

**ITIL4**

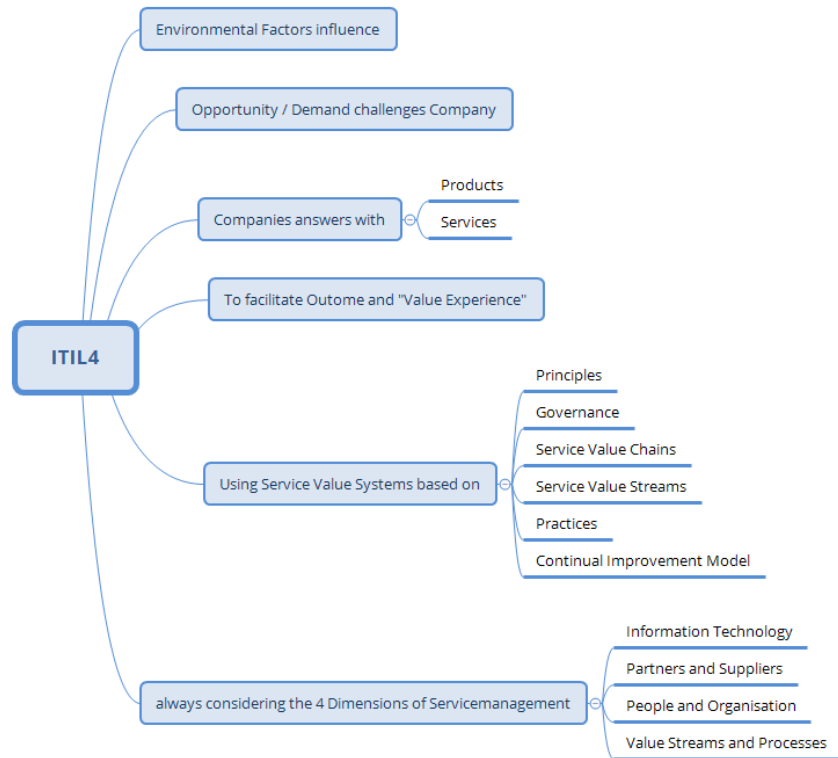
**your**



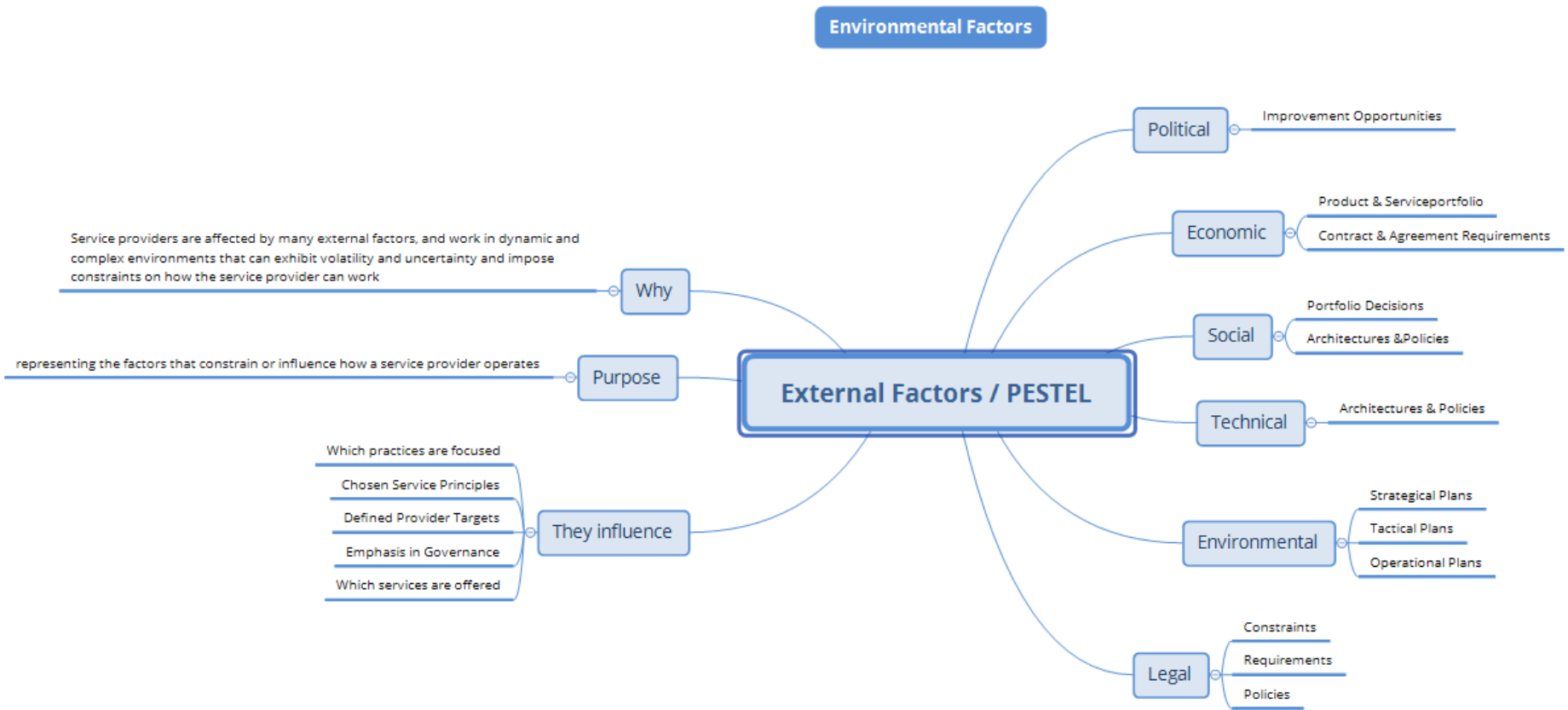
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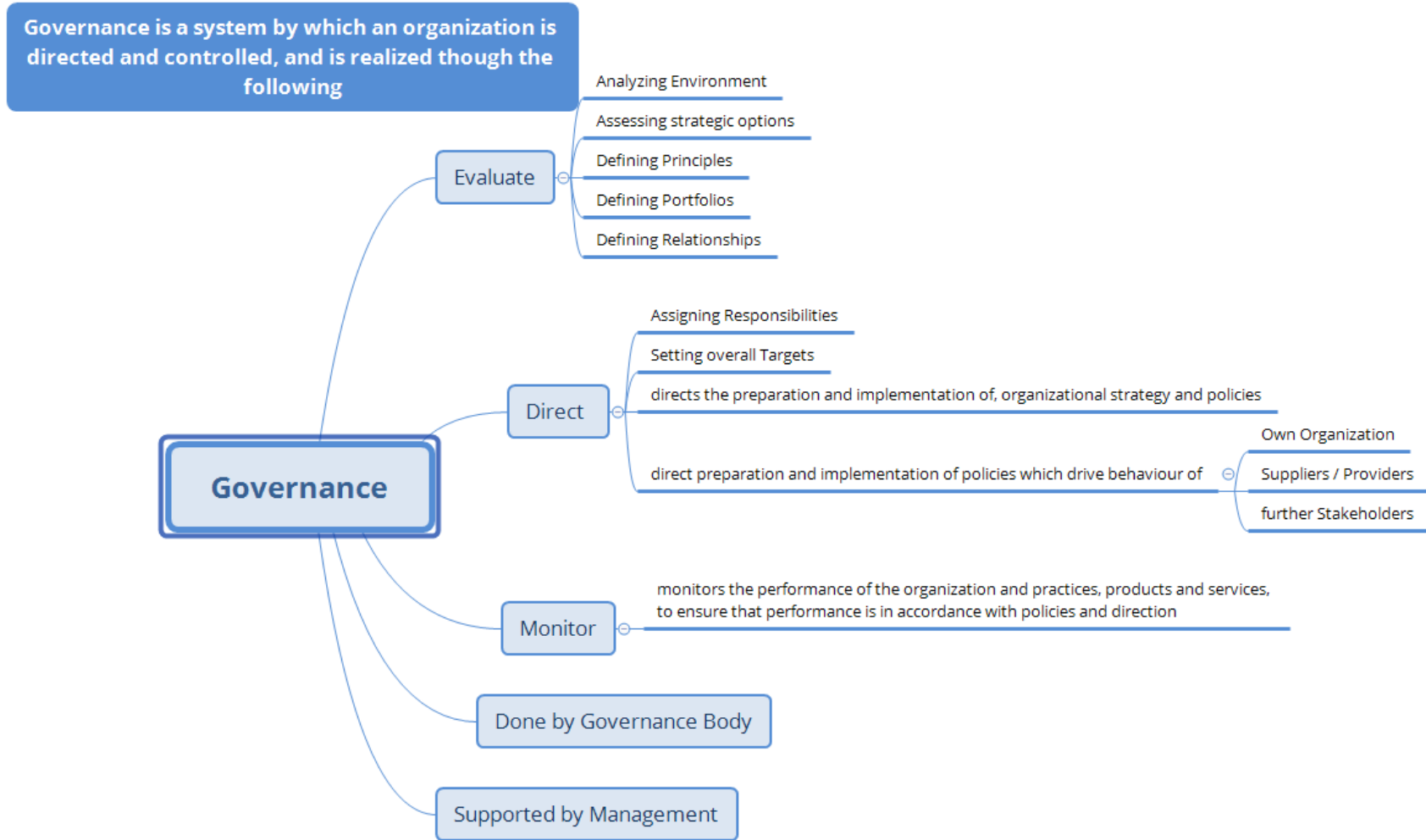
## The big Picture



