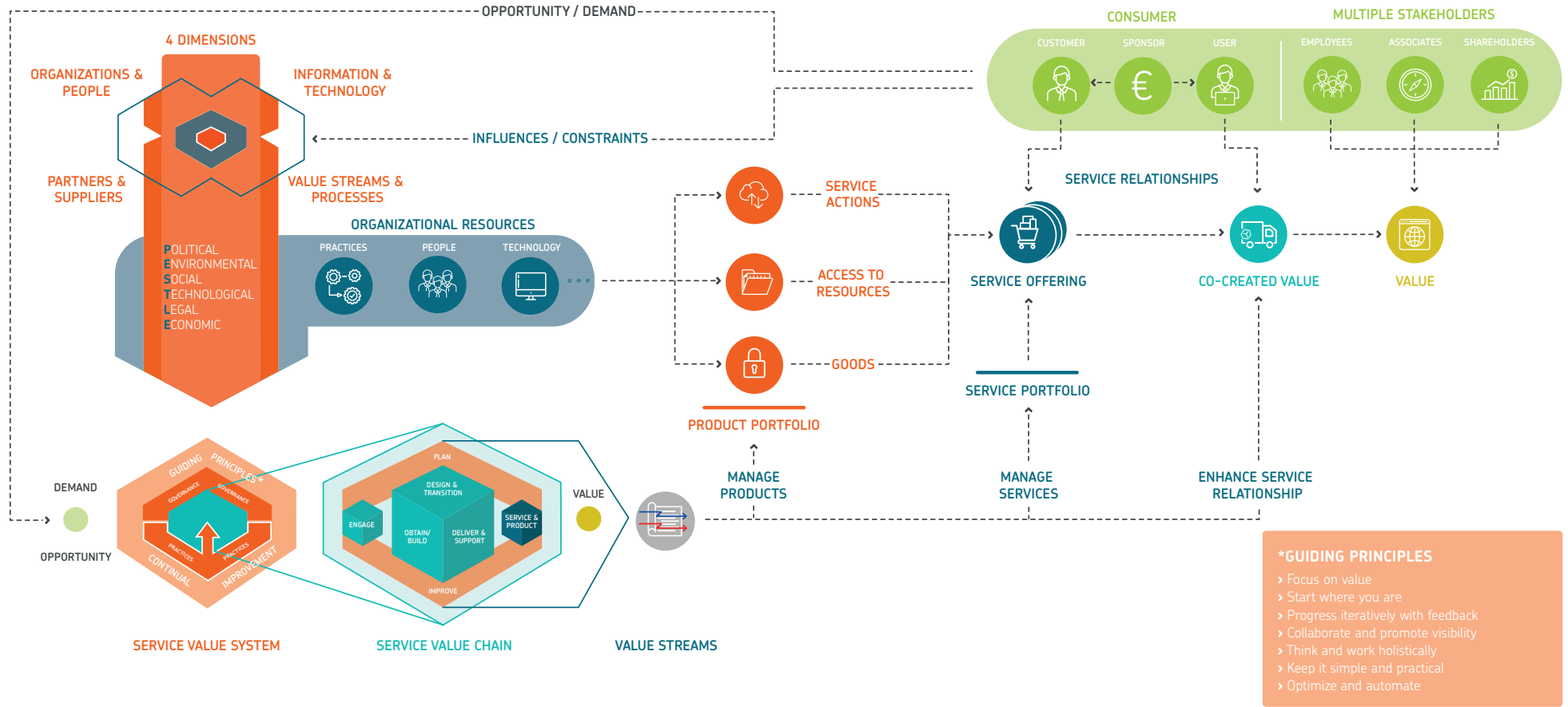


ITIL® 4 SERVICE VALUE SYSTEM



- *GUIDING PRINCIPLES**
- › Focus on value
 - › Start where you are
 - › Progress iteratively with feedback
 - › Collaborate and promote visibility
 - › Think and work holistically
 - › Keep it simple and practical
 - › Optimize and automate

- TECHNICAL MANAGEMENT PRACTICES**
- › Deployment Management
 - › Infrastructure & Platform Management
 - › Software Development & Management

- GENERAL MANAGEMENT PRACTICES**
- › Continual Improvement
 - › Architecture Management
 - › Information Security Management
 - › Knowledge Management
 - › Measurement & Reporting
 - › Organisational Change Management
 - › Portfolio Management
 - › Project Management
 - › Relationship Management
 - › Risk Management
 - › Service Financial Management
 - › Strategy Management
 - › Supplier Management
 - › Workforce & Talent Management

- SERVICE MANAGEMENT PRACTICES**
- › Availability Management
 - › Capacity & Performance Management
 - › Change Enablement
 - › Incident Management
 - › IT Asset Management
 - › Service Continuity Management
 - › Monitoring & Event Management
 - › Problem Management
 - › Release Management
 - › Service Request Management
 - › Service Catalogue Management
 - › Service Configuration Management
 - › Service Design
 - › Service Desk
 - › Business Analysis
 - › Service Validation & Testing
 - › Service Level Management

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