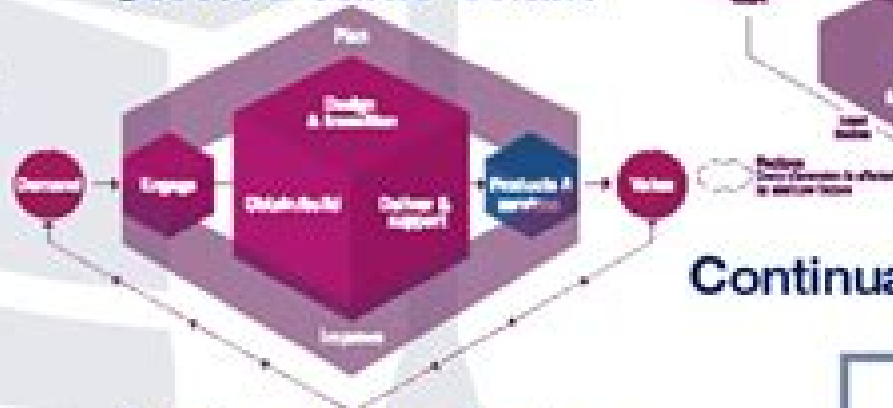


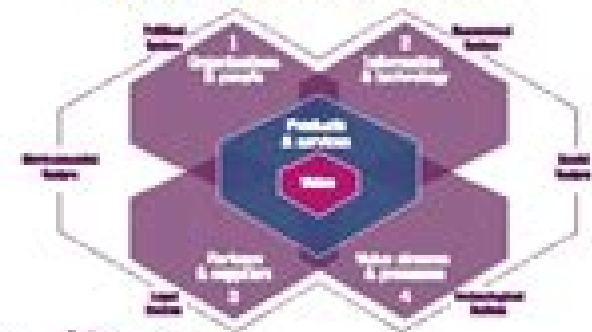
## Guiding Principles



## Service Value Chain



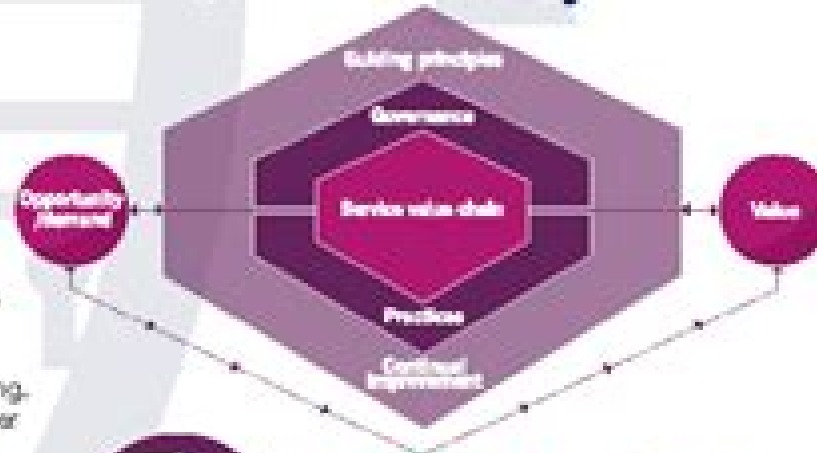
## Four Dimensions



## Continual Improvement



## Service Value System



## What is service?

A **service** is 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.

- **Value** is the perceived benefits, usefulness, and importance of something.
- An **outcome** is a result for a stakeholder enabled by one or more outputs.
- **Cost** is the amount of money spent on a specific activity or resource.
- **Risk** is a possible event that could cause harm or loss, or make it more difficult to achieve objectives.

