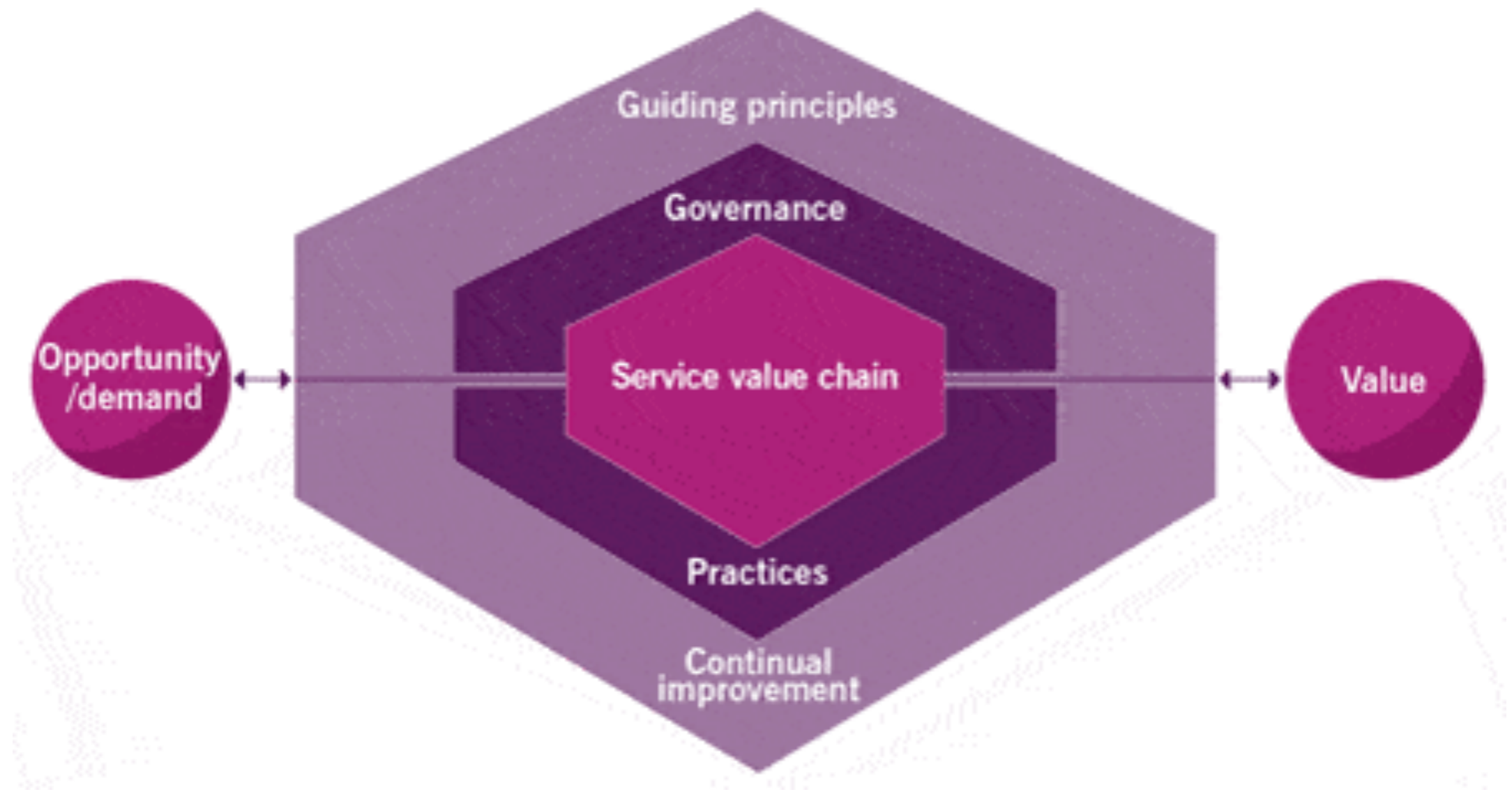


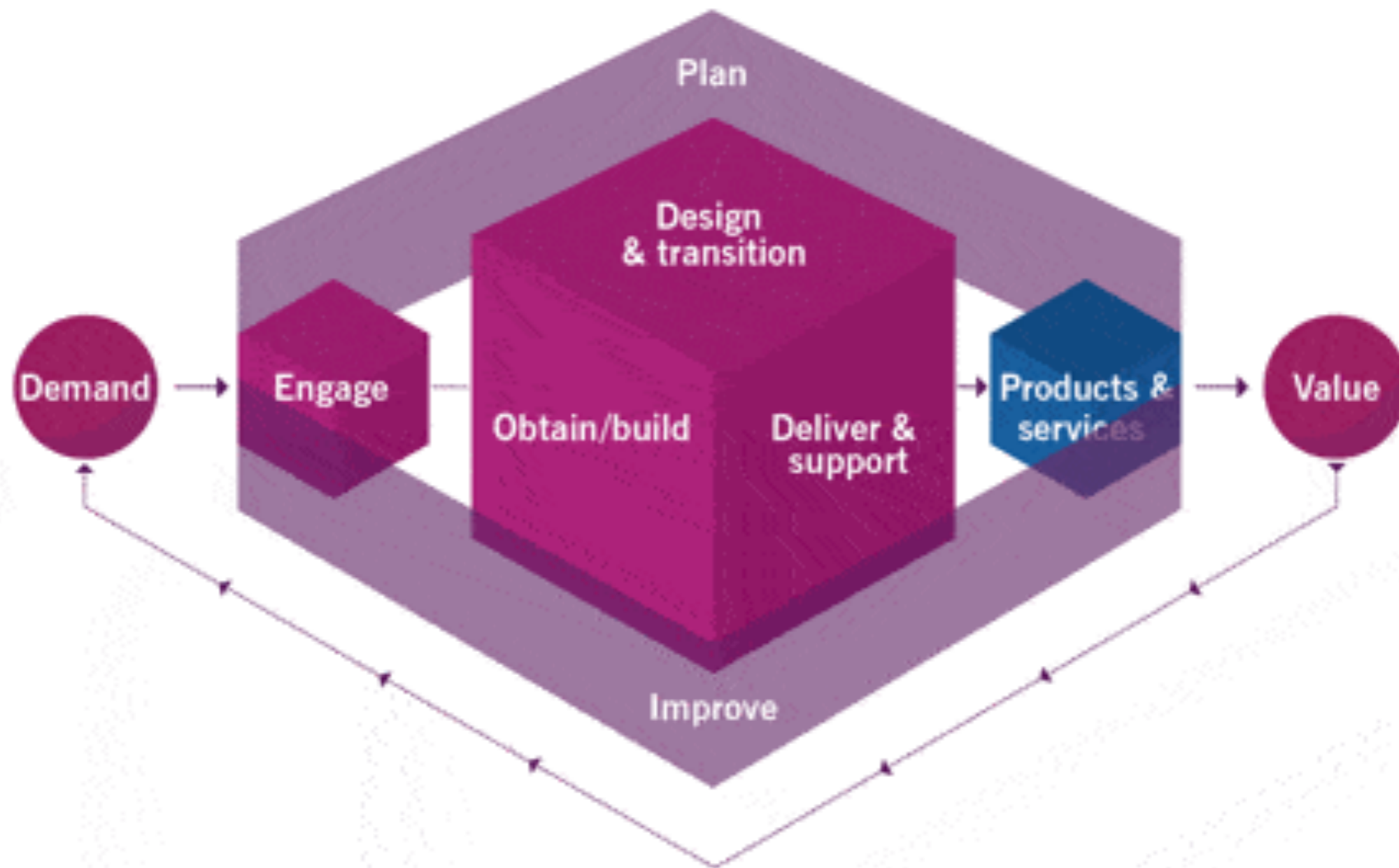
# ITIL4

Simple presentation on what, why, how?

- Intro
  - ITIL 4 – released on 18th February 2019
  - Extends the best practice tips from ITILv3
  - Core components of ITIL4 (following slides)
  - Includes 7 key principles to follow (simple rules)
  - The principles are mapped to Agile Manifesto
  - Still has main focus of delivering value to customers



