ITIL®4 Wallchart
The key components of ITIL4
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ITIL 4 SUMMARY WALLCHART

Key:
- Practices: General management
- Practices: Service management
- Practices: Technical management

FOX IT — ENABLING IT SERVICE TRANSFORMATION

SERVICE VALUE SYSTEM

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CONTINUAL IMPROVEMENT

Guiding Principles
- Focus on value
- Start where you are
- Progress iteratively with feedback
- Collaborate and promote visibility
- Think and work holistically
- Keep it simple and practical
- Optimise and automate

Governance
- Evaluate
- Direct
- Monitor
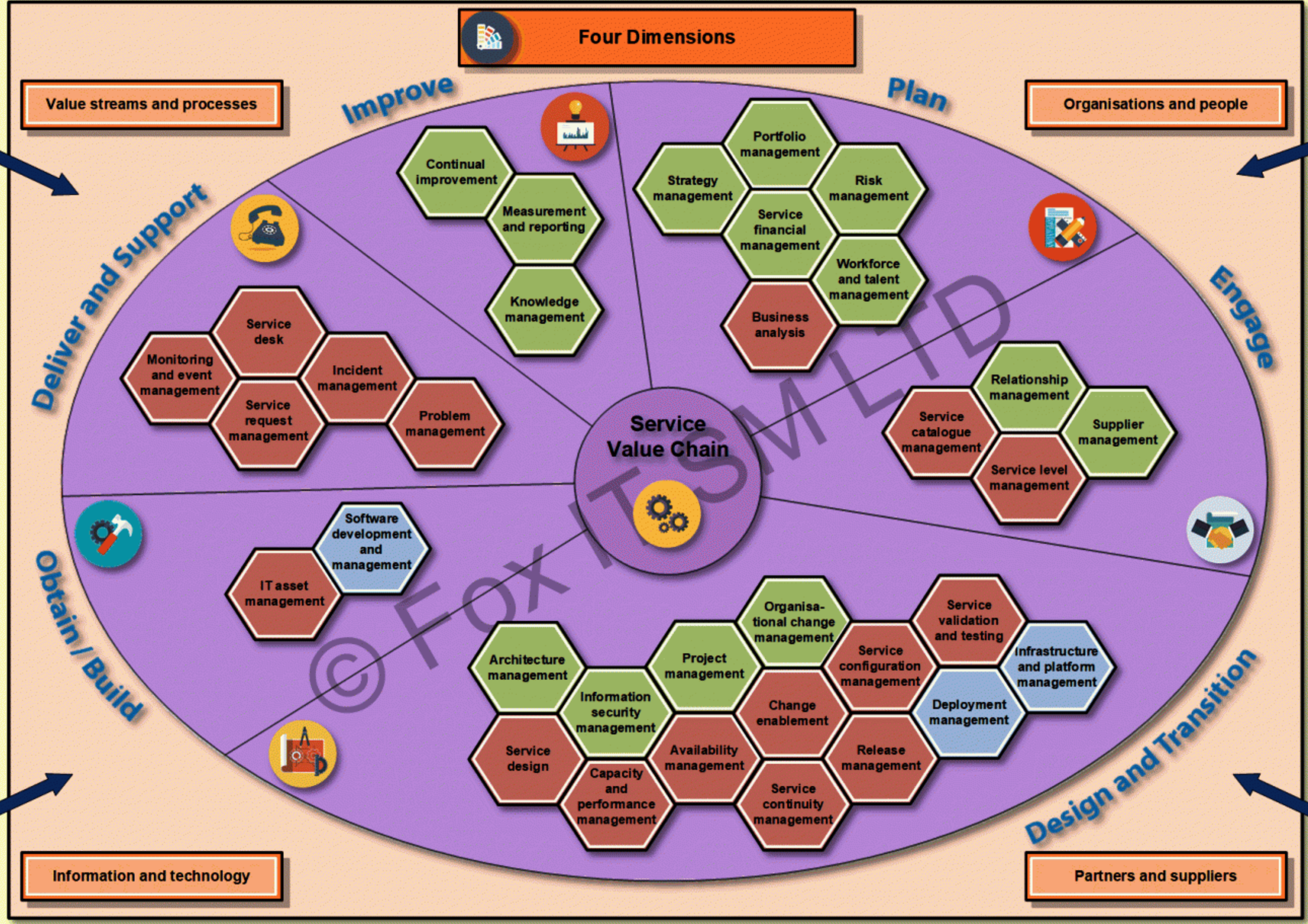
Opportunity / Demand
- Who?
- Why?
- What?
- Where?
- When?
- How often?

Establish Value
- Outcomes supported vs. Outcomes affected
- Risks removed vs. Risks imposed
- Costs removed vs. Costs imposed

Four Dimensions
- Value streams and processes
- Organisations and people
- Information and technology
- Partners and suppliers

Service Value Chain

Improve / Plan / Engage / Deliver and Support / Design and Transition / Obtain / Build

Practices:

Improve
- Continual improvement
- Measurement and reporting
- Knowledge management

Plan
- Portfolio management
- Strategy management
- Risk management
- Service financial management
- Workforce and talent management
- Business analysis

Deliver and Support
- Service desk
- Monitoring and event management
- Incident management
- Service request management
- Problem management

Engage
- Relationship management
- Service catalogue management
- Supplier management
- Service level management

Obtain / Build
- IT asset management
- Software development and management

Design and Transition
- Architecture management
- Project management
- Organisational change management
- Service validation and testing
- Service configuration management
- Infrastructure and platform management
- Information security management
- Change enablement
- Deployment management
- Service design
- Availability management
- Release management
- Capacity and performance management
- Service continuity management

Bottom flow:
- What is the vision?
- Where are we now?
- Where do we want to be?
- How do we get there?
- Take action!
- Did we get there?
- How do we keep the momentum going?

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