## Utility/Warranty

**Utility** is the functionality offered by a product or service to meet a particular need.

•What a service does (fit for purpose)

**Warranty** is the assurance that a product or service will meet agreed requirements.

•How a service performs (fit for use)



# Itil 2015 Foundation User Guide

**Professor Anabela Mesquita, Professor  
Paulino Silva**



## **Itil 2015 Foundation User Guide:**

*ITIL® 4 Essentials: Your essential guide for the ITIL 4 Foundation exam and beyond, second edition* Claire Agutter, 2020-04-28 ITIL 4 Essentials contains everything you need to know to pass the ITIL 4 Foundation Certificate plus more. It covers practices and concepts that are not addressed as part of the Foundation syllabus making it ideal for newly qualified practitioners. This second edition has been updated to align with amendments to the ITIL 4 Foundation syllabus.

**ITIL® 4 Foundation Courseware - English** Van Haren Learning Solutions a.o., 2019-02-28. Besides the ITIL 4 Foundation Courseware English ISBN 978 94 018 0394 6 publication, you are advised to obtain the ITIL 4 A Pocket Guide ISBN 978 94 018 0439 4. The course is designed as an introduction to ITIL 4 and enables you to understand a new way to look at IT Service Management through a Service Value System (SVS). ITIL 4 provides an end-to-end picture of what means to contribute to business value and also integrates concepts from models such as Lean IT, Agile and DevOps. This course is for those who are involved in the delivery of IT services and need an understanding of best practice in IT Service Management. Student must pass a 60-minute, 40-question closed-book multiple-choice examination with a passing score of 65% in order to receive this certification. You can write the exam at any time and at any place after the course. The test is done via your own computer, proctored via webcam. Candidates wishing to be trained and pass the exam for this qualification would be recommended to have a general awareness of IT and appreciation of their own business environment. You will learn to understand the key concepts of service management, understand how the ITIL guiding principles can help an organization adopt and adapt service management, understand the four dimensions of service management, understand the purpose and components of the ITIL service value system, understand the activities of the service value chain and how they interconnect, know the purpose and key terms of 18 ITIL practices, and understand 7 ITIL practices. ITIL is a registered trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved. This product is only for courseware partners, affiliates, or designated students. Any course should always include an exam.

*Handbook of Research on Multidisciplinary Approaches to Entrepreneurship, Innovation, and ICTs* Carvalho, Luísa Cagica, Reis, Leonilde, Prata, Alcina, Pereira, Raquel, 2020-08-21. Currently, most organizations are dependent on IS/ICT in order to support their business strategies. IS/ICT can promote the implementation of strategies and enhancers of optimization of the various aspects of the business. In market enterprises and social organizations, digital economy and ICTs are important tools that can empower social entrepreneurship initiatives to develop, fund, and implement new and innovative solutions to social, cultural, and environmental problems. The Handbook of Research on Multidisciplinary Approaches to Entrepreneurship, Innovation, and ICTs is an essential reference source that discusses the digitalization techniques of the modern workforce as well as important tools empowering social entrepreneurship initiatives. Featuring research on topics such as agile business analysis, multicultural workforce, and human resource management, this book is ideally designed for business managers, entrepreneurs, IT consultants, researchers, industry

