relationship to provide services to consumers. Can be internal or external |
| Service Relationships | Definition |
| Service Provision | The activities performed to provide the service, e.g. • the management of resources, fulfilling agreed actions, monitoring continual improvement, etc |
| Service Consumption | The activities performed in the consumption of a service, e.g. • using a provider's resources or requesting the fulfilment of actions |
| Service Relationship Management | The joint activities performed by both provider and consumer to ensure the co-creation of value |

ITIL® 4 Extended Elements

IT Service Management: Improving business performance and outcomes through better IT delivery and support practices with ITIL proven leading practice guidance

ITIL is good-practice guidance and not an industry standard. It is intended for organisations to take and use as needed via an 'Adopt and adapt' approach

The ITIL 4 Qualification Scheme



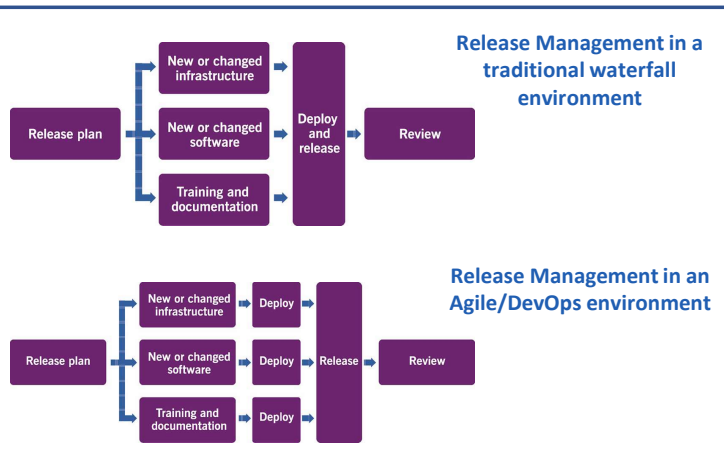
Practices Beyond Foundation

General Management Practices

| | | | | |
|--|--|---|---|---|
| Architecture management: <i>Provide an understanding of all the different elements that make up an organization and how those elements interrelate</i> | Measurement and reporting <i>To support good decision-making and continual improvement by decreasing the levels of uncertainty</i> | Knowledge management: <i>To maintain and improve the effective, efficient and convenient use of information and knowledge across the organization</i> | Organisational change management: <i>To ensure that changes in an organisation are smoothly and successfully implemented, and that lasting benefits are achieved by managing the human aspects of the changes</i> | Portfolio management: <i>To ensure that the organisation has the right mix of programmes, projects, products, and services to execute the organisation's strategy within its funding and resource constraints</i> |
| Project management: <i>To ensure that all projects in the organisation are successfully delivered</i> | Risk management: <i>To ensure that the organisation understands and effectively handles risks</i> | Service financial management: <i>To support the organisation's strategies and plans for service management by ensuring that the organisation's financial resources and investments are being used effectively</i> | Strategy management: <i>To formulate the goals of the organisation and adopt the courses of action and allocation of resources necessary for achieving those goals</i> | Workforce and talent management: <i>To ensure that the organisation has the right people with the appropriate skills and knowledge and in the correct roles to support its business objectives</i> |

Service Management Practices

| | | | | |
|---|---|---|--|---|
| Availability management: <i>To ensure that services deliver agreed levels of availability to meet the needs of customers and users</i> | Business analysis <i>To analyse a business or some element of it, define its associated needs, and recommend solutions to address these needs</i> | Capacity and performance management: <i>To ensure that services achieve agreed and expected performance, satisfying current and future demand in a cost-effective way</i> | Service catalogue management: <i>To provide a single source of consistent information on all services and service offerings, and to ensure that it is available to the relevant audience</i> | Service continuity management: <i>To ensure that the availability and performance of a service is maintained at a sufficient level in the event of a disaster</i> |
| Service design <i>To design products and services that are fit for purpose, fit for use and that can be delivered by the organisation and its ecosystem</i> | Service validation and testing <i>To ensure that new or changed products and services meet defined requirements</i> | Technical Management Practices | | |
| Infrastructure and platform management: <i>To oversee the infrastructure and platforms used by an organisation</i> | | | Software development and management: <i>To ensure that applications meet internal and external stakeholder needs, in terms of functionality, reliability, maintainability, compliance, and auditability.</i> | |



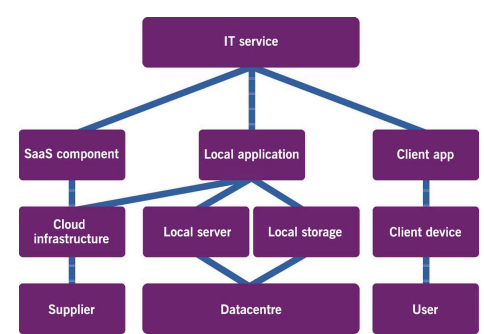
The three phases of Problem Management



The activities of workforce and talent management



Simplified service model for a typical IT service



The software lifecycle

