Intro

List of definitions and their explanations based on the ITIL 4 Foundation Exam Specification
(source: https://cdn.fs.teachablecdn.com/PAxRZjGKSKCo3thSefOE)

Key Concepts of Service Management

Service	means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks
Utility	functionality offered by a product or service to meet a particular need. Utility can be summarized as 'what the service does' and can be used to determine whether a service is 'fit for purpose'. To have utility, a service must either support the performance of the consumer or remove constraints from the consumer. Many services do both
Warranty	the assurance that a product or service will meet agreed requirements. Warranty can be summarized as 'how the service performs' and can be used to determine whether a service is 'fit for use'. Warranty often relates to service levels aligned with the needs of service consumers. This may be based on a formal agreement, or it may be a marketing message or brand image. Warranty typically addresses such areas as the availability of the service, its capacity, levels of security and continuity. A service may be said to provide acceptable assurance, or 'warranty', if all defined and agreed conditions are met
Customer	person who defines the requirements for a service and takes responsibility for the outcomes of service consumption
User	person who uses services

Key Concepts of Service Management (cont)

Sponsor	person who authorizes budget for service consumption
Service Management	set of specialized organizational capabilities for enabling value for customers in the form of services

Key Concepts of Creating Value with Services

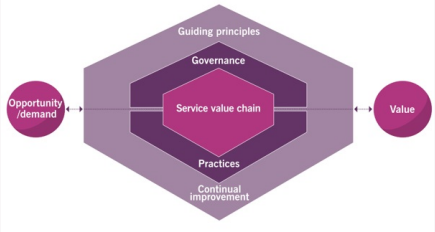
Cost	amount of money spent on a specific activity or resource
Value	the perceived benefits, usefulness and importance of something
Organization	person or a group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives
Outcome	what the customer/user actually wants to achieve; a result enabled by one or more outputs
Output	tangible or intangible deliverable of an activity
Risk	possible event causing difficulties, alternatively uncertainty of outcome
Utility	what the service does (fitness for Purpose)
Warranty	how well it does it (fitness for Use)

Key Concepts of Service Relationships

Service offering	may include goods, resources, actions
Service relationship management	cooperation on Service Provision, Service Consumption and Relationship Management
Service provision	activities performed to provide Services
Service consumption	activities performed to consume Services

Sponsored by **Readable.com**
Measure your website readability!
https://readable.com

The ITIL Service Value System



Guiding Principles

Recommendations that guides an organization in all circumstances, regardless of changes in its goals strategies type of work or management structure. They are universal and enduring.

Focus on value	know who is being served
Start where you are	accurate data to allow decisions
Progress iteratively with feedback	smaller outputs completed sooner
Collaborate and promote visibility	make work visible
Think and work holistically	see the big picture e.g. on value
Keep it simple and practical	eliminate waste
Optimize and automate	optimize before automating

The 4 Dimensions of Service Management

Organizations and people	culture, structure, governance
Information and technology	for IT Services, information management is the primary means of delivering value
Partners and suppliers	differing levels of integration and formality across different sets of partners and suppliers
Value streams and processes	Value Streams - steps to create and deliver products and services to consumers. Processes - activities that transform inputs into outputs

Service Value Chain

Plan	ensure a shared understanding of the vision, current status and improvement direction for all four dimensions and all products and services across the organization
Improve	ensure continual improvement of products, services and practices across all value chain activities and the four dimensions of service management
Engage	provide a good understanding of stakeholder needs, transparency, and continual engagement and good relationships with all stakeholders
Design & transition	ensure that products and services continually meet stakeholder expectations for quality, costs and time-to-market
Obtain/build	ensure that service components are available when and where they are needed, and meet agreed specifications
Deliver & support	ensure that services are delivered and supported according to agreed specifications and stakeholders' expectations

Service Value Streams

Service Value Streams are specific instances of the generic value chain

Service Value Streams are created to respond to particular situations, or to carry out a certain task

Service Value Streams therefore are specific combinations of activities and practices

Once designed, Service Value Streams should be continually improved

Sponsored by **Readable.com**
Measure your website readability!
https://readable.com