professionals human resource consultants academicians and students      *Capability Management Guide* Matthias Wißotzki, 2017-08-08 This book investigates what enterprises can do and or what should it be capable of in order to accelerate organizational changes Therefore a capability based method is developed which assists in the identification structuring and management of capabilities The approach is embedded in a process comprising four building blocks that provide appropriate procedures concepts and supporting tools evolved from theory and practical use cases The guide represents a flexible method for capability newcomers and experienced audiences to optimize enterprises economic impacts of EAM supporting the alignment of business and IT      BiSL® Foundation Courseware - English Frank van Outvorst, René Sieders, 2017-06-27 Besides the BiSL Foundation Courseware English ISBN 9789401801898 publication you are advised to obtain the publication BiSL A Framework for Business Information Management 2nd edition ISBN 9789087537029 The courseware addresses the principles of BiSL and the defined process framework The principles and the framework as a whole are addressed the operational processes the clusters of use management functionalities management and connecting processes the management processes and the strategy processes The material consists of a mix of theory using a slide set practical exercises including case studies and additionally the student can practice with two practice exams There is a lot of room for exchange of experiences always going back to the theory This training prepares you for the APMG examination BiSL Foundation In the training the basic subjects and principles of BiSL are addressed Target audience everyone who is active in the area of business information management and wants to understand the BiSL framework and learn the principles of BiSL BiSL is a Registered Trade Mark of the ASL BiSL Foundation      IT Asset Management Foundation (ITAMF) - Workbook - Second edition Jan Øberg, 2020-11-15 IT Asset Management Foundation ITAMF is a certification that validates a professional s knowledge on managing the IT assets as part of an organization s strategy compliance and risk management The content covered by the certification is based upon the philosophy of ITAMOrg a membership organization and thought leader in IT Asset Management The certificate IT Asset Management Foundation is part of the ITAMOrg qualification program and has been developed in cooperation with international experts in the field This workbook will help you prepare for the IT Asset Management Foundation ITAMF exam and provides you with an overview of the four key areas of IT Asset Management Hardware Asset Management including mobile devices Software Asset Management Services People Information Asset Management including Bring Your Own Device BYOD      The Manager's Guide to Cybersecurity Law Tari Schreider, SSCP, CISM, C|CISO, ITIL Foundation, 2017-02-01 In today s litigious business world cyber related matters could land you in court As a computer security professional you are protecting your data but are you protecting your company While you know industry standards and regulations you may not be a legal expert Fortunately in a few hours of reading rather than months of classroom study Tari Schreider s The Manager s Guide to Cybersecurity Law Essentials for Today s Business lets you integrate legal issues into your security program Tari Schreider a board certified information security practitioner with a

criminal justice administration background has written a much needed book that bridges the gap between cybersecurity programs and cybersecurity law He says My nearly 40 years in the fields of cybersecurity risk management and disaster recovery have taught me some immutable truths One of these truths is that failure to consider the law when developing a cybersecurity program results in a protective false or false sense of security In a friendly style offering real world business examples from his own experience supported by a wealth of court cases Schreider covers the range of practical information you will need as you explore and prepare to apply cybersecurity law His practical easy to understand explanations help you to Understand your legal duty to act reasonably and responsibly to protect assets and information Identify which cybersecurity laws have the potential to impact your cybersecurity program Upgrade cybersecurity policies to comply with state federal and regulatory statutes Communicate effectively about cybersecurity law with corporate legal department and counsel Understand the implications of emerging legislation for your cybersecurity program Know how to avoid losing a cybersecurity court case on procedure and develop strategies to handle a dispute out of court Develop an international view of cybersecurity and data privacy and international legal frameworks Schreider takes you beyond security standards and regulatory controls to ensure that your current or future cybersecurity program complies with all laws and legal jurisdictions Hundreds of citations and references allow you to dig deeper as you explore specific topics relevant to your organization or your studies This book needs to be required reading before your next discussion with your corporate legal department

**Insight into Theoretical and Applied Informatics** Andrzej Yatsko, Walery Suslow, 2015-01-01 The book is addressed to young people interested in computer technologies and computer science The objective of this book is to provide the reader with all the necessary elements to get him or her started in the modern field of informatics and to allow him or her to become aware of the relationship between key areas of computer science The book is addressed not only to future software developers but also to all who are interested in computing in a widely understood sense The authors also expect that some computer professionals will want to review this book to lift themselves above the daily grind and to embrace the excellence of the whole field of computer science Unlike existing books this one bypasses issues concerning the construction of computers and focuses only on information processing Recognizing the importance of the human factor in information processing the authors intend to present the theoretical foundations of computer science software development rules and some business aspects of informatics in non technocratic humanistic terms Innovation and Research - Smart Technologies & Systems