# Environment

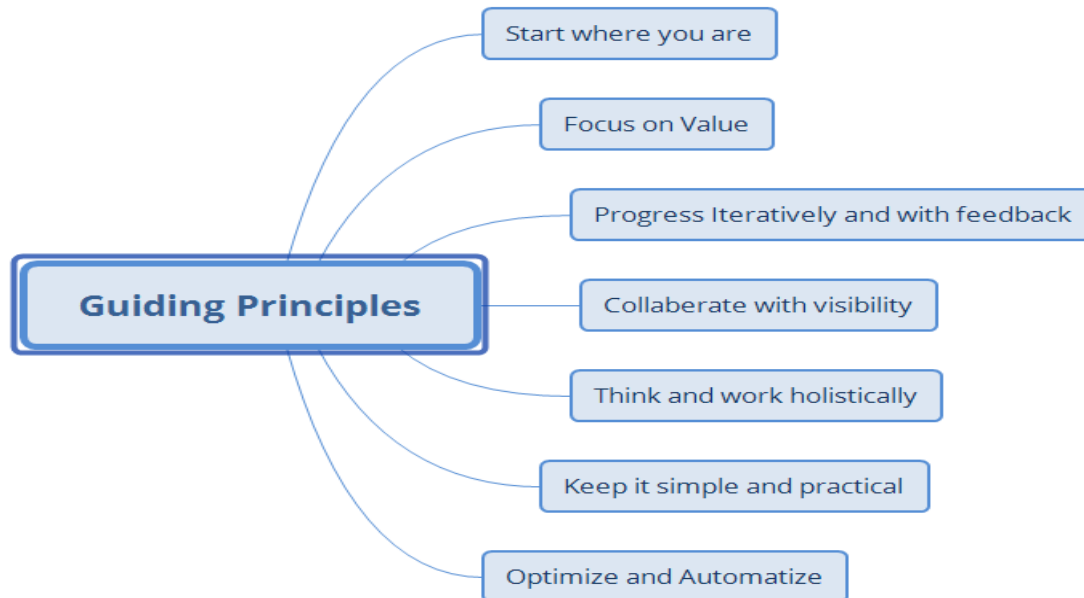


# Governance

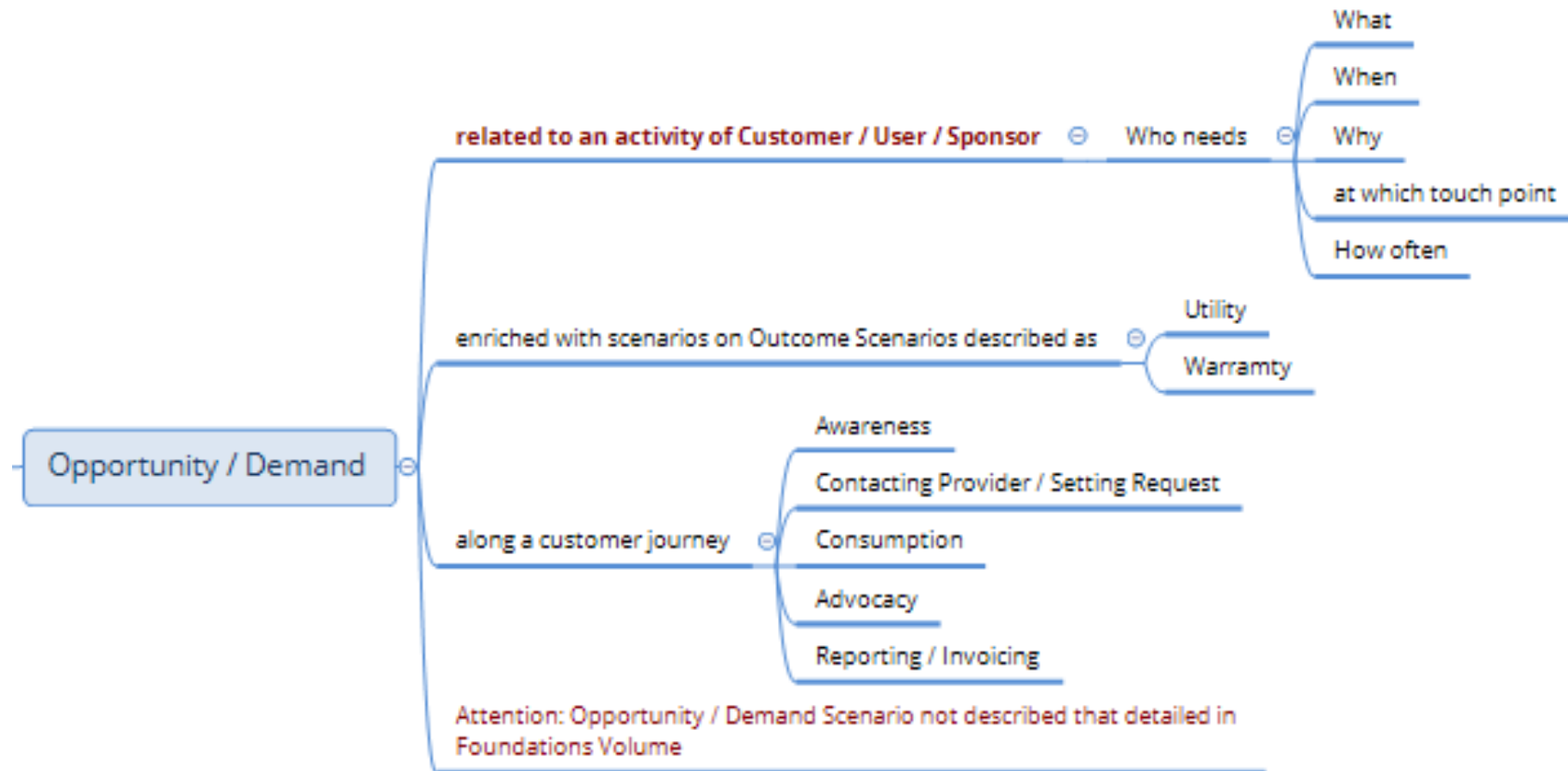


## Principles

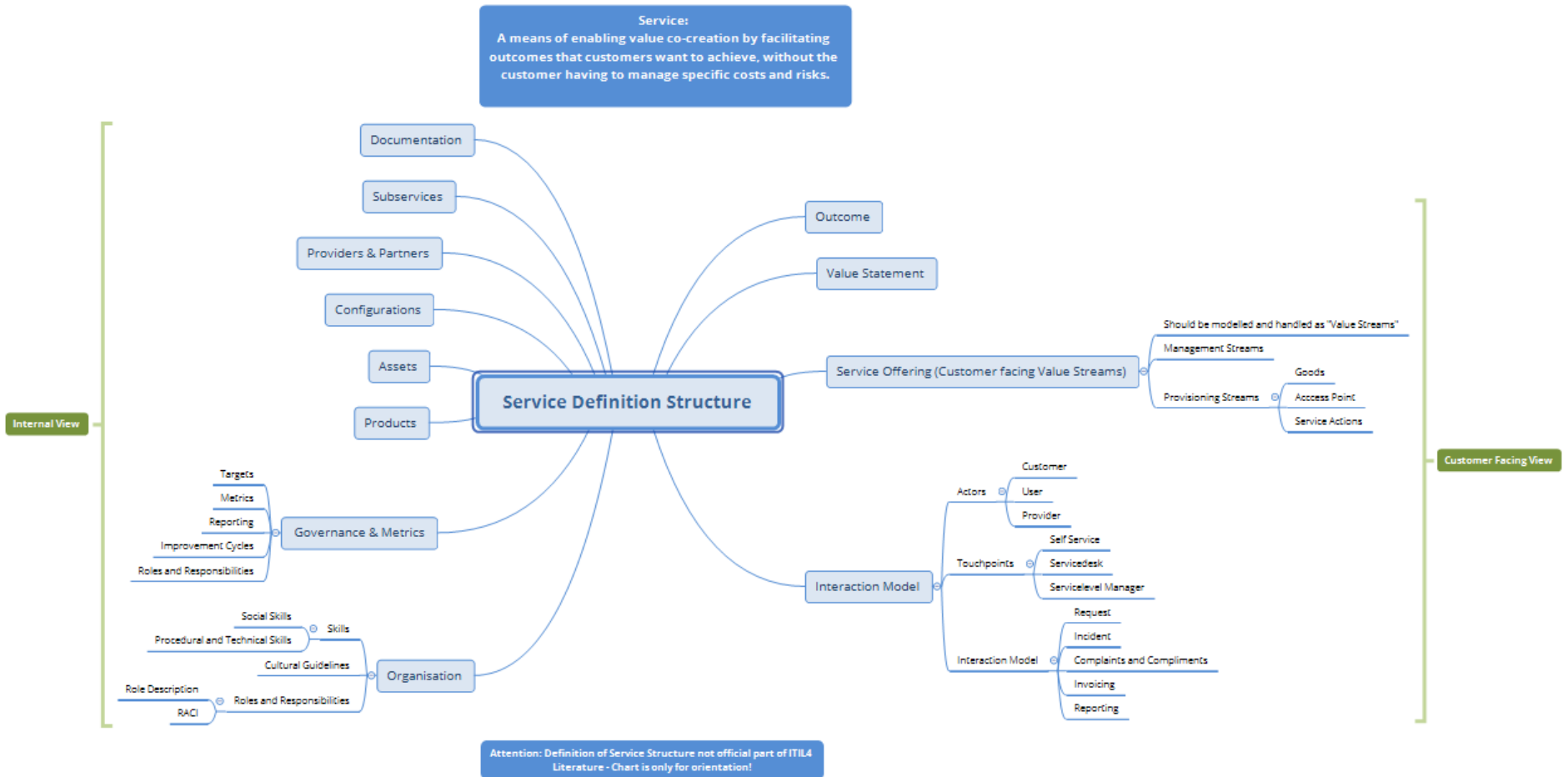
Guiding Principles are a recommendation that guides an organization