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ITIL4

The New Service Value Chain

March 28, 2019

  
Hewlett Packard  
Enterprise

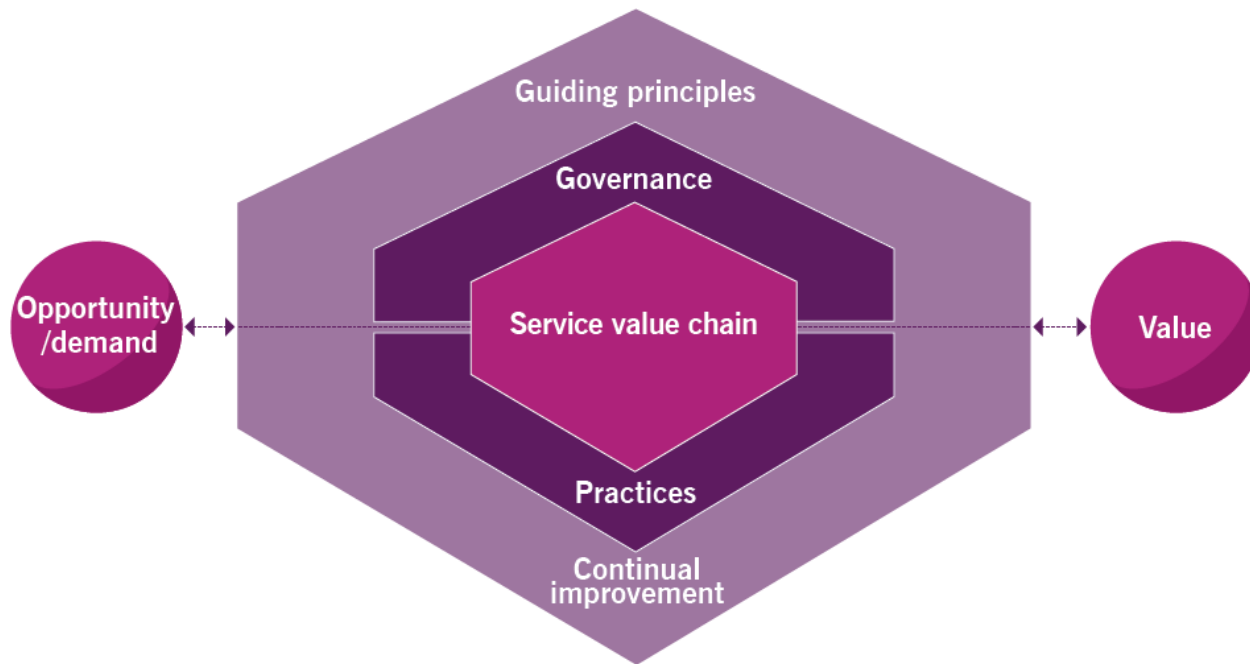
## Introduction – Roc Paez

- 33 years in IT industry
- 25 years with HP Education Services
- 13 years as ITSM/ITIL consultant/instructor
- Contact: [roc.paez@hpe.com](mailto:roc.paez@hpe.com)

