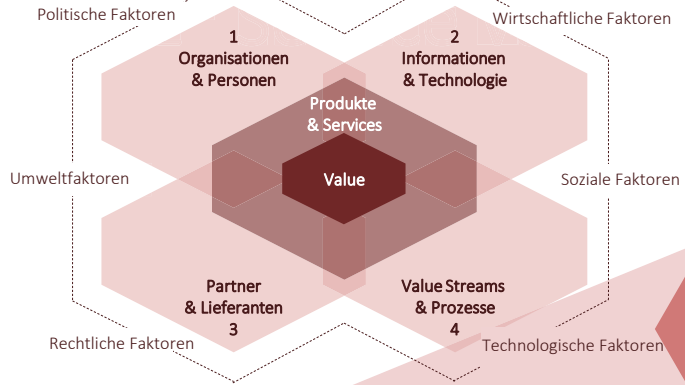
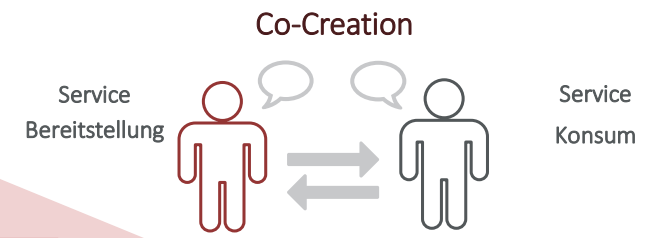
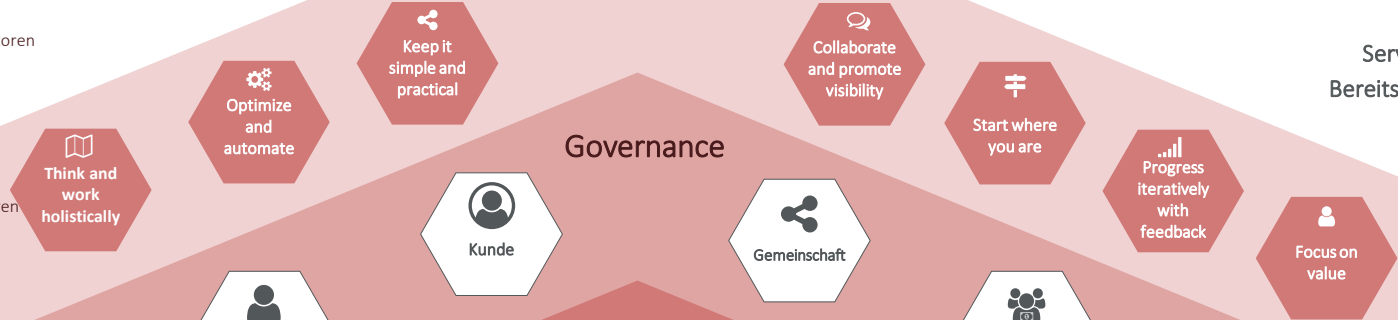


ITIL® Service Value System

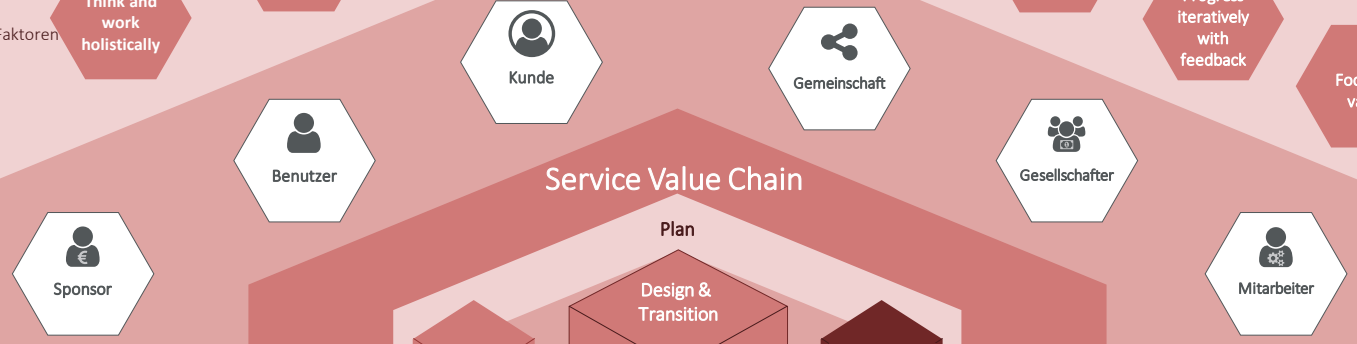
Vier Dimensionen



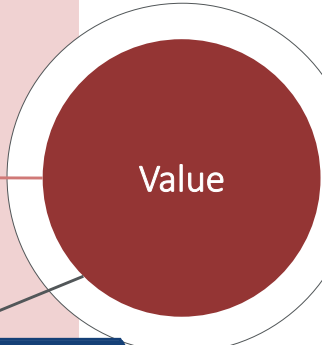
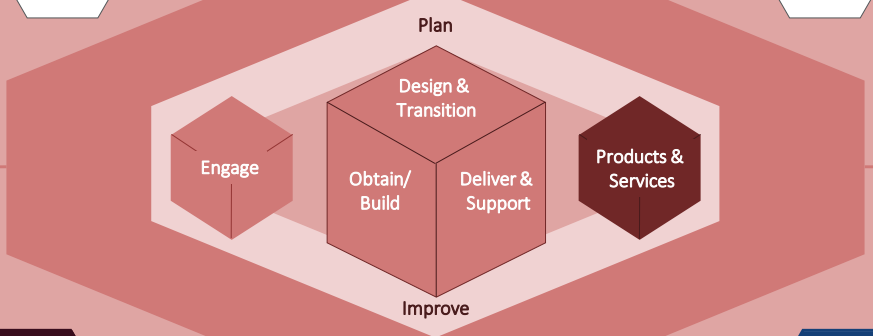
Guiding Principles



Governance



Service Value Chain



Allgemeine Management Praktiken

- Architecture Management
- Continual Improvement**
- Information Security Management
- Knowledge Management
- Measurement and Reporting
- Portfolio Management
- Organizational Change Management
- Project Management
- Relationship Management
- Risk Management
- Service Financial Management
- Strategy Management
- Supplier Management**
- Workforce and Talent Management

Service Management Praktiken

- Availability Management
- Business Analysis
- Capacity and Performance Management
- Change Enablement**
- Incident Management**
- IT Asset Management
- Monitoring and Event Management
- Problem Management**
- Release Management
- Service Catalogue Management
- Service Configuration Management
- Service Continuity Management
- Service Design
- Service Desk**
- Service Level Management**
- Service Request Management**
- Service Validation and Testing

Praktiken

Technische Management Praktiken

- Deployment Management
- Infrastructure and Platform Management
- Software Development and Management

Kontinuierliche Verbesserung