in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure. A guiding principle is universal and enduring.



## Demand / Opportunity



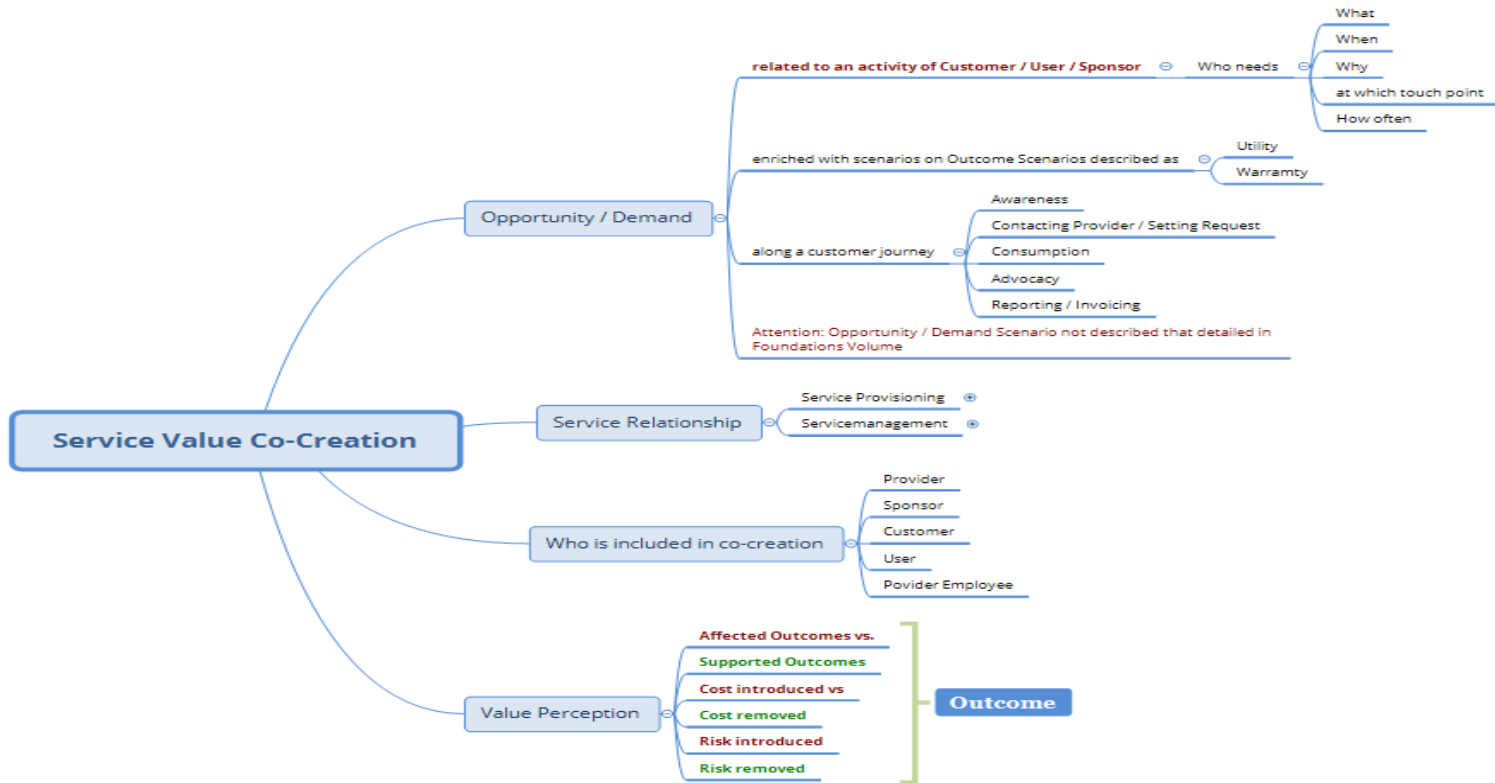
# The Answer to Demand/Opportunity: Service and it's Service Structure





