

What is a product?

A **product** is configuration of resources, created by the organization, that will be potentially valuable for their customers.

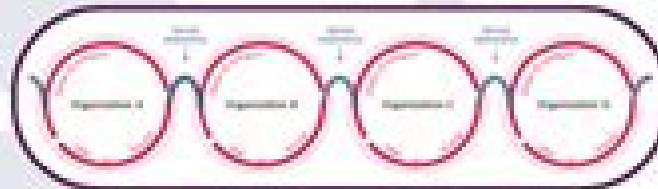
- An **organization** is a person or group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives.
- A **customer** is the role that defines the requirements for a service and takes responsibility for the outcomes of service consumption.
- The **user** is the role that uses services.
- The **sponsor** is the role that authorizes the budget for service consumption. The term is also used to describe an organization or individual that provides financial or other support for an initiative.



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Service management

is a set of specialized organizational capabilities for enabling value for customers in the form of services.



What are service relationships?

Service relationship management are the joint activities performed by a service provider and a service consumer to ensure continual value co-creation based on agreed and available service offerings.

- A **service offering** is a formal description of one or more services, designed to address the needs of a target consumer group. A service offering may include goods, access to resources, and service actions.
- A **service provision** is the activities performed by an organization to provide services, including management of the provider's resources, configured to deliver the service; ensuring access to these resources for users; fulfillment of the agreed service actions; service level management; and continual improvement. It may also include the supply of goods.
- **Service consumption** is the activities performed by an organization to consume services. It includes the management of the consumer's resources needed to use the service, service actions performed by users, and the receiving (acquiring) of goods (if required).

Goods

have the ownership transferred to a consumer

Access

Does not have the ownership transferred to a consumer

Actions

are performed by the provider to address a consumer need



What is a 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.
- An **output** is a tangible or intangible deliverable of an activity.
- **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 (uncertainty of outcome).



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 Study Guide

Claire Agutter



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prepare for the ITIL Foundation certification exam Understand ITIL through examples Be aware of ITIL s relevance to DevOps and DevOps concepts Who This Book Is For Professionals from the IT services industry **ITIL® 4 Essentials** IT Governance Publishing,Claire Agutter,2025-07-21 Gain in depth knowledge of ITIL 4 principles and practices for effective IT service management Learn to apply best practices improve services and align IT services with business objectives Key Features Covers ITIL 4 s core concepts practices and guiding principles Detailed explanations of key roles processes and service value system Prepares readers for the ITIL Foundation exam with practical tips and sample questions Book DescriptionThe ITIL 4 Essentials guide offers a comprehensive introduction to IT service management focusing on ITIL 4 practices and principles Readers gain an understanding of the four dimensions of service management organizations people information technology partners and suppliers which are key to delivering effective IT services The guide highlights ITIL 4 s seven guiding principles such as focusing on value collaborating and working holistically These principles are essential for creating effective service management strategies Readers will learn how to integrate these principles into their daily operations leading to enhanced service delivery and better alignment with business goals Additionally the book explores the importance of the Service Value System SVS and the Service Value Chain offering a detailed look at how these frameworks drive continuous improvement and value creation Lastly the book covers essential ITIL 4 practices like continual improvement change management and incident management Each practice is explored in depth providing practical guidance for implementation The final chapters offer exam preparation tips ensuring readers are ready for the ITIL Foundation exam with sample questions and strategies for success What you will learn Understand ITIL 4 concepts and principles Learn about service management roles and responsibilities Explore the service value system and its components Understand the guiding principles of ITIL 4 Apply the four dimensions of service management Master service relationships and models Who this book is for This book is ideal for IT professionals service managers and anyone preparing for the ITIL Foundation exam It s suitable for those new to IT service management or looking to refresh their knowledge A basic understanding of IT services is helpful but not necessary **ITIL® 4** ,2022 The ITIL 4 Digital IT and Strategy DITS reference and revision guide is one of five ITIL 4 revision aids published by TSO following on from ITIL 4 Foundation revision guide It focuses on the alignment of digital business strategy with IT strategy It also covers how disruption from new technologies is impacting organizations and how businesses are responding Key topics include using DITS in an organization DITS and digital disruption strategic approaches for digital organizations implementing DITS and ITIL practices in DITS This pocket guide is an aid for revision and preparation for taking the ITIL 4 Managing Professional DITS certification and post certification it is a quick useful reference It summarizes key topics for exam preparation includes key figures from the core guidance provides an examination overview tips for taking the exam and a summary table linking learning outcomes to references in the text and to core guidance **ITIL® Foundation Essentials ITIL® 4 Edition** IT Governance Publishing,Claire Agutter,2025-07-21

