

What is a product?

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

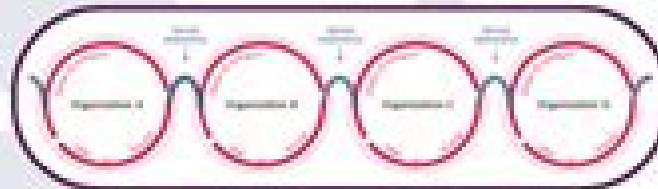
- An **organization** is a person or group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives.
- A **customer** is the role that defines the requirements for a service and takes responsibility for the outcomes of service consumption.
- 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

Liz Gallacher, Helen Morris



Itil Study Guide:

ITIL Foundation Essentials ITIL 4 Edition - The ultimate revision guide, second edition Claire Agutter,2020-04-14 ITIL Foundation Essentials ITIL 4 Edition is the ultimate revision guide for candidates preparing for the ITIL 4 Foundation exam It is fully aligned with the Foundation course syllabus and gives a clear and concise overview of the facts This second edition has been updated to align with amendments to the ITIL 4 Foundation syllabus **ITIL Foundation Exam Study Guide** Liz Gallacher,Helen Morris,2012-10-15 Everything you need to prepare for the ITIL exam Accredited to 2011 syllabus The ITIL Information Technology Infrastructure Library exam is the ultimate certification for IT service management This essential resource is a complete guide to preparing for the ITIL Foundation exam and includes everything you need for success Organized around the ITIL Foundation 2011 syllabus the study guide addresses the ITIL Service Lifecycles the ITIL processes roles and functions and also thoroughly explains how the Service Lifecycle provides effective and efficient IT services Offers an introduction to IT service management and ITIL V3 service strategy Highlights the topics of service design and development and the service management processes Reviews the building testing authorizing documenting and implementation of new and changed services into operation Addresses creating and maintaining value for customers through monitoring and improving services processes and technology Download valuable study tools including practice exams flashcards a glossary of key terms and more If you prefer self study over the more expensive training course but you don't want to skimp on information or preparation then this study guide is for you **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 *Become ITIL® 4 Foundation Certified in 7 Days* Abhinav Krishna Kaiser,2020-11-26 Use this guide book in its fully updated second edition to study for the ITIL 4 Foundation certification exam Know the latest ITIL framework and DevOps concepts The book will take you through the new ITIL framework and nuances of the DevOps methodology The book follows the topics included in the foundation certification exam syllabus and includes new sections on ITIL's guiding principles service value chain and the four dimensions of service management Also included are the concepts processes and philosophies used in DevOps programs and projects ITIL and DevOps concepts are explained with relevant examples By the time you finish this book you will have a complete understanding of ITIL 4 and will be ready to take the ITIL 4 Foundation certification exam You will know the DevOps methodology and how ITIL reinforces the philosophy of shared responsibility and collaboration Over the course of a week even while working your day job you will be prepared to take the exam What You Will Learn Know the basics of ITIL as you prepare for the ITIL Foundation certification exam Understand ITIL through examples Be aware of ITIL's relevance to

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ITIL Foundation exam study guide Morris It Consultant; Liz Gallacher Helen, 2012 **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 help you zero in on what you need to know and include 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.

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Table of Contents Itil Study Guide

1. Understanding the eBook Itil Study Guide
 - The Rise of Digital Reading Itil Study Guide
 - Advantages of eBooks Over Traditional Books
2. Identifying Itil Study Guide
 - 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 Study Guide
 - User-Friendly Interface
4. Exploring eBook Recommendations from Itil Study Guide
 - Personalized Recommendations
 - Itil Study Guide User Reviews and Ratings
 - Itil Study Guide and Bestseller Lists
5. Accessing Itil Study Guide Free and Paid eBooks
 - Itil Study Guide Public Domain eBooks
 - Itil Study Guide eBook Subscription Services

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