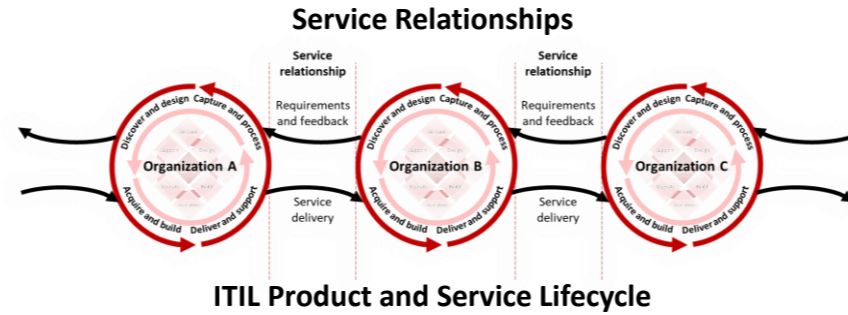


# ITIL® (Version 5) – the big picture

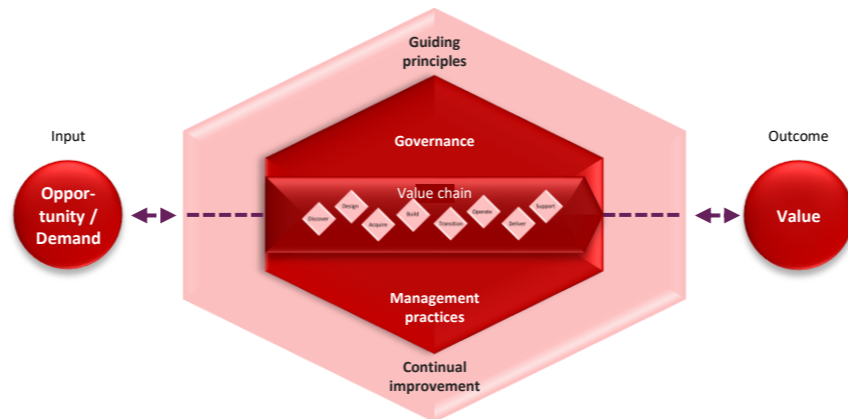
## Types of Service Relationships



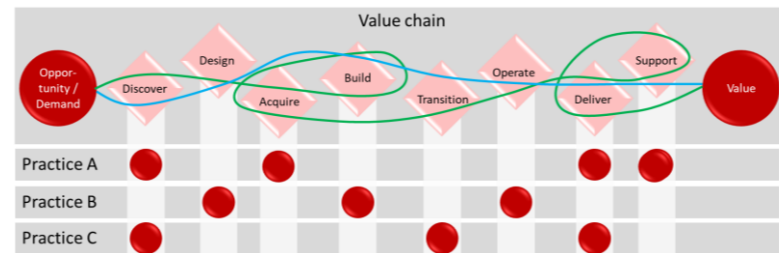
ITIL Product and Service Lifecycle



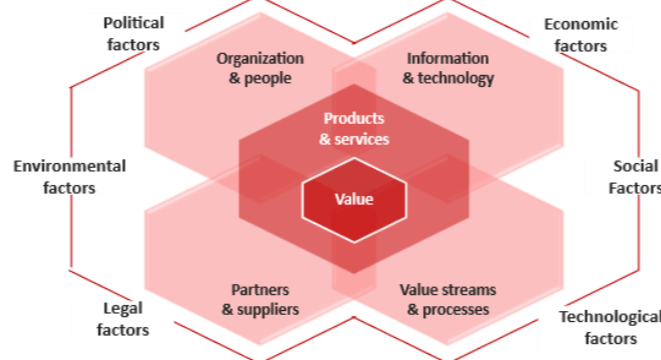
The ITIL Value System



Value Streams



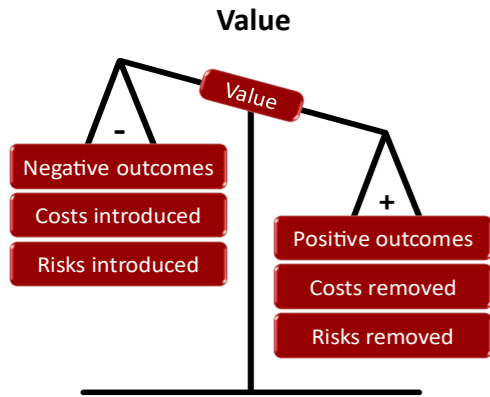
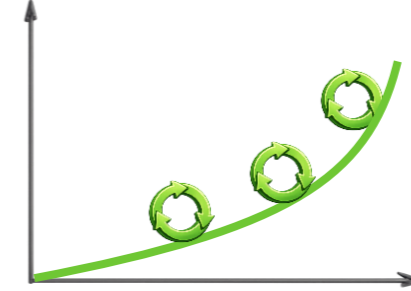
4 Dimensions



