

New

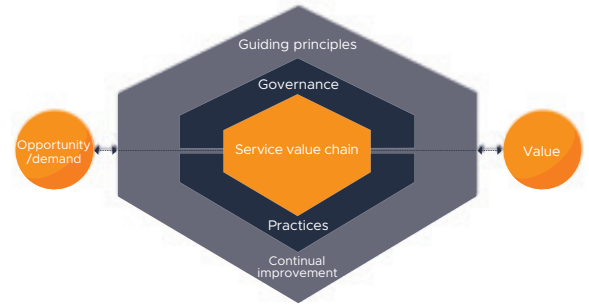
WHAT'S NEW IN ITIL 4

3 KEY CONCEPTS



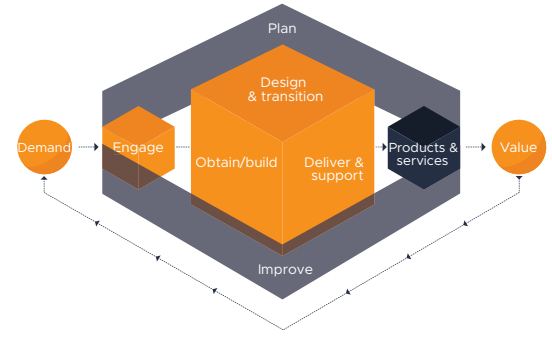
Service Value System (SVS)

– **Key message:** Creating great products and services quickly requires an organizational, systems-level approach.



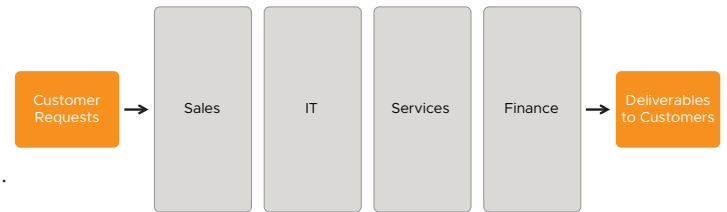
Service Value Chain (SVC)

– **Key message:** How we deliver value varies and should not be constrained to sequential phases or performed in silos.

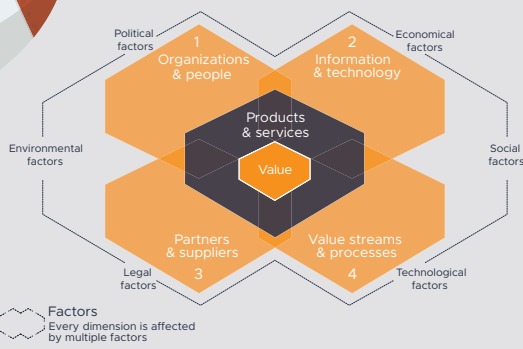


Value Streams

– **Key message:** The flow of work to deliver products and services must be understood and mapped across teams to drive real improvement for customers.



BY THE NUMBERS



4 Dimensions of Service Management

– **Key message:** All facets of how products and services are delivered must be considered and addressed to ensure long-term success.

7 Guiding Principles

– **Key message:** The mindset in how we approach service management drives our teams' behaviors and actions and, frankly, matters. A lot.



Focus on Value



Start Where You Are



Progress Iteratively with Feedback



Collaborate and Promote Visibility



Think and Work Holistically



Keep It Simple and Practical



Optimize & Automate

34 Practices

– **Key message:** Proficiency in a particular discipline requires expertise developed over time and a continued focus on improvement. It's not just about the process.