# Service Value Co-Creation

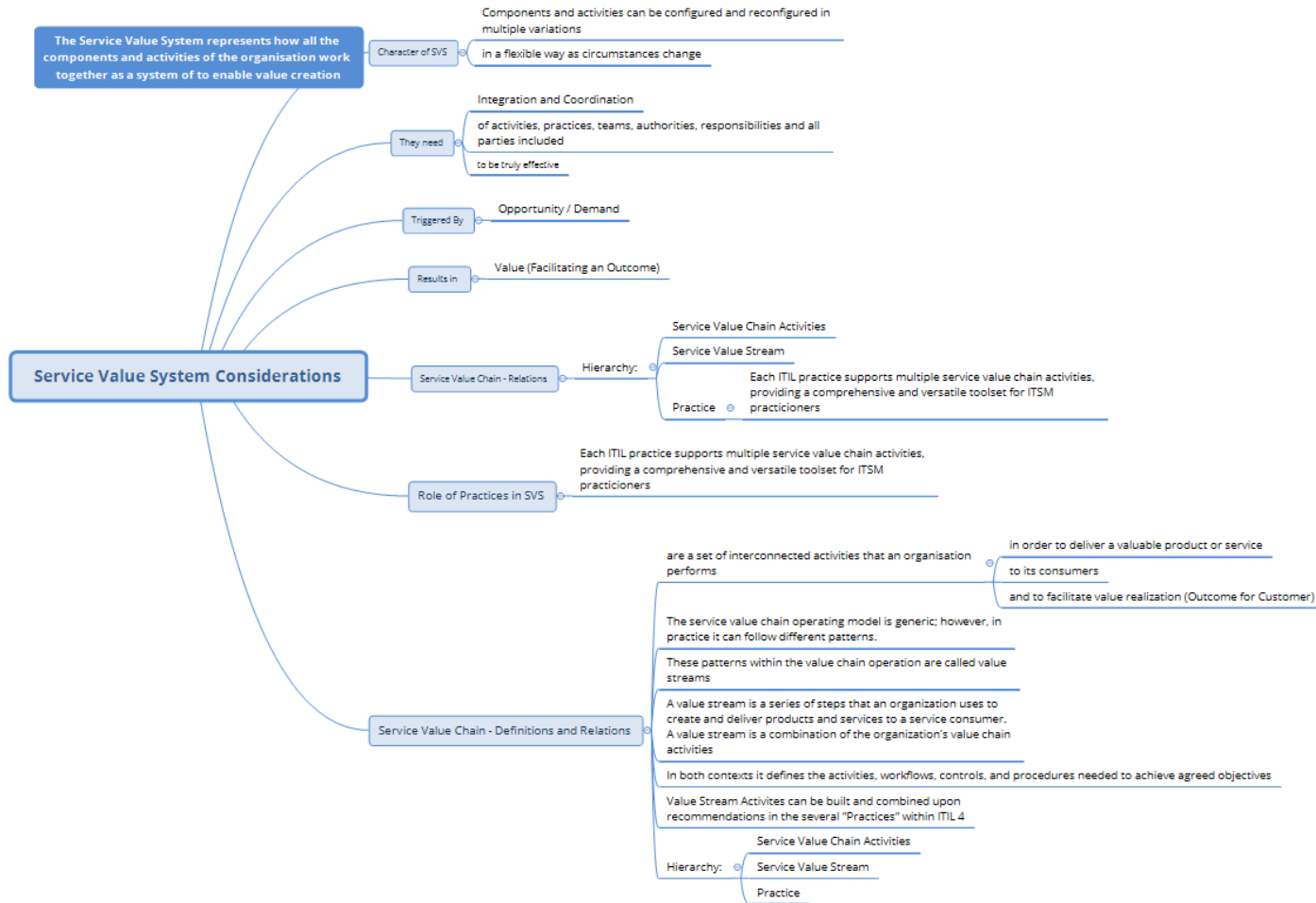
Service Co-Creation: value is co-created through an active collaboration between providers and consumers, as well as other organizations that are part of the relevant service relationships