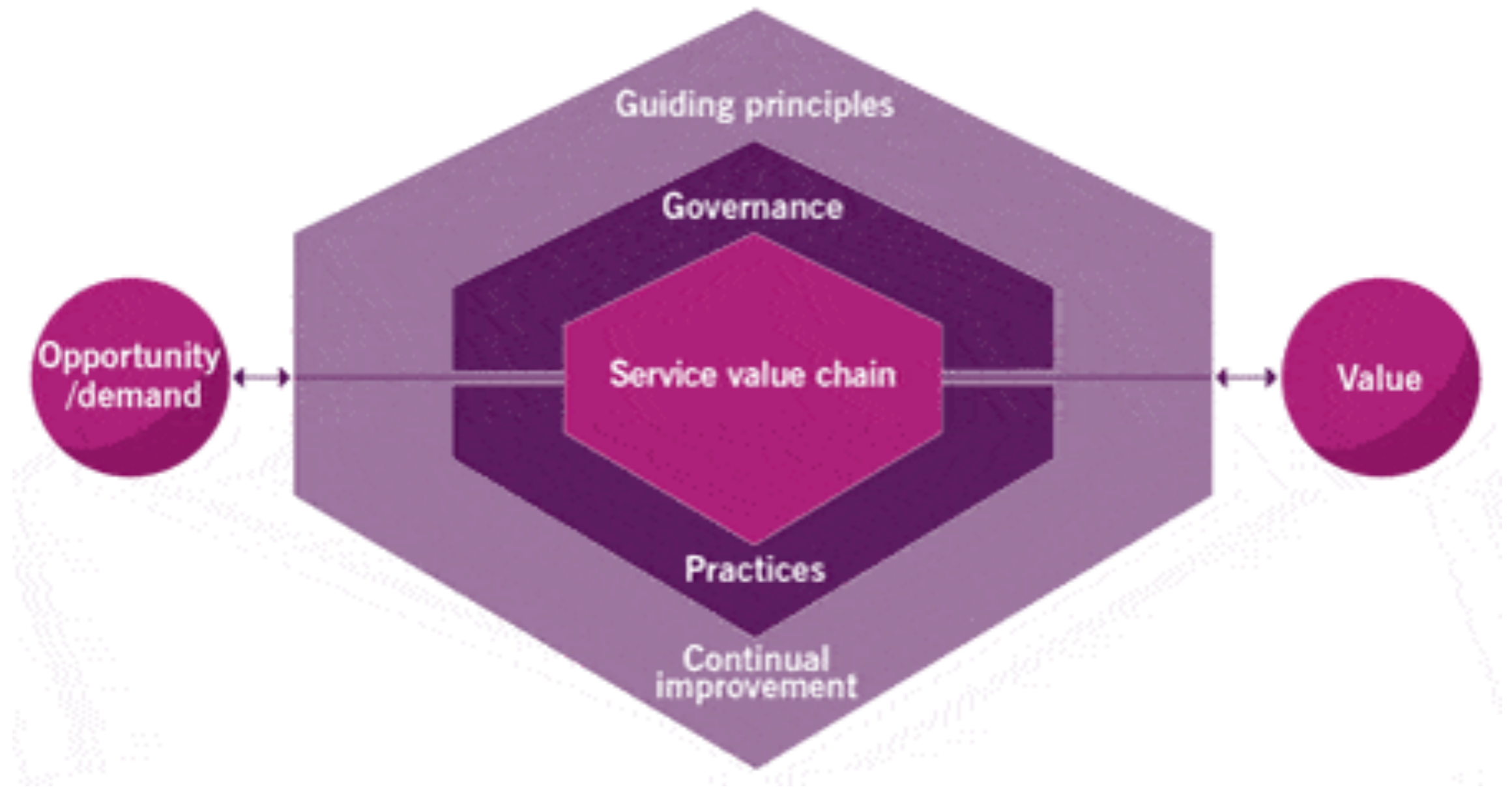
The main parts of ITIL4. This is known as the Service Value System. In the middle is the Service Value Chain which is on the next slide.



This is the ITIL4 Service Value Chain which contains areas that overlap with service phases from ITILv3.



This was ITILv3 based on a Service Lifecycle. So, ITIL has moved from this...



... to this.

This ITIL4 model and its components can be used to extend what you have achieved through ITILv3

- Core component: Principles (7 key rules to follow in everything)
  - Focus on value - directly or indirectly to customers
  - Start where you are - Use what you already have and be realistic in expectations
  - Progress iteratively with feedback - Fast feedback loop with customers
  - Collaborate and promote visibility - Visible teamwork, visible progress
  - Think and work holistically - See the bigger picture, not only ITIL
  - Keep it simple and practical - Be wary of consultants and simplify
  - Optimize and automate - Cut waste, automate where possible

- Core component: ITIL Service Value System
  - Total overview of all value adding activities
    - Includes practices, processes, procedures etc
  - Everything starts with Demand and is linked to Value
  - Includes value stream mapping to identify waste
  - This is a high level view of everything at your work



- Core component: 4 Dimensions of ITIL4
  - People and teams: Culture, Authority, Roles
  - Value Streams and Processes: Work flow to value
  - Information and technology: Products and tools
  - Suppliers and partners: Third party suppliers
- The main idea is to get the right people doing the right things with the right products being supported by the right suppliers

- Core component: ITIL Service Value Chain
  - plan (from vision to value)
  - improve (on everything)
  - engage (stakeholder engagement)
  - design and transition (Gather customer needs)
  - obtain/build (To meet the agreed needs)
  - deliver and support (Service Desk and support)

- Core component: Governance
  - Everyone has their idea of what Governance means
  - Explains how to direct and take decisions from strategy to customer value
  - Little info on this in ITIL4 foundation level, more will be published soon in later books

- Core component: Continual Improvement
  - What is the vision? (long term)
  - Where are we now? (be realistic)
  - Where do we want to be? (short term)
  - How do we get there? (stop talking so much)
  - Take action (yes! do something and learn)
  - Did we get there? (measure your success)
  - How do we keep the momentum going? (Ask people)

- Core component: Practices (no longer called processes)
  - Practices are high level and can describe processes
    - 14 typical business practices
    - 17 general ITSM practices
    - 3 technical practices

- Benefits of ITIL training at Glasspaper
  - Instructors with high evaluation scores
  - Instructors with ITSM consultancy experience
  - Instructors who can link ITIL to Agile to Common Sense