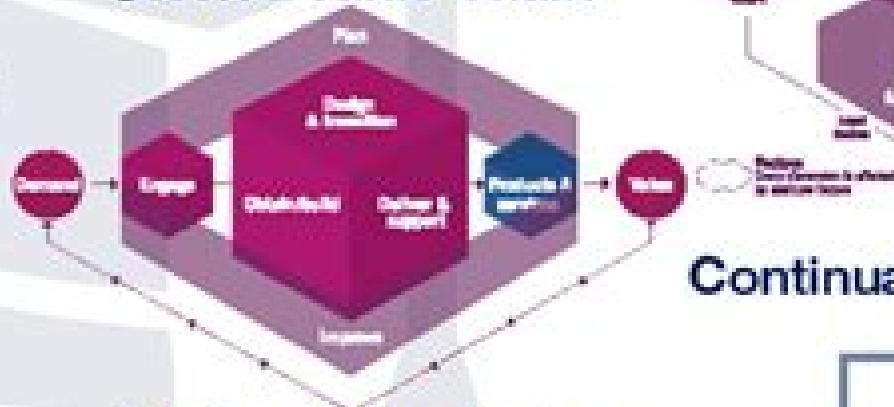


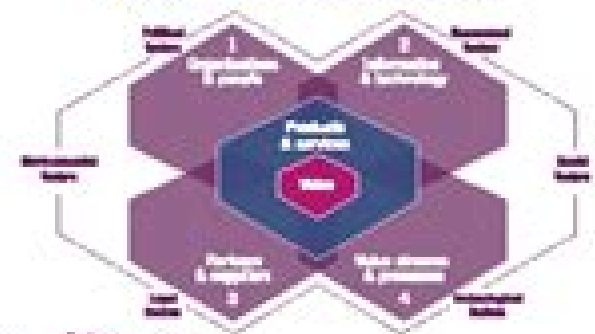
Guiding Principles



Service Value Chain



Four Dimensions



Continual Improvement

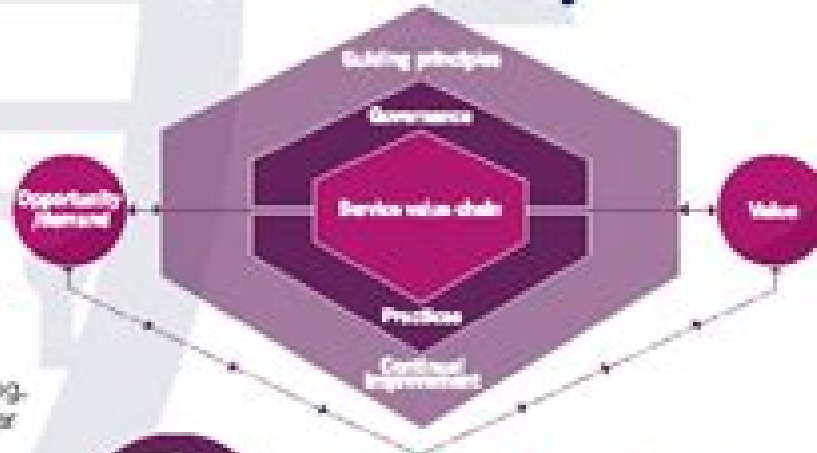


What is service?

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.

Service Value System



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 Foundation Manual

Michael Scarborough



Itil Foundation Manual:

ITIL V3 foundation handbook Office of Government Commerce, Simon Adams, 2009-06-16 A quick reference revision guide which has been designed to help students sitting the Foundation Exam This edition is updated to the 2009 syllabus The title also acts as a key reference aid for managers practitioners vendors and consultants in the workplace and while travelling This publication provides an introduction to the ITIL V3 Service Lifecycle model and an overview of the ITIL V3 qualification structure The guide contains a chapter on each of the components of the Lifecycle Service Strategy Service Design Service Transition Service Operation and Continual Service Improvement These chapters contain an overview of each of the processes and functions in the lifecycle including value scope activities and metrics **ITIL Foundation Exam**

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Manual James Persse, 2016-01-01 This practical guide is a great solution to address the key problem how to implement ITIL and ISO 20000 when initial training has been completed It supports the basic approaches to the fundamental processes small to medium sized companies will find the concise practical guidance easy to follow and implement It avoids the complex enterprise wide issues which are not required for many organisations Each chapter has the following structure Improvement activities Process inputs and outputs Related processes Tools and techniques Key Performance Indicators Critical Success Factors Process Improvement roles Benefits of effective Process Implementation challenges and considerations Typical

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Table of Contents Itil Foundation Manual

1. Understanding the eBook Itil Foundation Manual
 - The Rise of Digital Reading Itil Foundation Manual
 - Advantages of eBooks Over Traditional Books
2. Identifying Itil Foundation Manual
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Itil Foundation Manual
 - User-Friendly Interface
4. Exploring eBook Recommendations from Itil Foundation Manual
 - Personalized Recommendations

- Itil Foundation Manual User Reviews and Ratings
- Itil Foundation Manual and Bestseller Lists
- 5. Accessing Itil Foundation Manual Free and Paid eBooks
 - Itil Foundation Manual Public Domain eBooks
 - Itil Foundation Manual eBook Subscription Services
 - Itil Foundation Manual Budget-Friendly Options
- 6. Navigating Itil Foundation Manual eBook Formats
 - ePub, PDF, MOBI, and More
 - Itil Foundation Manual Compatibility with Devices
 - Itil Foundation Manual Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Itil Foundation Manual
 - Highlighting and Note-Taking Itil Foundation Manual
 - Interactive Elements Itil Foundation Manual
- 8. Staying Engaged with Itil Foundation Manual
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Itil Foundation Manual
- 9. Balancing eBooks and Physical Books Itil Foundation Manual
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Itil Foundation Manual
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Itil Foundation Manual
 - Setting Reading Goals Itil Foundation Manual
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Itil Foundation Manual
 - Fact-Checking eBook Content of Itil Foundation Manual

- Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
- 14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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