## Service Value Co-Creation is based on Service Relationship

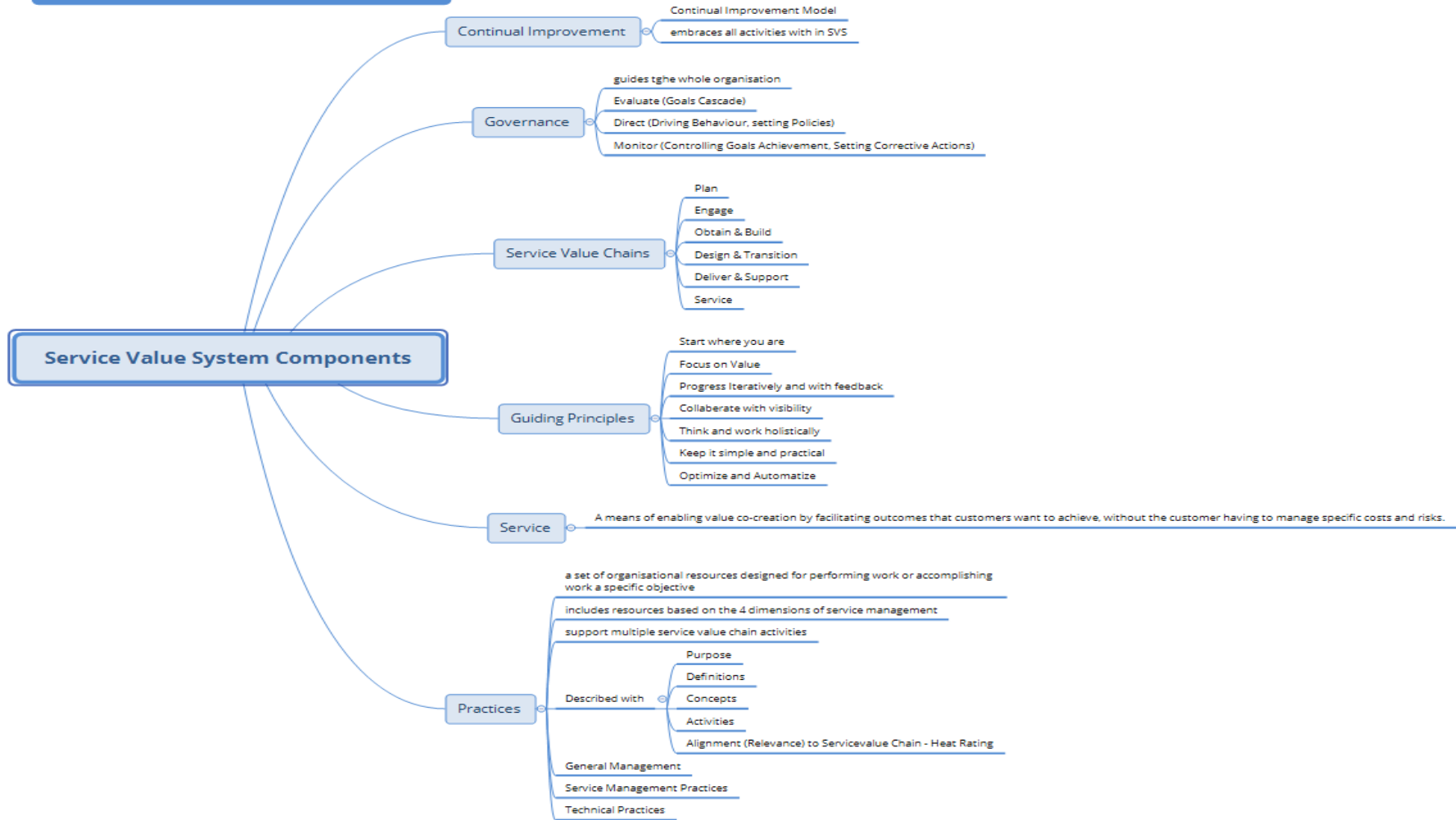


# Service Value System Considerations



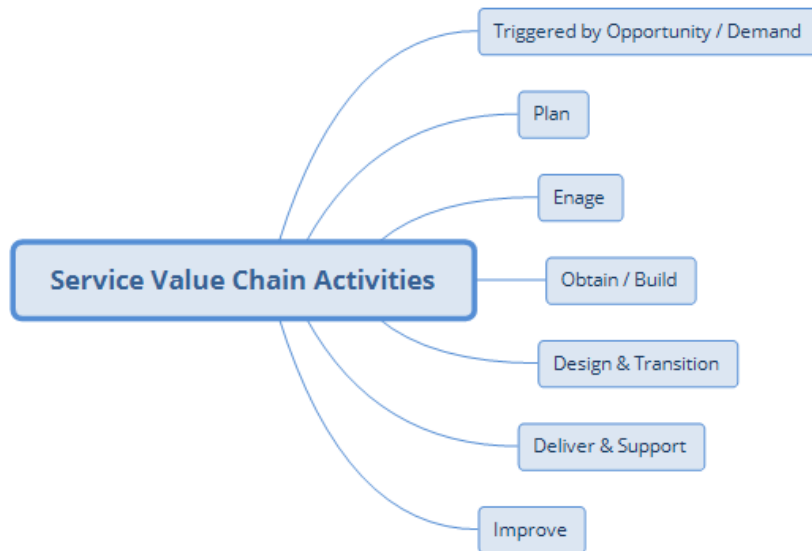
# Service Value System Components

The Service Value System represents how all the components and activities of the organisation work together as a system of to enable value creation

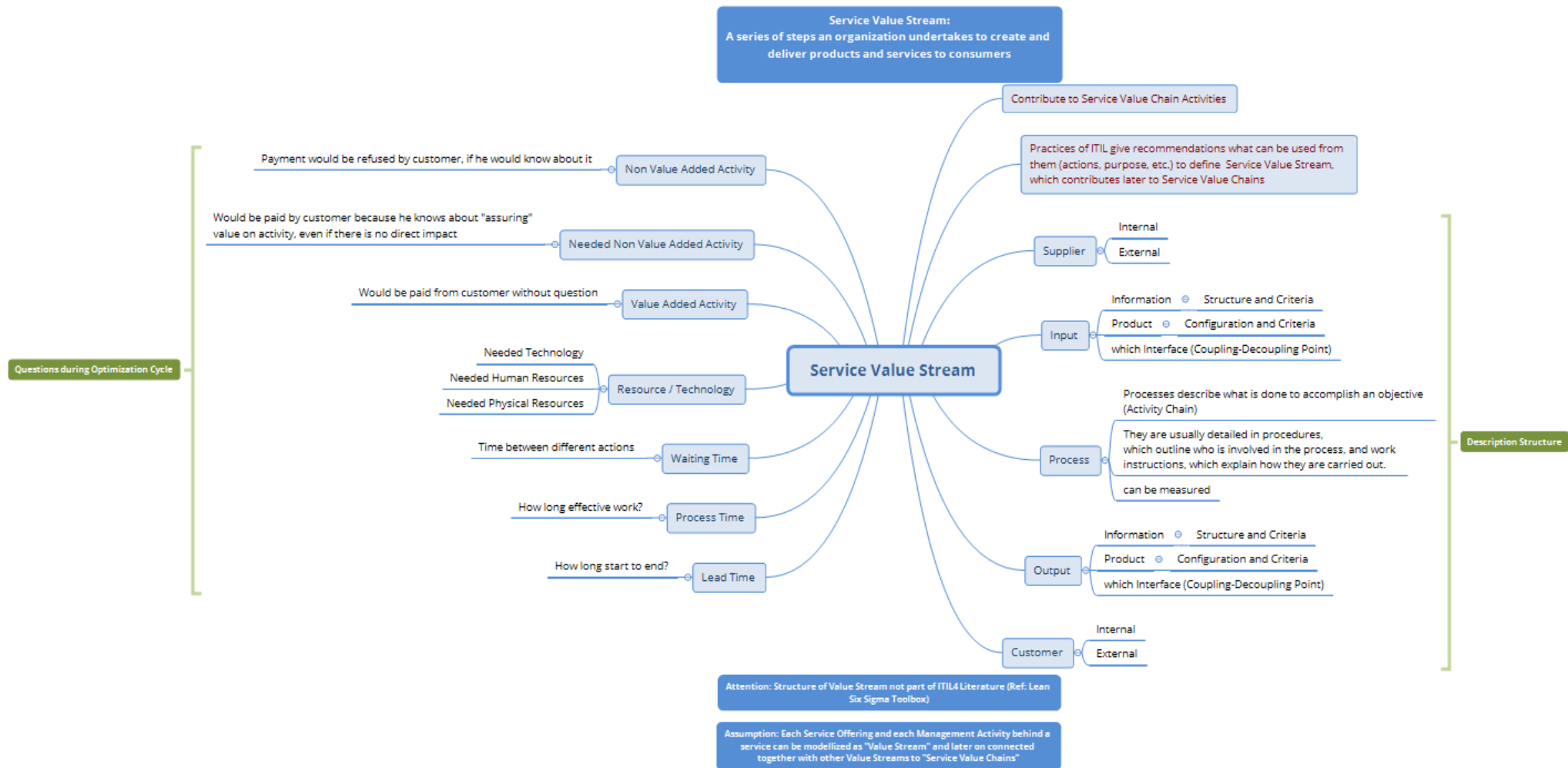


## Service Value Chain Activities

The Service value chain is in ITIL4 an operating model which outlines the key activities required to respond to demand and facilitate value realization through the creation and management of products and services

