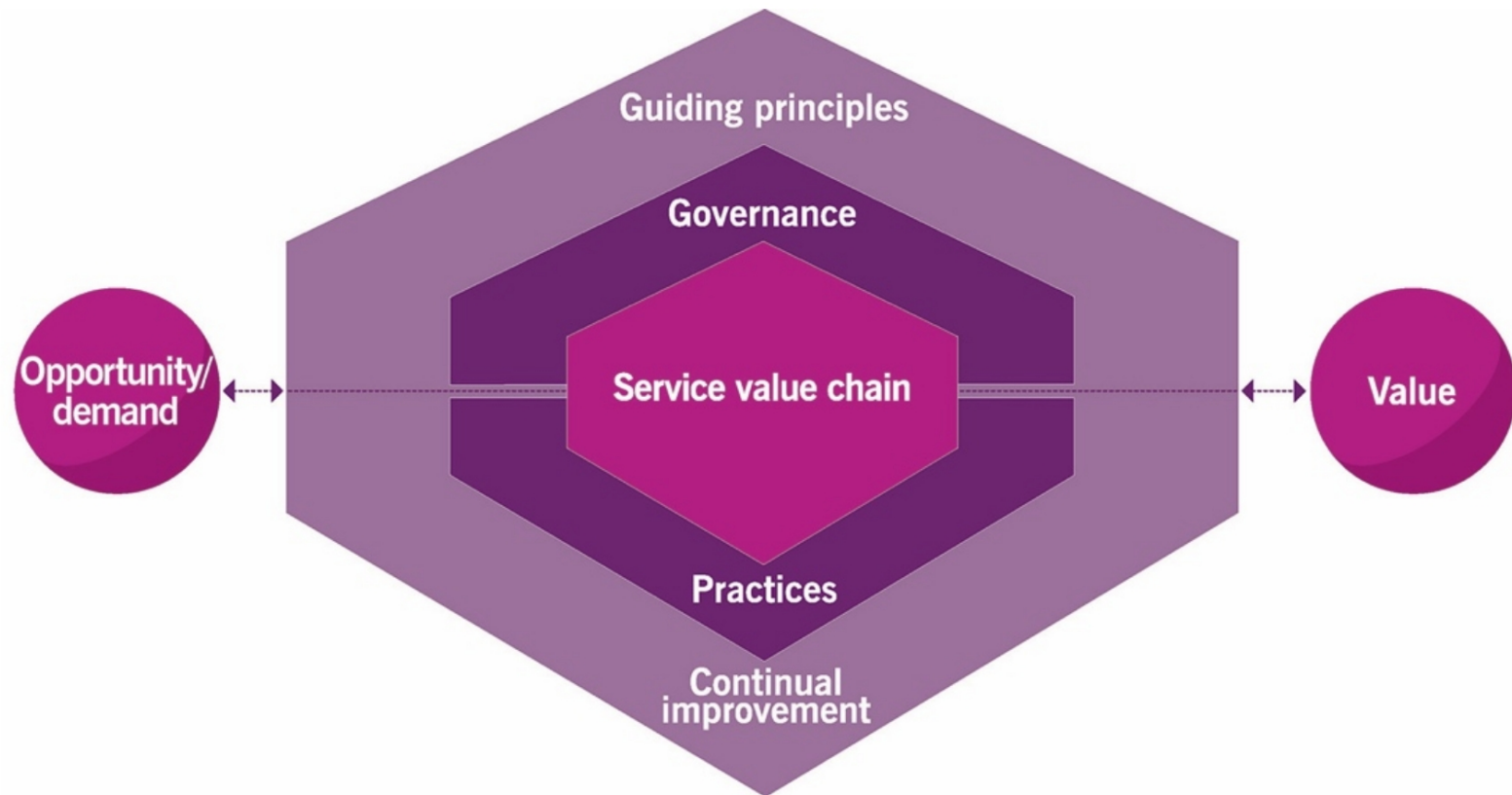
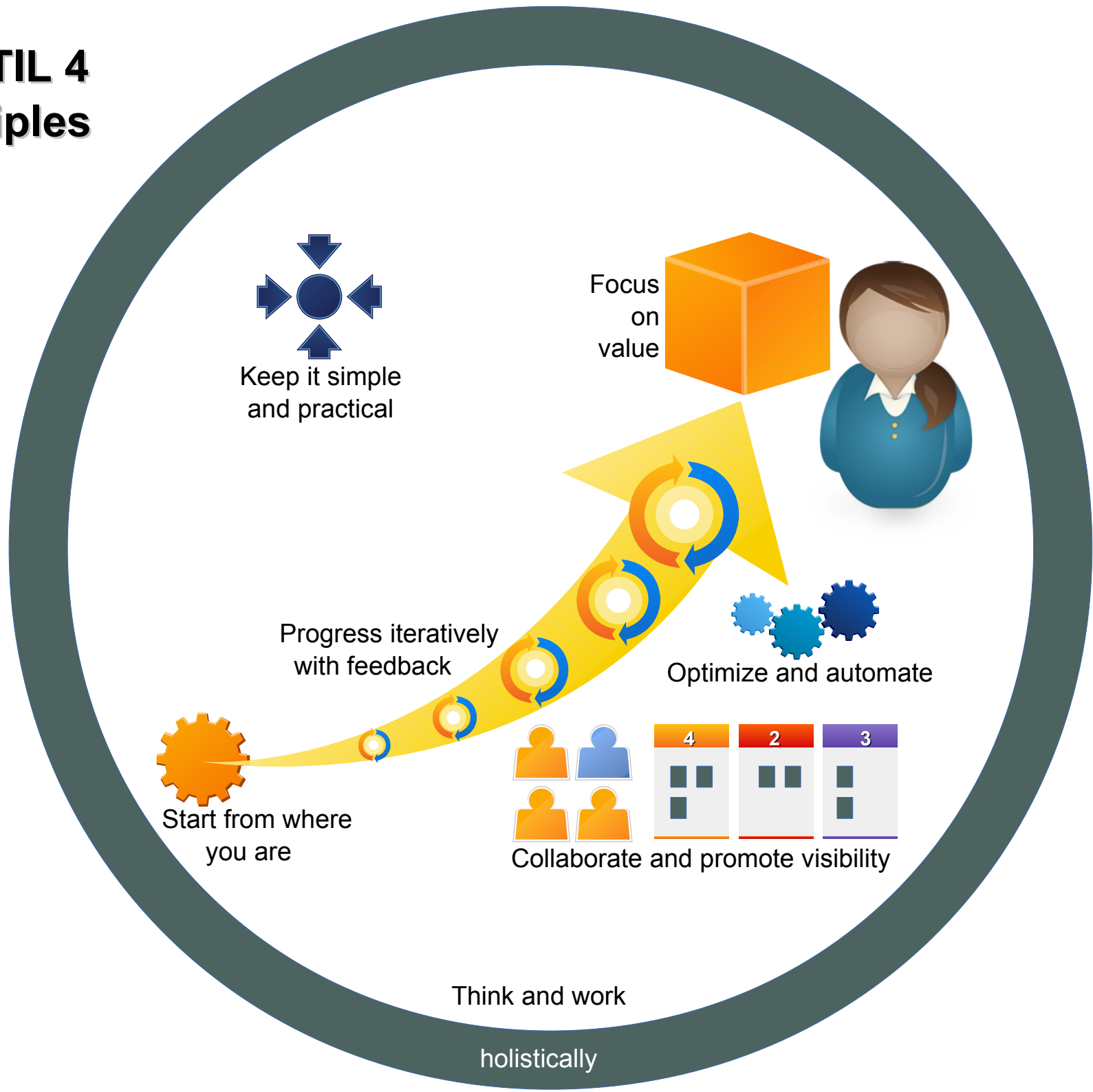
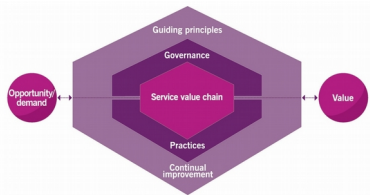


The ITIL 4 key activities



The ITIL 4 principles





The ITIL 4 Map



Authority	Relationship	Strategy				Supplier
		Continual improvement				
		Service Financial	Risk		Information security	
		Organizational change				
		Architecture	Portfolio		Project	
		Measurement & reporting			Workforce & talent	
Customers	Relationship	Business analysis		Service catalogue	Service design	
		Service Level	Capacity & performance	Availability	Service continuity	
			Release		Software development & management	
			Service validation & testing			
Users	Service Desk	Service Request		Change control	Deployment	
		Incident	Problem			
		Monitoring & event				
		Service configuration			Infrastructure & platform	
		IT asset				
Knowledge						

Legend:

General management practices

Service management practices

Technical management practices