

Four Ps of Service Design

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

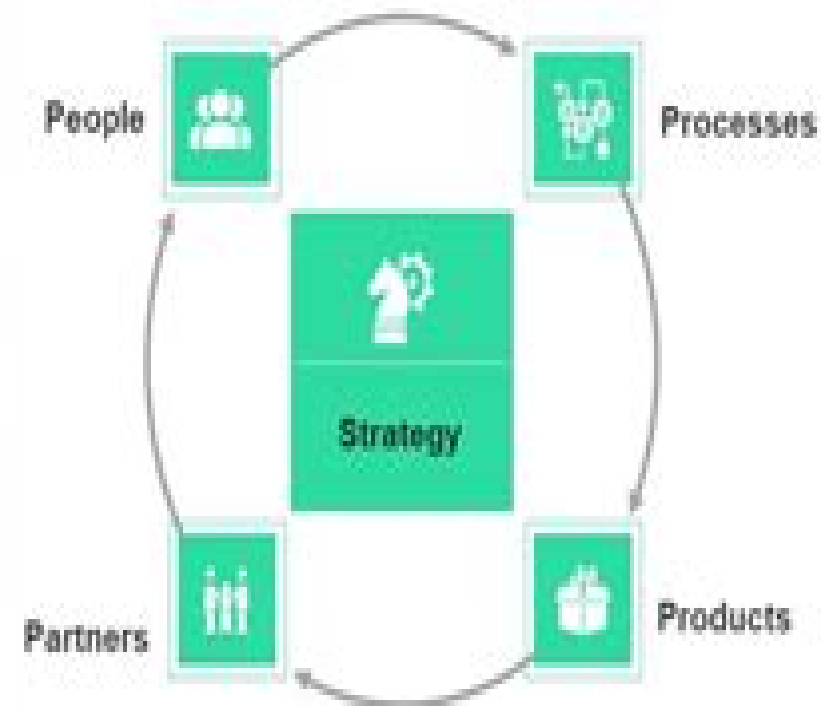
- Processes that support and manage IT service delivery
- All services must fulfill the client's expectations and the agreed-upon service level

Products

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

Partners

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

Liz Gallacher, Helen Morris



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ITIL For Dummies Peter Farenden, 2012-04-23 *ITIL For Dummies* provides an easy to understand introduction to using best practice guidance within IT service management. It breaks down the 5 stages of the service lifecycle into digestible chunks helping you to ensure that customers receive the best possible IT experience. Whether readers need to identify their customers needs, design and implement a new IT service or monitor and improve an existing service, this official guide provides a support framework for IT related activities and the interactions of IT technical personnel with business customers and users. Understanding how ITIL can help you getting to grips with ITIL processes and the service lifecycle. Implementing ITIL into your day to day work. Learn key skills in planning and carrying out design and implementation projects. **ITIL Intermediate Certification Companion Study Guide** Helen Morris, Liz Gallacher, 2016-03-15 Complete detailed preparation for the Intermediate ITIL Service Lifecycle exams. *ITIL Intermediate Certification Companion Study Guide* is the ultimate supporting guide to the ITIL Service Lifecycle syllabus with full coverage of all Intermediate ITIL Service Lifecycle exam objectives for Service Operation, Service Design, Service Transition, Continual Service Improvement and Service Strategy. Using clear and concise language, this useful companion guides you through each Lifecycle module and each of the process areas helping you understand the concepts that underlie each skill required for certification. Illustrative examples demonstrate how these skills are applied in real life scenarios helping you realize the importance of what you're learning each step of the way. Additional coverage includes service strategy principles and processes, governance, organization, implementation and technology considerations plus guidance toward common challenges and risks. ITIL is the most widely adopted approach for IT Service Management in the world providing a practical, no nonsense framework for identifying, planning, delivering and supporting IT services to businesses. This study guide is the ultimate companion for certification candidates giving you everything you need to know in a single informative volume. Review the information needed for all five Lifecycle exams. Examine real life examples of how these concepts are applied. Gain a deeper understanding of each of the process areas. Learn more about governance, organization, implementation and more. The Intermediate ITIL Service Lifecycle exams expect you to demonstrate thorough knowledge of the concepts, processes and functions related to the modules. The certification is recognized around the world as the de facto standard for IT Service Management and the skills it requires increase your value to any business. For complete detailed exam preparation, *ITIL Certification Companion Study Guide for the Intermediate ITIL Service Lifecycle Exams* is an invaluable effective tool. **ITIL Lifecycle Essentials** Claire Agutter, 2013-03-28 Gives ITIL Foundation candidates a comprehensive overview of the key elements, concepts and terminology used in the ITIL service lifecycle. 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 to 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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[The IT Service Part 1 - The Essentials](#) Pierre Bernard, 1970-01-01 Make it Simple and Keep it Simple 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 this book the reader is presented with the simple objectives that the IT organisation really must address The author uses his extensive expertise to present to the reader they key themes and processes that apply In order to keep it simple the author strips down what appears to be complex standards into their basic components and demonstrates to the reader that these components are actually common sense The author s independence means that the reader doesn t get one view of one or two approaches every aspect of the IT service is considered and presented to create a unique holistic view of the basic building blocks of a rock solid IT department Topics included are Designing The ServiceManagement Of RisksTransitioning The ServiceManaging The Service Day To DayImprovement EffortsUpcoming TrendsN B In Part 2 another book the reader gains expert advice on how the components of IT Service are crystallised in a real environment

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