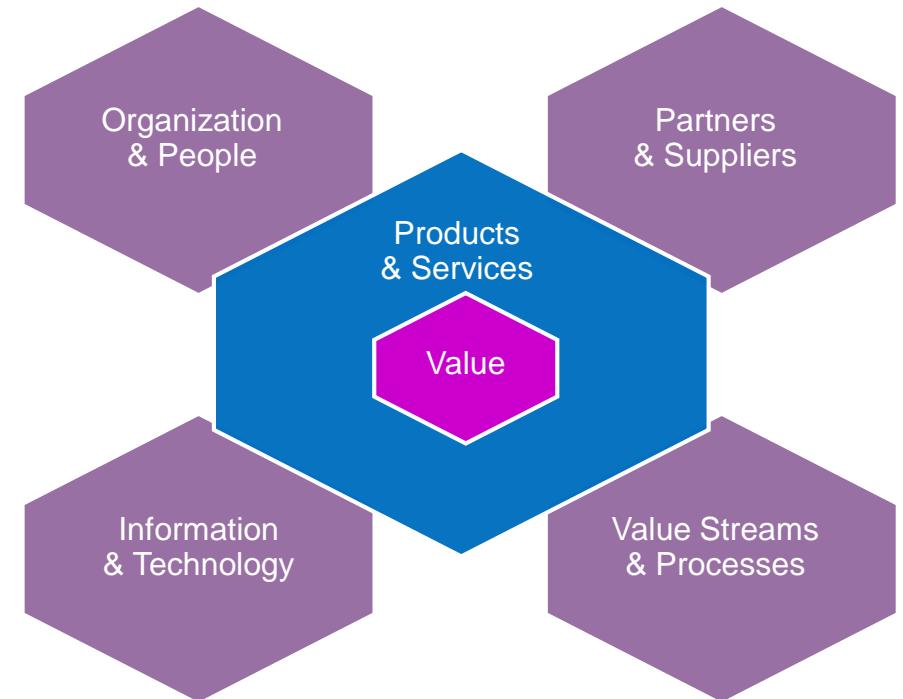


# The structure and benefits of the ITIL 4 framework

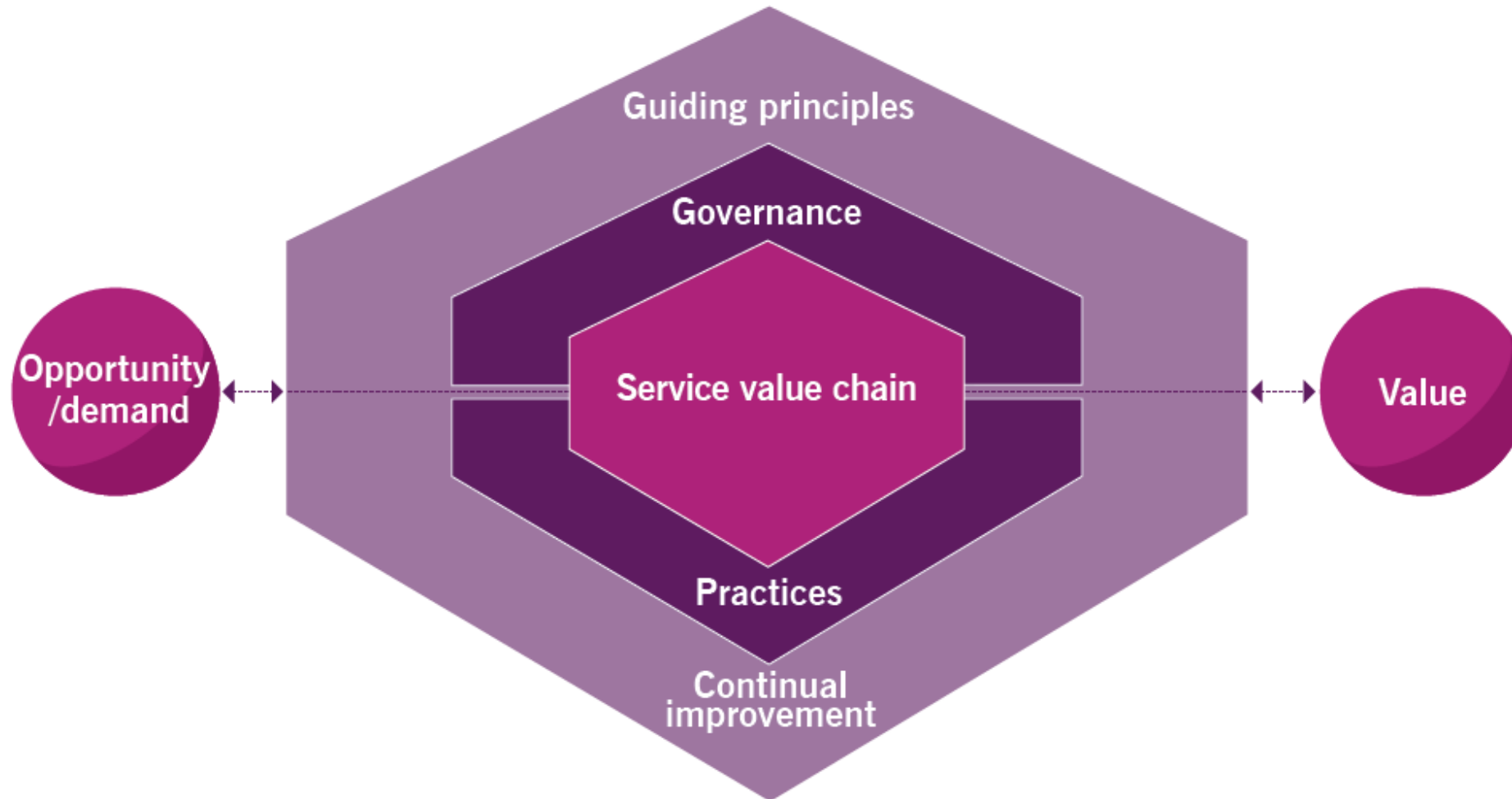