Marcelo Zambrano Vizueté, Miguel Botto-Tobar, Sonia Casillas, Carina Gonzalez, Carlos Sánchez, Gabriel Gomes, Benjamin Durakovic, 2024-06-27 This book gathers research papers presented at the 4th edition of the International Research and Innovation Conference CI3 2023 that took place from August 30 to September 1 2023 at the facilities of the Instituto Tecnológico Universitario Rumi ahui located in the city of Sangolquí Pichincha Ecuador The conference was organized by the Red de Investigación e Innovación y Transferencia de Tecnología RIT2 made up of the most relevant university institutes in Ecuador

among which are ITCA BOLIVARIANO ARGOS VIDA NUEVA ESP RITU SANTO SUDAMERICANO ISMAC SAN ISIDRO ARTES GR FICAS ORIENTE HUMANE SUCRE CENTRAL T CNICO POLIC A NACIONAL and RUMI AHUI Additionally the event is sponsored by the Secretar a de Educaci n Superior Ciencia Tecnolog a e Innovaci n SENESCYT Laboratorio de Comunicaci n Visual de la Universidad Estatal de Campinas Brazil Universidad Ana G M ndez Puerto Rico Centro de Investigaciones Psicopedag gicas y Sociol gicas Cuba Instituto Superior de Dise o de la Universidad de La Habana Cuba GDEON and the Corporaci n Ecuatoriana para el Desarrollo de la Investigaci n y la Academia CEDIA The main objective of CI3 2023 is to generate a space for dissemination and collaboration where academia industry and government can share their ideas experiences and results of their projects and research Research as a pillar of higher education and business improvement is the motto of the Conference and suggests how research innovation and academia must coincide with the productive sector to leverage social and economic development CI3 2023 had 145 papers submitted of which 52 were accepted for publication and presentation To guarantee the quality of the publications the event has a staff of more than 70 experts from different countries such as Spain Argentina Chile Mexico Peru Brazil Ecuador among others who carry out an exhaustive review of each proposal sent The content of this proceeding is related to the following topics Smart Cities

**Information Technology Control and Audit, Fifth Edition** Angel R. Otero, 2018-07-27 The new fifth edition of Information Technology Control and Audit has been significantly revised to include a comprehensive overview of the IT environment including revolutionizing technologies legislation audit process governance strategy and outsourcing among others This new edition also outlines common IT audit risks procedures and involvement associated with major IT audit areas It further provides cases featuring practical IT audit scenarios as well as sample documentation to design and perform actual IT audit work Filled with up to date audit concepts tools techniques and references for further reading this revised edition promotes the mastery of concepts as well as the effective implementation and assessment of IT controls by organizations and auditors For instructors and lecturers there are an instructor s manual sample syllabi and course schedules PowerPoint lecture slides and test questions For students there are flashcards to test their knowledge of key terms and recommended further readings Go to <http://routledgegettextbooks.com/textbooks/9781498752282> for more information *Agile Project Management using Team Foundation Server 2015* Joachim Rossberg, 2016-05-06 This book will help you get started with agile project management using Microsoft s latest releases of its market leading Team Foundation Server TFS 2015 and Visual Studio Team Services VSTS The book demonstrates agile concepts and how to implement them using TFS VSTS Many organizations are using agile practices today Agility has become a key enabler for running better projects with more successful end results and high quality output At the same time adoption of TFS VSTS has increased dramatically from being just a new version control system in the very beginning to becoming the fully featured market leader it is today In order to benefit the most from agile