Gain foundational knowledge of ITIL 4 the most widely adopted IT service management framework Learn how to apply ITIL s guiding principles and practices to deliver value and improve services Key Features Covers key concepts roles and practices in ITIL 4 Explains guiding principles and service relationships in detail Prepares you for the ITIL Foundation exam with practical examples Book Description This book offers a detailed introduction to IT service management and the ITIL 4 framework by covering key concepts such as value service management and co creation providing a solid foundation for understanding ITIL Readers are introduced to the four dimensions of service management and how they apply to organizational success The book also explores the various roles involved in service management from service providers to consumers and the essential relationships that drive value The book further explains ITIL s guiding principles such as focusing on value thinking and working holistically and simplifying processes These principles form the core of ITIL 4 s approach emphasizing flexibility iterative progress and stakeholder collaboration With practical examples and clear explanations readers will learn how to integrate these principles into their service management practices Lastly the book dives deep into the Service Value System and Service Value Chain detailing how each component contributes to delivering business value It also explores essential ITIL practices such as continual improvement and incident management The final sections provide valuable exam preparation tips to ensure readers are well equipped to pass the ITIL Foundation exam with confidence What you will learn Understand the service value system and its components Explore the ITIL practices in depth Apply the ITIL guiding principles to real world scenarios Understand service relationships and their models Implement the four dimensions of service management Prepare effectively for the ITIL Foundation exam Who this book is for This book is ideal for IT professionals service managers and anyone looking to gain foundational knowledge of ITIL 4 It is perfect for individuals preparing for the ITIL Foundation exam Readers should have an interest in service management and be ready to understand the ITIL 4 principles and practices

ITIL Intermediate Certification Companion Study Guide Helen Morris, Liz Gallacher, 2016-04-18 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

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Itil Foundation - Study Guide and Elearning Program Ivanka Menken, Art of Service, 2017-03 The ITIL R Information Technology Infrastructure Library Foundation Study Guide and eLearning Program is the most complete guide for anyone involved in IT Service Management and who are aiming to take the ITIL Foundation exam whether they be first time ITIL learners or seasoned IT professionals Our accredited program contains a revised study guide and online learning program with up to date content from the ITIL V3 2011 Syllabus Combined with interactive content and exam preparation materials the course will assist you in passing your ITIL Foundation exam on the first attempt With examples instructions and cautionary advice the ITIL Foundation Course is to quote numerous satisfied ITIL certified clients the Gold Standard of ITIL Certification We've earned this moniker by assisting thousands of students over 15 years by being at the forefront of the ITIL education community This study guide contains both the workbook and access to our online program that together provides everything you need to prepare for the ITIL Foundation certification exam including Real world scenarios that describe what you've learned in the context of service solutions Section reviews for each chapter to help you zero in on what you need to know and includes practice exam questions Key information and real world examples organized around the actual day to day tasks and challenges you'll face in the field of IT Service Management Ability to assess what you've learned with challenging ITIL Foundation exam style questions Presentations that you can view and replay as many times as required in your access period facilitated by certified ITIL trainers who explain each of the topics and concepts of ITIL Materials developed on the specific syllabus and exam criteria so that you can be confident in achieving exam success on your first attempt This new updated edition includes A section on the new ITIL Practitioner qualification and the important information you need to know Up to date and interactive content via the eLearning program to facilitate the learning experience Educational content that strengthens your grasp on the key information you require for the tasks and challenges you will face in the IT sector The book and course made me confident in sitting the exam and is the best such book that I've come across Worth it especially since you have access to the online learning component as well Highly recommended I passed in one go ITIL R is a registered trade mark of AXELOS Limited **ITIL Foundation Complete Certification Kit - Fourth Edition** Ivanka Menken, Gerard Blokdijs, 2011 The only resource you will need to learn about IT Service Management and pass the ITIL Foundation