## Service value system



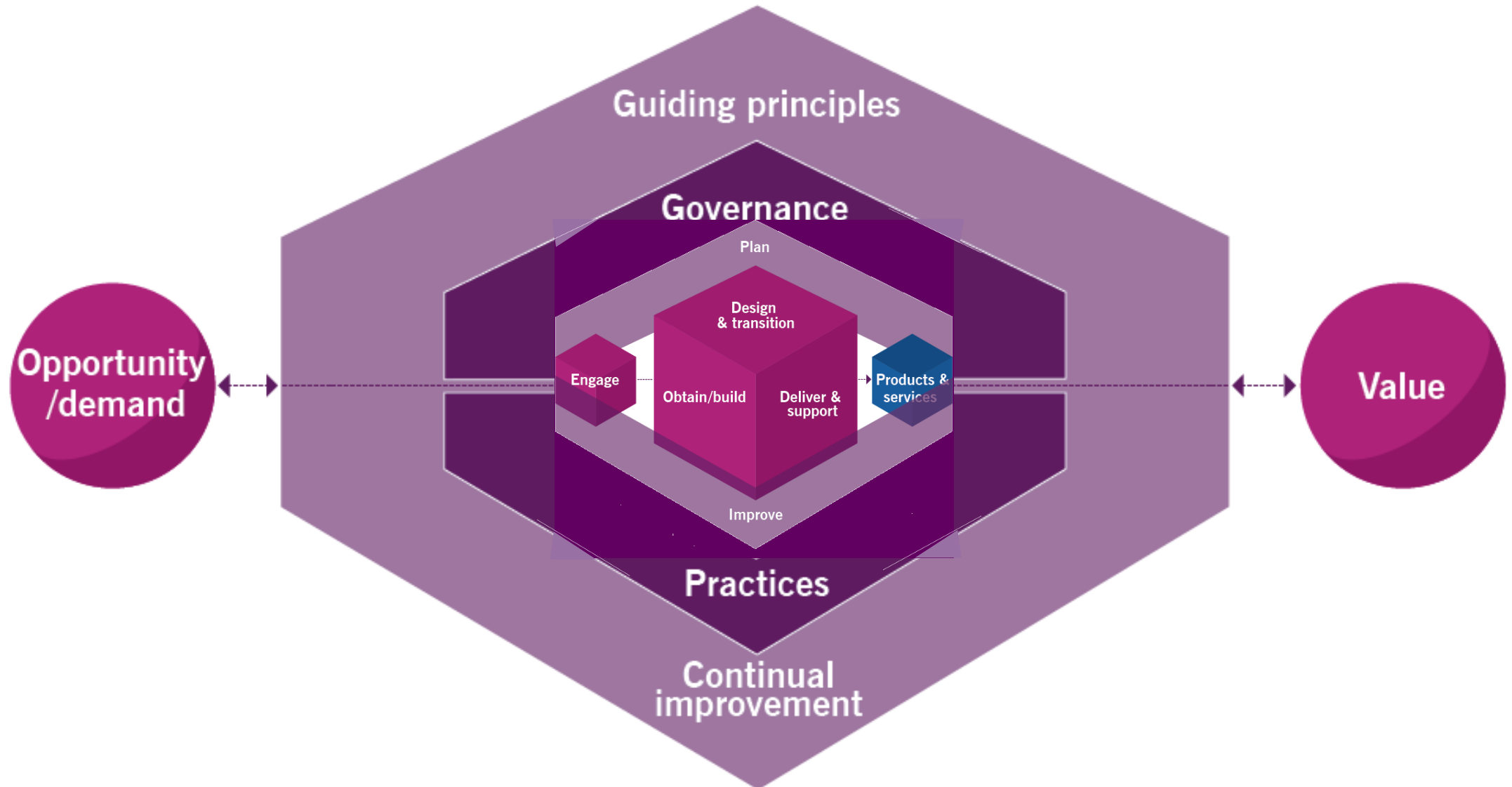
## Four dimensions of service management