practices you need an Application Lifecycle Management ALM toolset that supports your way of working With TFS VSTS Microsoft has provided a powerful tool that is very customizable This book shows you how you can use TFS VSTS to implement many agile practices and how they fit into a well thought out ALM implementation The book also shows how an agile product owner can work with TFS VSTS to setup an agile project from scratch and how to continue using TFS VSTS throughout the whole project to track progress create and refine the backlog and work with Kanban and Scrum Task boards Keeping track of progress is important in any project TFS VSO includes many tools which will help you to track key metrics in an agile project Many useful reports are available out of the box and the TFS extensibility offers several ways to further customize reporting to fit your needs What You Will Learn Agile Concepts and Processes How TFS VSO supports agile processes end to end How you can customize TFS VSO to better support your processes How to set up an agile project from scratch and manage it over its lifecycle [TOGAF Version 9 Foundation Study Guide](#) Rachel Harrison,2015-01-01 Study Guide for Preparing for the TOGAF 9 Part 1 Examination This document is a Study Guide for TOGAF 9 Foundation It gives an overview of every learning objective for the TOGAF 9 Foundation Syllabus and in depth coverage on preparing and taking the TOGAF 9 Part 1 Examination It is specifically designed to help individuals prepare for certification The audience for this Study Guide is Individuals who require a basic understanding of TOGAF 9 Professionals who are working in roles associated with an architecture project such as those responsible for planning execution development delivery and operation Architects who are looking for a first introduction to TOGAF 9 Architects who want to achieve Level 2 certification in a stepwise manner and have not previously qualified as TOGAF 8 Certified [German Medical Data Sciences: Visions and Bridges](#) R. Röhrig,A. Timmer,H. Binder,2017-09-26 We live in an age characterized by computerized information but ubiquitous information technology has profoundly changed our healthcare systems and if not adequately trained to deal with it healthcare professionals can all too easily be overwhelmed by the complexity and magnitude of the data This demands new skills from physicians as well as novel ways to provide medical knowledge Selecting and assessing relevant information presents a challenge which can only be met by bridging the various disciplines in healthcare and the data sciences This book presents the proceedings of the 62nd annual meeting of the German Association of Medical Informatics Biometry and Epidemiology German Medical Data Sciences GMDS 2017 Visions and Bridges held in Oldenburg Germany in September 2017 The 242 submissions to the conference included 77 full papers of which 42 were accepted for publication here after rigorous review These are divided into 7 sections teaching and training epidemiological surveillance screening and registration research methods IT infrastructure for biomedical research data integration centers healthcare information systems interoperability standards terminologies classification and biomedical informatics innovative algorithms and signal processing The book provides a vision for healthcare in the information age and will be of interest to all those concerned with improving clinical decision making and the effectiveness and efficiency of health systems using data methods and technology *Reinventing*

*ITIL® in the Age of DevOps* Abhinav Krishna Kaiser, 2018-12-12 Delve into the principles of ITIL and DevOps and examine the similarities and differences This book re engineers the ITIL framework to work in DevOps projects without changing its meaning and its original objectives making it fit for purpose for use in DevOps projects Reinventing ITIL in the Age of DevOps shows you the relevance of ITIL since the emergence of DevOps and puts a unique spin on the ITIL service management framework Along the way you will see that ITIL is a mature service management framework and years of maturity will be lost if it is made invalid The ideas recommendations and solutions provided in Reinventing ITIL in the Age of DevOps can be leveraged in order to readily develop solutions or create proposals for clients The ideas in this book can be further expanded to deliver seamless services to DevOps projects What You Will Learn Discover the basics of ITIL and DevOps Compare ITIL and DevOps Understand the structure of a DevOps organization and adapt the ITIL roles to this structure Re engineer ITIL for DevOps projects Implement major processes such as incident management configuration management and change management processes in DevOps projects Automate activities within processes Who This Book Is For Consultants business analysts administrators and project managers who are looking for more information about Dynamics 365