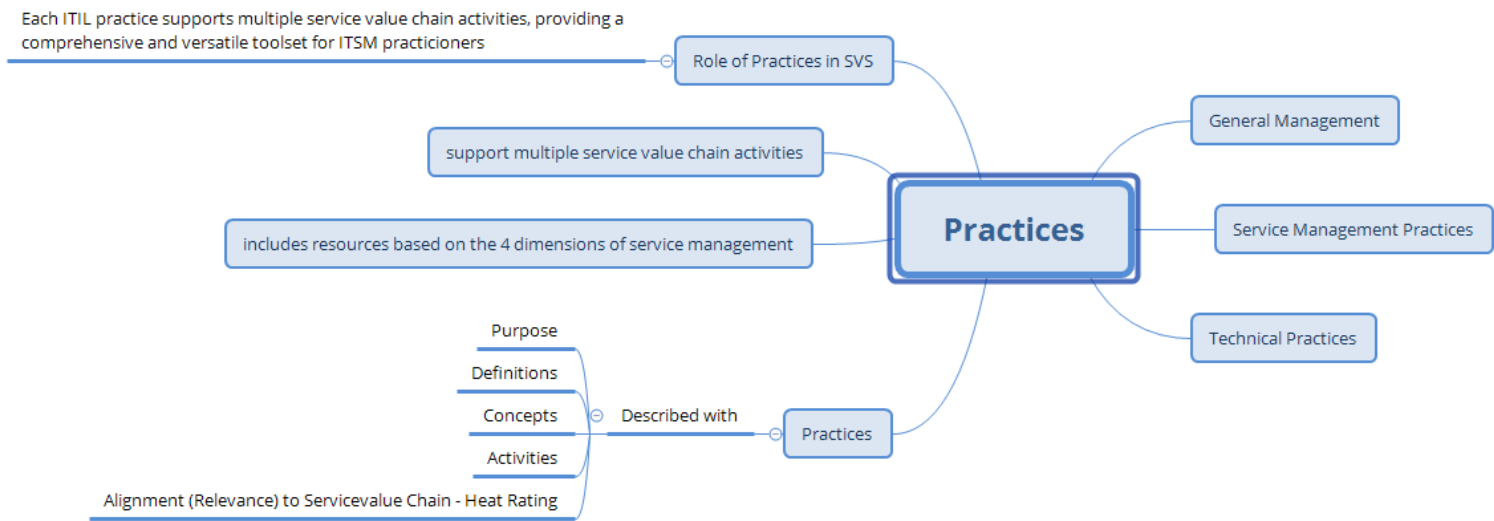


# Service Value Stream

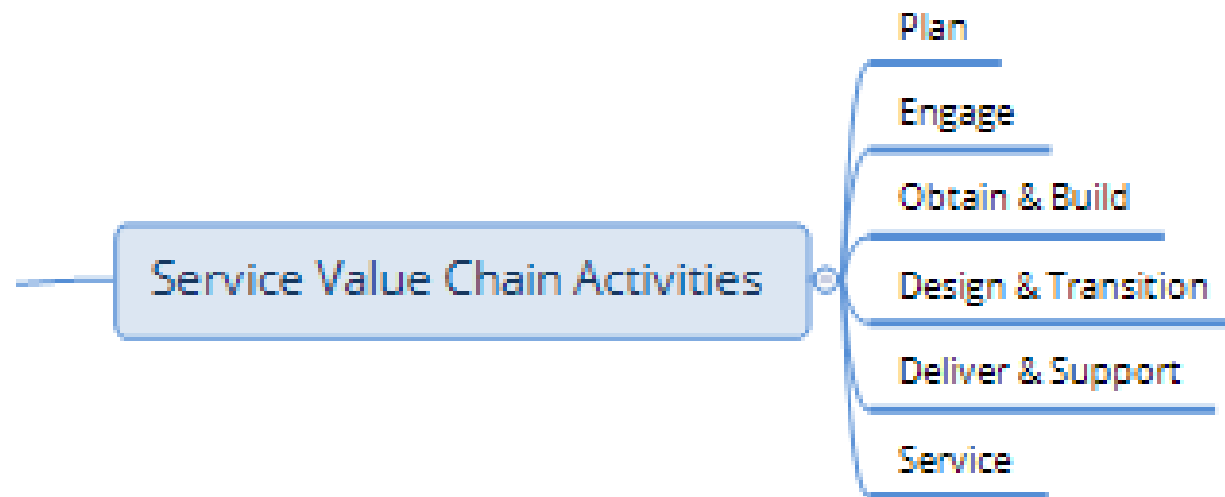


# Practice

**Practice: a set of organisational resources designed for performing work or accomplishing work a specific objective**



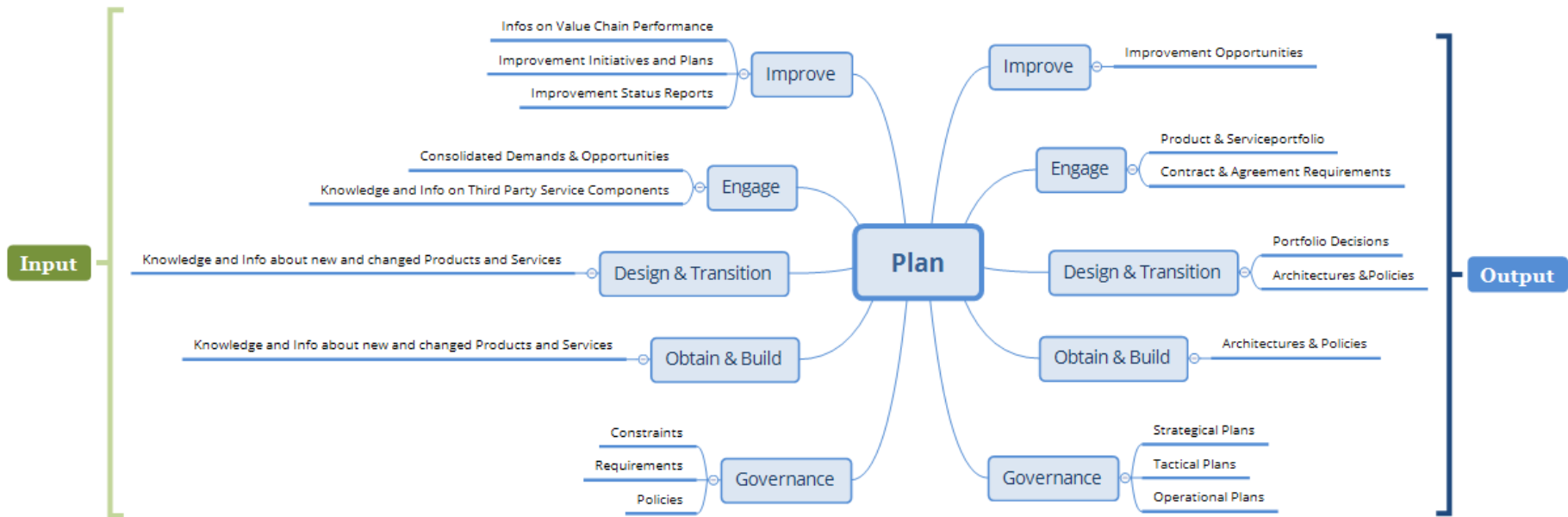
