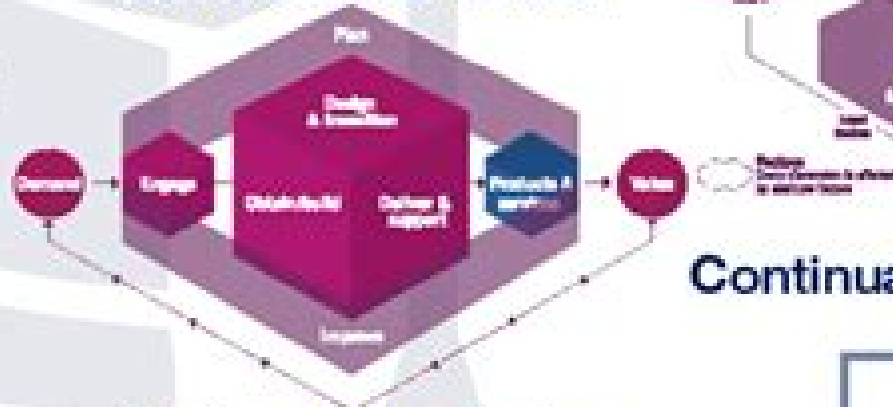


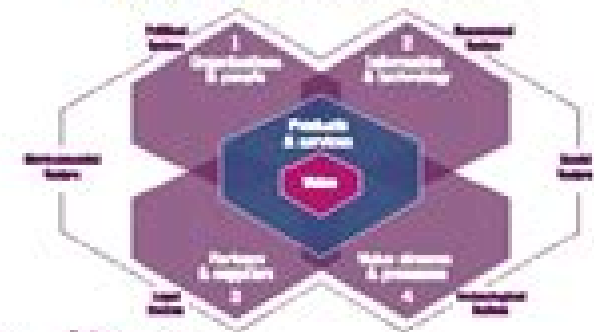
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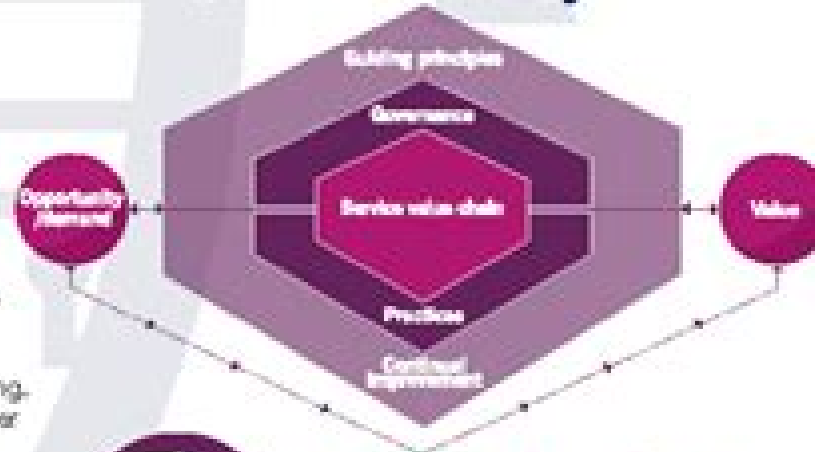
Service Value Chain



Four Dimensions



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.

Continual Improvement



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 Study Guide

RJ Alexander



Itil Foundation Study Guide:

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In a digital era where connections and knowledge reign supreme, the enchanting power of language has become more apparent than ever. Its ability to stir emotions, provoke thought, and instigate transformation is actually remarkable. This extraordinary book, aptly titled "**Itil Foundation Study Guide**," published by a highly 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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