Certificate in IT Service Management exam including designed in accordance with the ITIL 2011 syllabus narrated presentation of content iPad iPhone friendly exam preparation modules including sample exams support from accredited ITIL trainers and online forum to interact with other students Cover **ITIL V3 Foundation Complete Certification Kit** Tim Malone, Ivanka Menken, Gerard Blokdijs, 2010 The ITIL Information Technology Infrastructure Library V3 Foundation Complete Certification Kit is the most complete guide for anyone involved in IT Service Management and who are aiming to take the ITIL V3 Foundation exam whether they be first time ITIL learners or seasoned IT professionals Still a number one best seller for IT Management from Amazon.com to Barnes and Noble and many more this Third edition has refreshed the study guide and online learning program with its updated inspiring and detailed plan for passing your ITIL V3 Foundation exam on the first attempt With new examples instructions and cautionary advice the ITIL V3 Foundation Complete Certification Kit is to quote numerous of ITIL certified clients the gold standard of ITIL Certification As the industry standard in terms of Process Service and Lifecycle Management for IT the ITIL Foundation exam is the most popular entry level certification particularly for individuals switching from another career to IT This kit prepares you for the certification exam by offering valuable information on the ITIL framework ITIL certification and IT Service Management as a practice This certification kit contains both the study guide and access to our online program that together provides everything you need to prepare for the ITIL V3 Foundation certification exam including Real world scenarios that describe what you've learned in the context of service solutions These include thought provoking questions to challenge your thinking and understanding Section reviews for each chapter to help you zero in on what you need to know and includes practice exam questions A Real World Guide to ITIL V3 Skills Key information and real world examples organized around the actual day to day tasks and challenges you'll face in the field of IT Service Management Ability to assess what you've learned with challenging ITIL Foundation exam style questions Adobe Flash presentations that you can view and replay as many times as required facilitated by certified ITIL trainers who explain each of the topics and concepts of ITIL Materials developed on the specific syllabus and exam criteria so that you can be confident in achieving exam success on your first attempt This new Expanded and Updated edition includes Content updated to match syllabus 4 processes and other content areas all provided for in both the book and elearning presentations More in depth exam prep eg answer guides for all exam questions More content depth in a number of areas Editorial Reviews Read the book took the online course and test PASSED This ITIL exam prep book and course are an invaluable study aid for passing the ITIL Foundation exam Highly recommended I've been an IS project manager for over 10 years I've studied ITIL materials in preparation but took no courses or workshops I studied this book and its accompanying course for 10 days immediately preceding my exam Read the book about 3 times I took the ITIL Foundation exam and got 98% of the questions correct I think that the study tips in the book and course helped me get about 15-20 questions right that I might have otherwise missed your mileage may vary The book and course made me confident in

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ITIL V2 Foundation Complete Certification Kit Claire Engle, Ivanka Menken, Gerard Blokdijs, 2009. The ITIL Information Technology Infrastructure Library v2 Foundation Complete Certification Kit is the most complete guide for anyone involved in IT Service Management and who are aiming to take the ITIL v2 Foundation exam whether they be first time ITIL learners or seasoned IT professionals. This edition has refreshed the study guide and online learning program with its updated inspiring and detailed plan for passing your ITIL v2 Foundation exam on the first attempt. With new examples, instructions and cautionary advice, the ITIL v2 Foundation Complete Certification Kit has delivered ITIL certification to numerous users. As the industry standard in terms of Process Service and IT Service Management, the ITIL Foundation exam is the most popular entry level certification particularly for individuals switching from another career to IT. This kit prepares you for the certification exam by offering valuable information on the ITIL framework, ITIL certification and IT Service Management as a practice. This certification kit contains both the study guide and access to our online program that together provides everything you need to prepare for the ITIL v2 Foundation certification exam including Real world scenarios that describe what you've learned in the context of service solutions. These include thought provoking questions to challenge your thinking and understanding. Section reviews for each chapter to help you zero in on what you need to know and includes practice exam questions. A Real World Guide to ITIL v2 Skills. Key information and real world examples organized around the actual day to day tasks and challenges you'll face in the field of IT Service Management. Ability to assess what you've learned with challenging ITIL Foundation exam style questions. Adobe Flash presentations that you can view and replay as many times as required facilitated by certified ITIL trainers who explain each of the topics and concepts of ITIL. Materials developed on the specific syllabus and exam criteria so that you can be confident in achieving exam success on your first attempt. Editorial Reviews. Read the book, took the online course and test PASSED. This ITIL exam prep book and course are an invaluable study aid for passing the ITIL Foundation exam. Highly recommended. I've been an IS project manager for over 10 years. I've studied ITIL materials in preparation but took no courses or workshops. I studied this book and its accompanying course for 10 days immediately preceding my exam. Read the book about 3 times. I took the ITIL Foundation exam and got 98% of the questions correct. I think that the study tips in the book and course helped me get about 15-20 questions right that I might have otherwise missed. Your mileage may vary. The book and course made me confident in sitting the exam and is the best such book that I've come across. Worth it especially since you have access to the online learning component as well. Good focus on ITIL's processes, things important to ITIL Foundation and passing the test that your experience in IT may not help you. Highly recommended. I passed in one go.

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