## Service Value Chain Activities



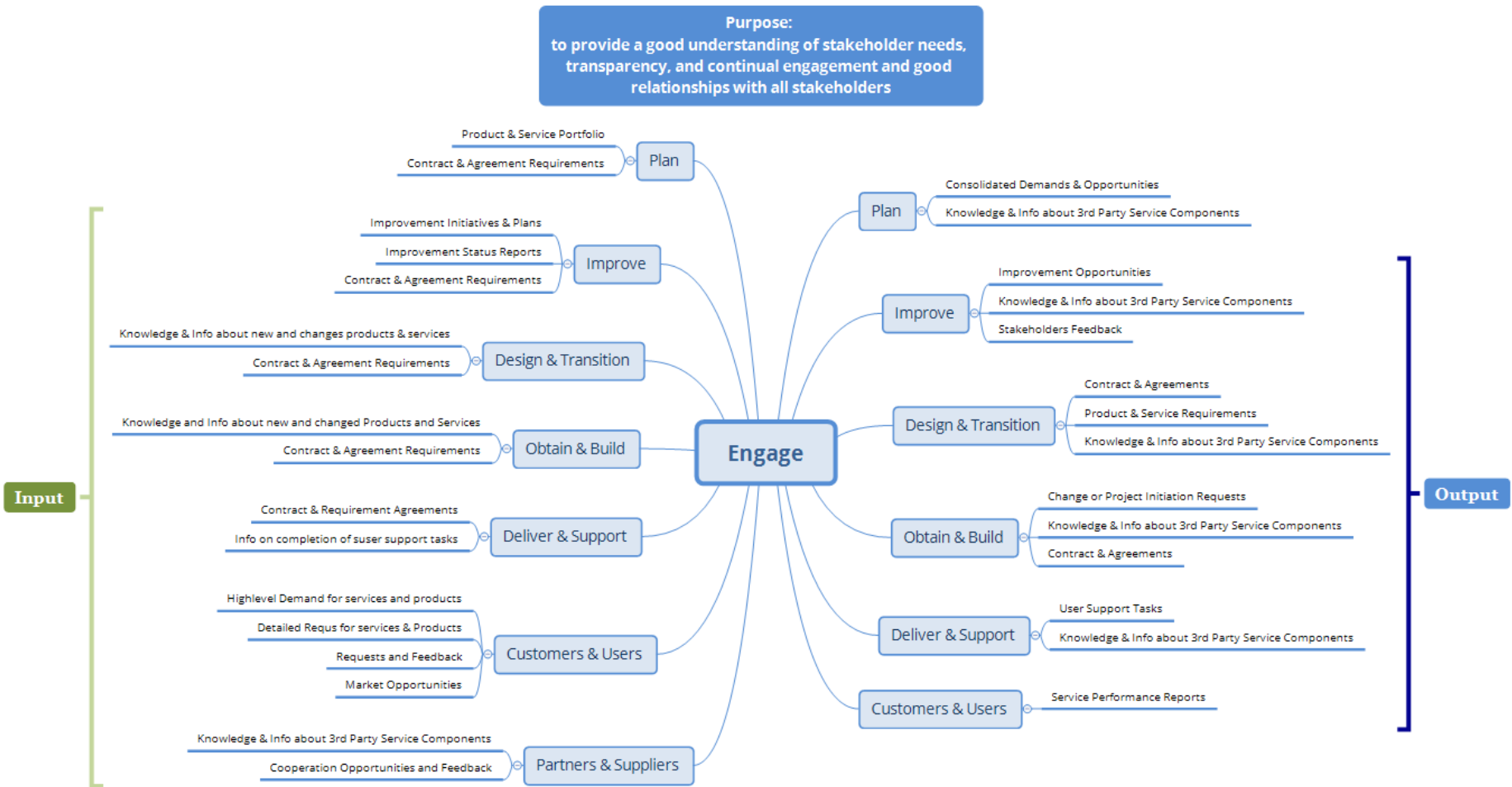


# Plan

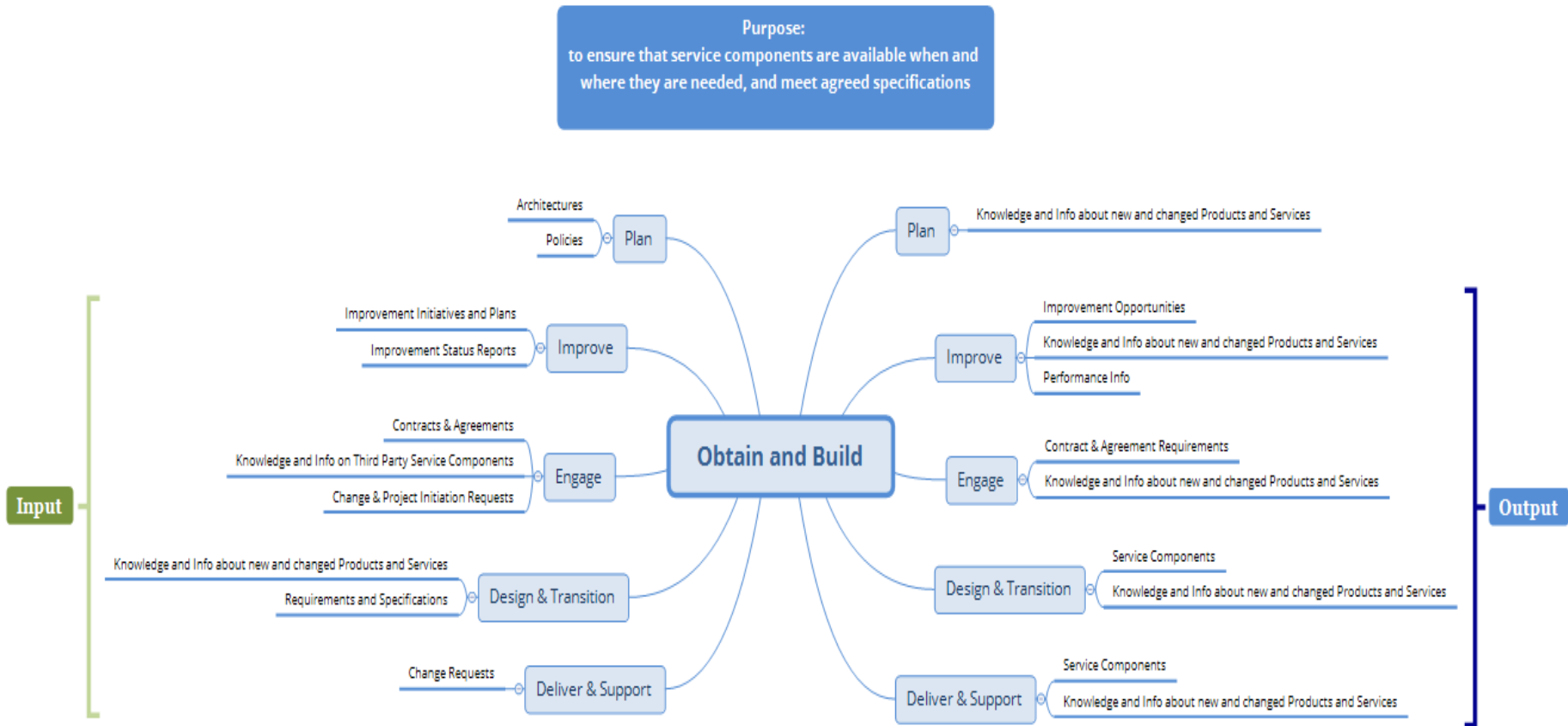
To ensure a shared understanding of the vision, current status and improvement direction for all four dimensions of Service Value System, all products and services across the organization



