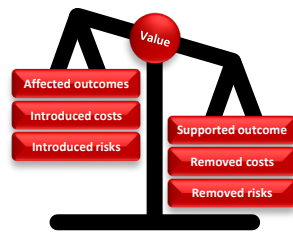


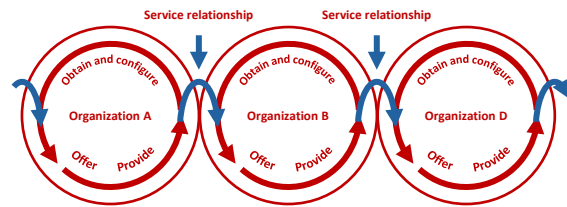


# ITIL® 4 – how all the parts fit together

## The balance of value



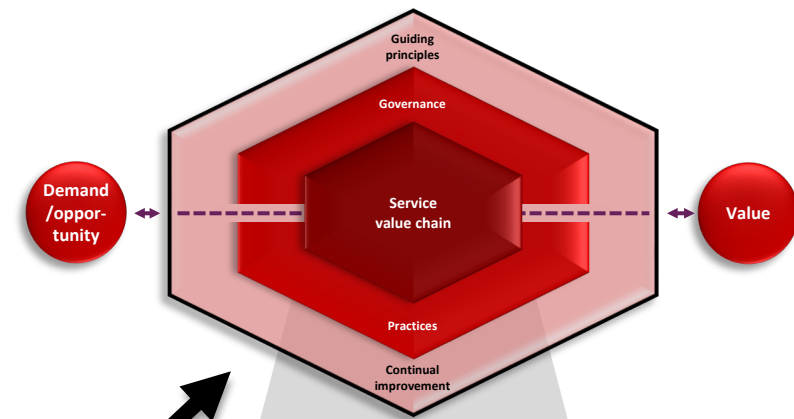
## Service relationships & co-creation



## The 7 guiding principles



## SVS – Service value system



## ITIL Practices

### General management

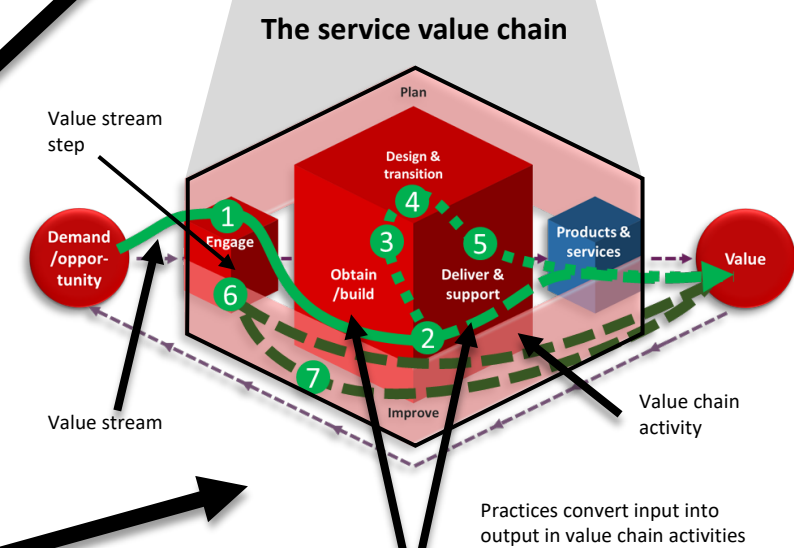
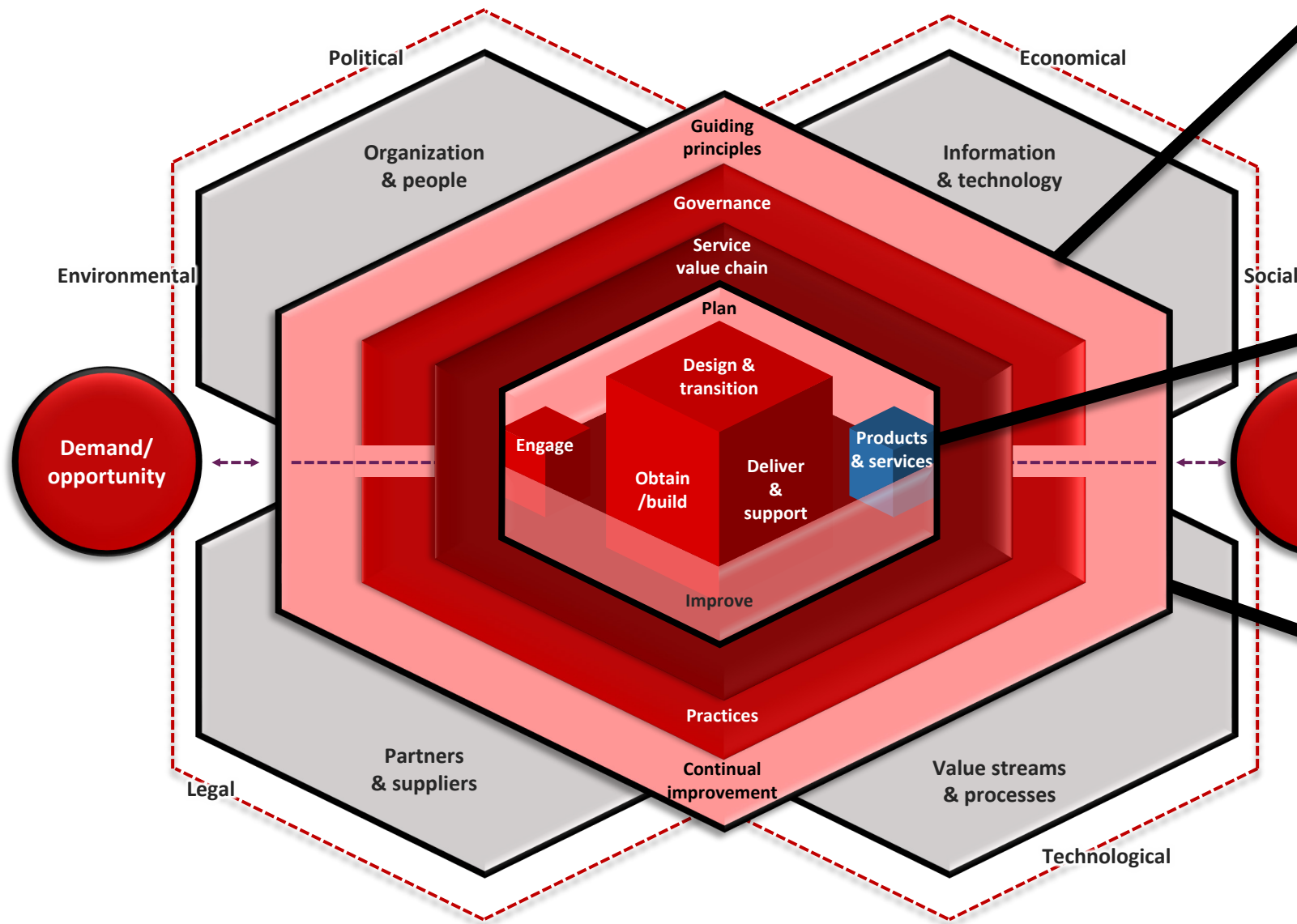
- Architecture mgt
- Continual improvement
- Information security mgt
- Knowledge mgt
- Measurement & reporting
- Organizational change mgt
- Portfolio mgt
- Project mgt
- Relationship mgt
- Risk mgt
- Service financial mgt
- Strategy mgt
- Supplier mgt
- Workforce and talent mgt

### Technical management

- Deployment mgt
- Infrastructure & platform mgt
- Software development & mgt

### Service management

- Availability mgt
- Business analysis
- Capacity and performance mgt
- Change enablement
- Incident mgt
- IT asset mgt
- Monitoring and event mgt
- Problem mgt
- Release mgt
- Service catalogue mgt
- Service configuration mgt
- Service continuity mgt
- Service design
- Service desk
- Service level mgt
- Service request mgt
- Service validation and testing



## The 4 dimensions of service management