Shields Up Gregory J. Skulmoski, 2022-08-10 The demand for cybersecurity expertise is growing phenomenally enhancing cybersecurity project skills will boost technology professionals careers and improve organizational cybersecurity readiness Shields Up Cybersecurity Project Management provides an end to end framework tuned for cybersecurity projects More experienced cybersecurity professionals will appreciate the innovative and lean elements of this approach The reader is guided through the delivery management and optimization approach that increases the probability of cybersecurity project success Cybersecurity project management in Shields Up brings together international frameworks such as the Guide to the Project Management Body of Knowledge the National Institute of Standards and Technology Cybersecurity Framework ITIL 4 Service Management the ISO 27001 Information Security Management ISO 31000 Risk Management and ISO 9000 Quality Management A key benefit of this book is the reader can quickly apply the hybrid project management approach since it combines global frameworks already followed by cybersecurity professionals leading to successful projects Never before has cybersecurity project management been so important

ECKM2015-16th European Conference on Knowledge Management Maurizio Massaro and Andrea Garlatti, 2015-09-02 These proceedings represent the work of researchers presenting at the 16th European Conference on Knowledge Management ECKM 2015 We are delighted to be hosting ECKM at the University of Udine Italy on the 3 4 September 2015 The conference will be opened with a keynote from Dr Madelyn Blair from Pelere Inc USA on the topic The Role of KM in Building Resilience On the afternoon of the first day Dr Daniela Santarelli from Lundbeck Italy will deliver a second keynote speech The second day will be opened by Dr John Dumay from Macquarie University Sydney Australia ECKM is an established platform for academics concerned with current research and for those from the wider community involved in Knowledge Management to present their findings and ideas to



peers from the KM and associated fields ECKM is also a valuable opportunity for face to face interaction with colleagues from similar areas of interests The conference has a well established history of helping attendees advance their understanding of how people organisations regions and even countries generate and exploit knowledge to achieve a competitive advantage and drive their innovations forward The range of issues and mix of approaches followed will ensure an interesting two days 260 abstracts were initially received for this conference However the academic rigor of ECKM means that after the double blind peer review process there are 102 academic papers 15 PhD research papers 1 Masters research papers and 7 Work in Progress papers published in these Conference Proceedings These papers reflect the continuing interest and diversity in the field of Knowledge Management and they represent truly global research from many different countries including Algeria Austria Bosnia and Herzegovina Brazil Canada Chile Colombia Cuba Cyprus Czech Republic Estonia Finland France France Germany Hungary India Indonesia Iran Ireland Italy Japan Jordan Kenya Lithuania Mexico Nigeria Norway Pakistan Poland Portugal Romania Russia Slovakia Slovenia South Africa Spain Sri Lanka Sultanate of Oman Sweden Switzerland Thailand The Netherlands UK United Arab Emirates USA and Venezuela

### **Engineering the Transformation of the Enterprise**

Stephan Aier, Peter Rohner, Joachim Schelp, 2021-09-01 The topics in this book cover a broad range of research interests from business engineering and its application in corporate and business networking contexts to design science research as well as applied topics where those research methods have been employed for modeling data warehousing information systems management enterprise architecture management management of large and complex projects and enterprise transformation The book is a Festschrift for Robert Winter in order to appreciate his work and to honor him as a personality with a high reputation in the information systems community To this end many professional colleagues or long time companions both from the Institute of Information Management at the University of St Gallen as well as from the international research community dedicated articles on topics related to Robert s research They reflect his ambition to uncompromisingly conduct high class research that fuels the research community and at the same time contributes to improved industrial practice The book is organized in three major parts Part I Business Engineering and Beyond focuses on the methodology strongly shaped by Robert in St Gallen with a focus on research being applied in corporate contexts Part II Design Science Research spans from reflections on the practice of design science research to perspectives on design science research methodologies and eventually up to considerations to teach design science research methodology Part III Applied Fields combines various applications of design science and related research methodologies with practical problems and future research topics

