

CONTENTS

Introduction	8
Chapter 1: Key concepts of service management.....	9
Value	9
Service management.....	9
Organisation	10
Co-creation	10
Chapter 2: Service management roles.....	12
Service provider.....	12
Stakeholder.....	12
Service relationship	13
Service consumer.....	13
Chapter 3: All about services	16
Products and services	16
Outputs and outcomes	17
Cost and risk.....	19
Utility and warranty.....	19
Chapter 4: Service relationships	21
Service offerings.....	21
Service relationships.....	22
The service relationship model.....	24
Chapter 5: Guiding principles.....	26
Guiding principle 1: Focus on value.....	28
Guiding principle 2: Start where you are.....	29
Guiding principle 3: Progress iteratively with feedback.....	30
Guiding principle 4: Collaborate and promote visibility.....	31
Guiding principle 5: Think and work holistically.....	32
Guiding principle 6: Keep it simple and practical.....	33

Contents

Guiding principle 7: Optimise and automate	34
Chapter 6: The four dimensions of service management	36
Dimension 1: Organisations and people	38
Dimension 2: Information and technology	39
Dimension 3: Partners and suppliers	41
Dimension 4: Value streams and processes.....	44
Chapter 7: The Service Value System	47
Chapter 8: The Service Value Chain	51
Activity: Plan	54
Activity: Improve	54
Activity: Engage	54
Activity: Design and transition.....	55
Activity: Obtain/build.....	55
Activity: Deliver and support	55
Chapter 9: ITIL Practices.....	56
Practice purposes and key terms.....	57
Chapter 10: Practices in depth.....	61
Continual improvement	61
Change enablement	65
Incident management.....	67
Service request management	68
The service desk	69
Problem management	71
Service level management.....	74
Chapter 11: The ITIL Foundation Exam.....	76
Further reading	77