## The Continual Improvement Model



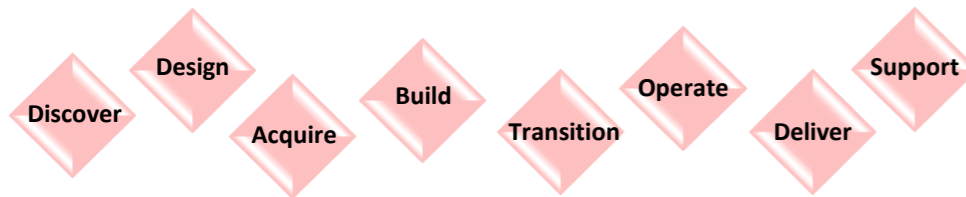
## Continual Improvement



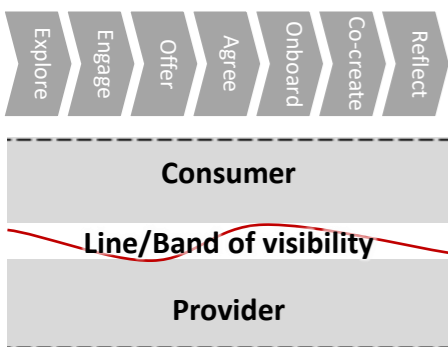
## Service Quality



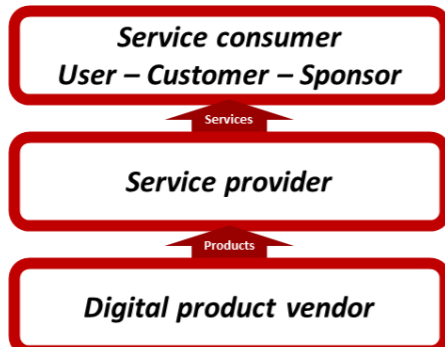
## The Value Chain



## Service Journey

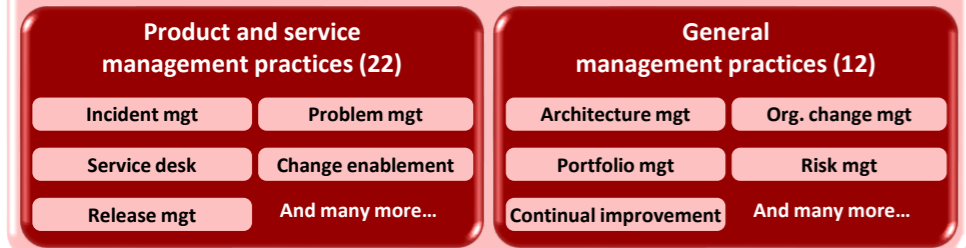


## Roles

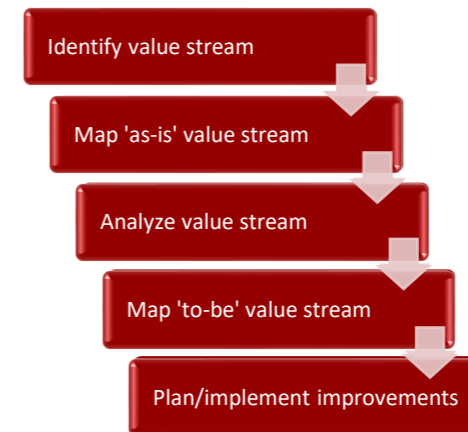


## ITIL Management Practices

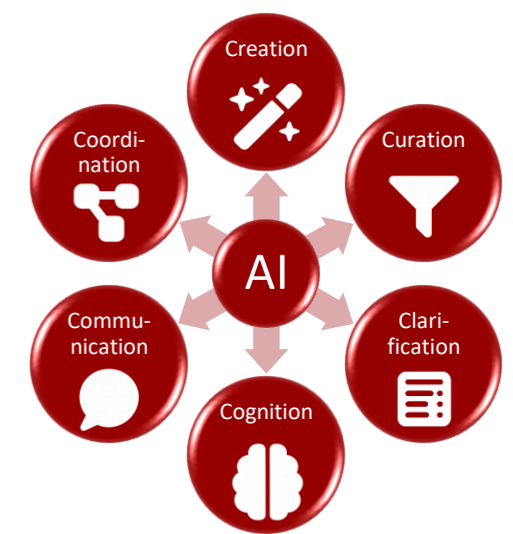
### Groups of management practices



## Value Stream Mapping



## 6C Model (AI Capabilities)



## Guiding Principles



## Complexity Thinking