The IT4ITTM Standard, Version 3.0 The Open Group, 2022-12-14 This publication is the specification of The Open Group IT4IT Standard Version 3 0 a standard of The Open Group It describes a reference architecture that can be used to manage the business of Information Technology IT and the associated end to end lifecycle management of Digital Products It is intended to provide a prescriptive Target Architecture and clear guidance for the transformation of existing technology

management practices for a faster scalable automated and practical approach to deploying product based investment models and providing an unprecedented level of operational control and measurable value This foundational IT4IT Reference Architecture is independent of specific technologies vendors organization structures process models and methodologies It can be mapped to any existing technology landscape It is flexible enough to accommodate the continuing evolution of operational and management paradigms for technology It addresses every Digital Product lifecycle phase from investment decision making to end of life The IT4IT Standard addresses a critical gap in the Digital Transformation toolkit the need for a unifying architectural model that describes and connects the capabilities value streams functions and operational data needed to manage a Digital Product Portfolio at scale The IT4IT Standard provides an approach to making digital investment decisions and managing digital outcomes that is particularly useful for C level executives responsible for Digital Transformation as a top down view of digital value creation Product Managers and Product Marketing Managers whose portfolios include significant digital content as a way to integrate marketing priorities with product delivery practices Governance risk and compliance practitioners as a guide to controlling a modern digital landscape Enterprise and IT Architects as a template for IT tool rationalization and for governing end to end technology management architectures Technology buyers as the basis for Requests for Information RFIs and Requests for Proposals RFPs and as a template for evaluating product completeness Consultants and assessors as a guide for evaluating current practice against a well defined standard Technology vendors as a guide for product design and customer integrations Technical support staff as a guide for automating and scaling up support services to deal with modern technology deployment velocity

*PCI DSS* Jim Seaman, 2020-05-01 Gain a broad understanding of how PCI DSS is structured and obtain a high level view of the contents and context of each of the 12 top level requirements The guidance provided in this book will help you effectively apply PCI DSS in your business environments enhance your payment card defensive posture and reduce the opportunities for criminals to compromise your network or steal sensitive data assets Businesses are seeing an increased volume of data breaches where an opportunist attacker from outside the business or a disaffected employee successfully exploits poor company practices Rather than being a regurgitation of the PCI DSS controls this book aims to help you balance the needs of running your business with the value of implementing PCI DSS for the protection of consumer payment card data Applying lessons learned from history military experiences including multiple deployments into hostile areas numerous PCI QSA assignments and corporate cybersecurity and InfoSec roles author Jim Seaman helps you understand the complexities of the payment card industry data security standard as you protect cardholder data You will learn how to align the standard with your business IT systems or operations that store process and or transmit sensitive data This book will help you develop a business cybersecurity and InfoSec strategy through the correct interpretation implementation and maintenance of PCI DSS What You Will Learn Be aware of recent data privacy regulatory changes and the release of PCI DSS v4 0 Improve the defense of

consumer payment card data to safeguard the reputation of your business and make it more difficult for criminals to breach security Be familiar with the goals and requirements related to the structure and interdependencies of PCI DSS Know the potential avenues of attack associated with business payment operations Make PCI DSS an integral component of your business operations Understand the benefits of enhancing your security culture See how the implementation of PCI DSS causes a positive ripple effect across your business Who This Book Is For Business leaders information security InfoSec practitioners chief information security managers cybersecurity practitioners risk managers IT operations managers business owners military enthusiasts and IT auditors      *ECMLG 2019 15th European Conference on Management, Leadership and Governance* Professor Anabela Mesquita, Professor Paulino Silva, 2019-11-14

## **Itil 2015 Foundation User Guide** Book Review: Unveiling the Magic of Language

In a digital era where connections and knowledge reign supreme, the enchanting power of language has become more apparent than ever. Its capability to stir emotions, provoke thought, and instigate transformation is really remarkable. This extraordinary book, aptly titled "**Itil 2015 Foundation User Guide**," written by a very acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound affect our existence. Throughout this critique, we shall delve to the book is central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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## **Itil 2015 Foundation User Guide Introduction**

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