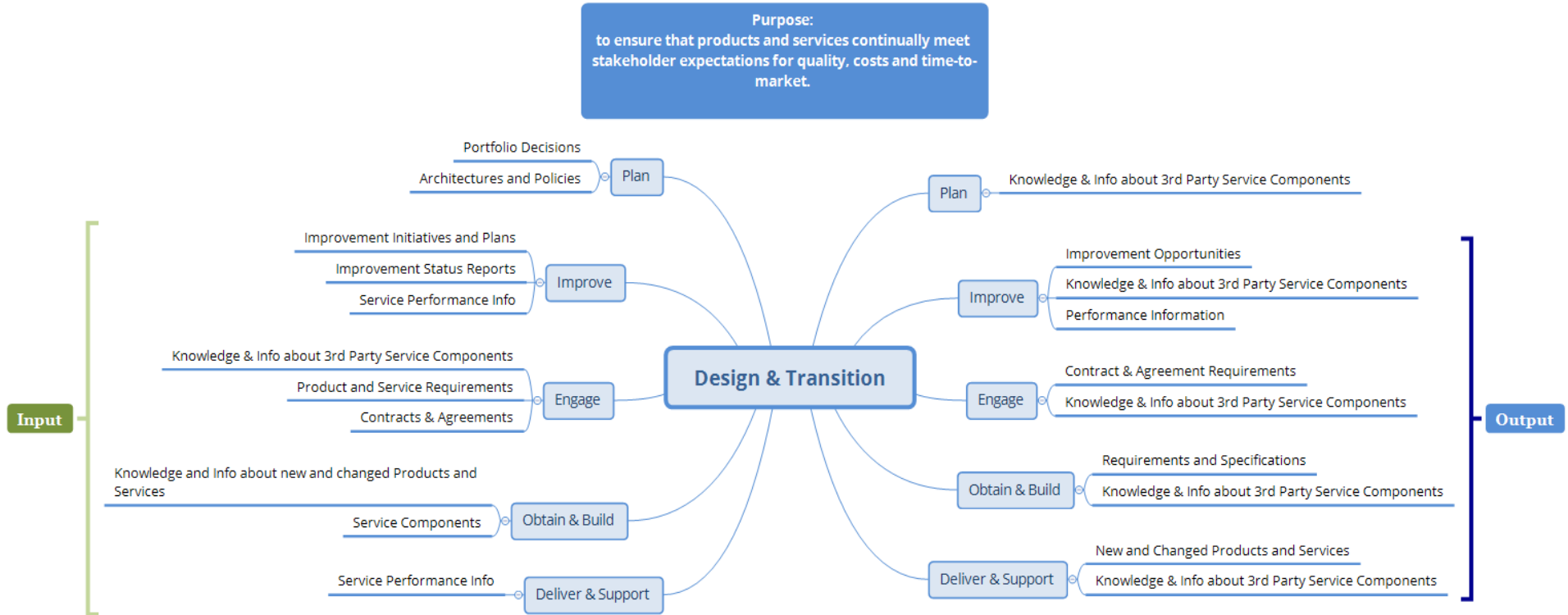
# Engage



Obtain / Build

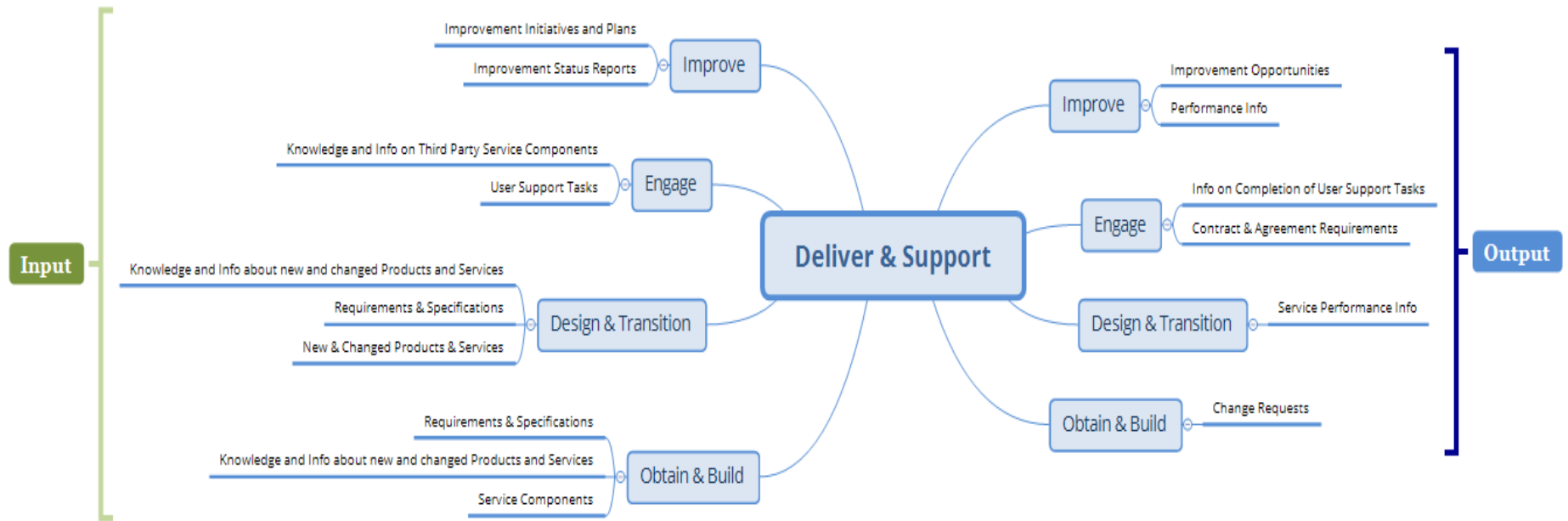


# Design & Transition



## Deliver & Support

**Purpose:**  
to provide a good understanding of stakeholder needs, transparency, and continual engagement and good relationships with all stakeholders



# Improve

