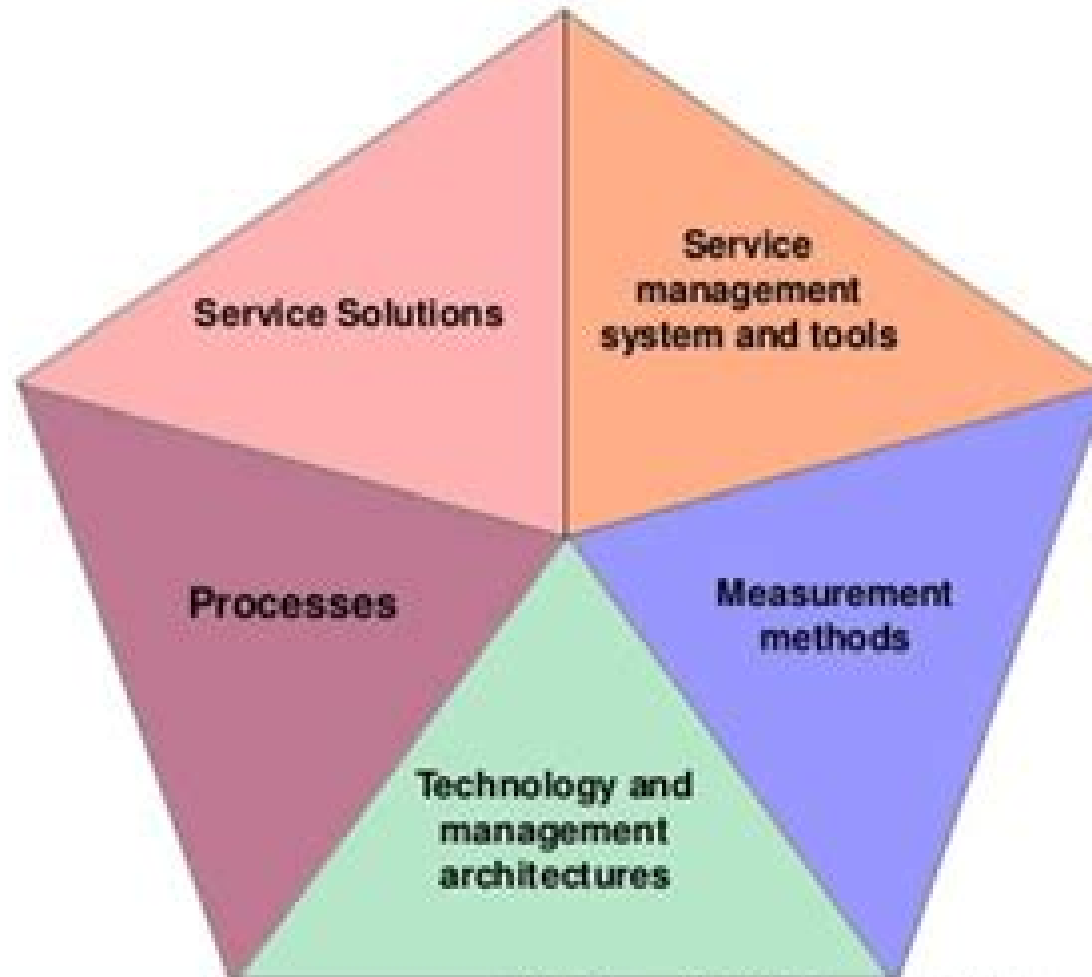


3. SERVICE DESIGN

FIVE ASPECTS OF SERVICE DESIGN



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Itil 2011 5 Aspects Service Design

Heikki Topi, Allen Tucker



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Optimization 7 Caselet 3 Risk Management 8 Caselet 4 Achieve Business Outcomes 9 Caselet 5 Compliance Improvement 10 Caselet 6 Strategic Alignment 11 Caselet 7 Security Compliance Risk 12 Caselet 8 Value based Portfolio 13 Caselet 9 Strategy Choice Market Conditions 14 Caselet 10 Plan Use Resources Appendix A The Map About the authors Dr Suzanne D Van Hove owns and manages SED IT a small service management consulting and training company She has worked in multiple professional verticals leading or coaching service management initiatives She has also written and delivered accredited courseware for ITIL and ISO IEC 20000 as well as multiple workshops and seminars both nationally and internationally She is the current chair for INCITS GIT1 the US national mirror of JTC1 SC40 the Special Committee for Service Management She also leads the US mirror for JTC1 SC7 WG24 Dr Van Hove is an adjunct professor at Indiana University Kelley School of Business and has served on the board of directors of itSMF USA as the knowledge management director In recognition of her contributions to the service management community Dr Van Hove was the 2013 recipient of the itSMF USA Lifetime Achievement Award An opera aficionado and avid rosebush gardener Dr Van Hove resides in Louisville KY USA Mark Thomas is the founder and president of Escoute Consulting an IT governance consultancy focusing on helping enterprises realise benefits through risk and resource optimisation As a nationally known ITIL and COBIT expert with more than 20 years of professional experience Mark s background spans leadership roles from data centre chief information officer CIO to management and IT consulting Mark has led large teams in outsourced IT arrangements conducted project management office PMO service management and governance activities for major project teams and managed enterprise applications implementations across multiple industries Mark has an array of industry experience in the healthcare finance manufacturing services high technology and government verticals When he s not travelling Mark lives with his family in the Kansas City MO area and claims to be a certified barbeque judge in his spare time

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