

Keyword: Value
Keyword: Customer Outcomes

Service: Value, Outcomes, Costs, Risks
Service Management: Set of Organisational Capabilities to help create value... by services

Utility : Fit for purpose (ability)
Value always changes
Warranty: Fit for use (uptime)

Costs and Risks can be 'imposed' and removed

Sponsor: Authorise budget
Customer: Agrees SLA with Service Level Managers
User: Contacts SPOC Service Desk

Service Offering: Package offered (Happy meal)
Risk: Uncertainty (might/can/could)
SVS: Opportunity - SVS-Value
ITIL4 - Enables Flexibility - Stop Silo

IT Asset: Financial Valuable...
Config Item: Needs to be managed..
Known Error: Not yet resolved
Incident: Unplanned Interruption
Problem: Cause of 1 or more incidents
Event: Change of state
Request: Ask for something

Principles:
FOV: Everything must link to value
SWYA: Measurable Observation (Reuse)
PIF: Break into manageable parts
CPV: Help decision making
TWH: Nothing 'standalone'
KSP: Outcome based thinking, fewer steps
OAA: Scripts, remove human intervention

Service Value Chain keywords:
Plan: Vision & Strategy
Improve: Step by step, Everyone improves
Engage: Understand needs, transparency
Design & Transition: Service meets needs
Obtain & Build: Availability of components
Deliver & Support: Provide services

Practices:
Info security: Confidentiality, Integrity, Availability
Relationship: Nurture links
Service Level: Business based targets
Supplier: Contracts and relationships between organisations
Change: Maximise successful changes, assess (vurderer) risks
Problem: Reduce likelihood recurring incidents
Incident: Restore normal service asap
Request: Manage requests (standard change)
Event: Detectable occurrences, change of state
Service Desk: SPOC
Release: Features available for use
Deploy: Set into production