# ITIL 4 service value system

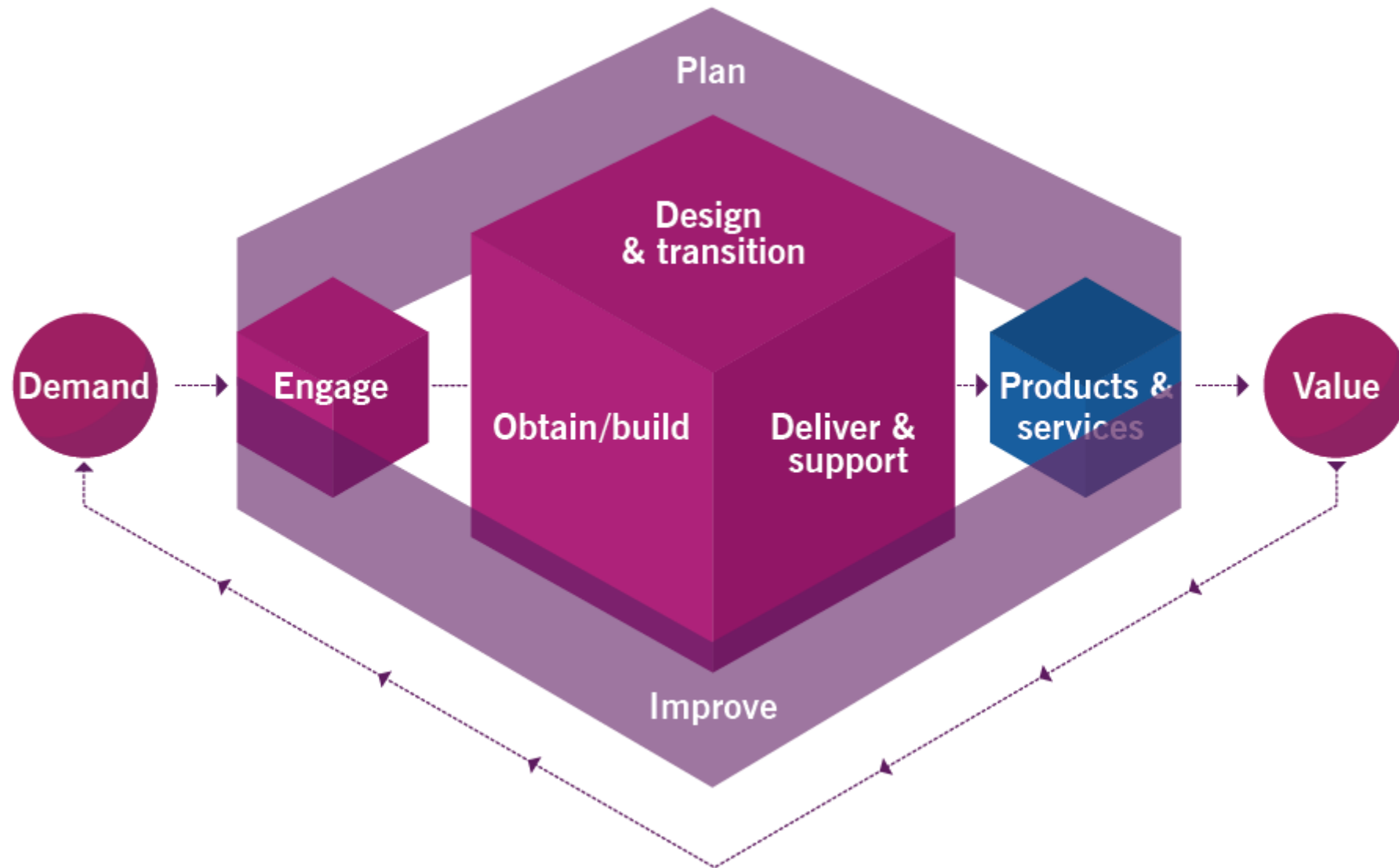


# Service Value Chain within the Service Value System

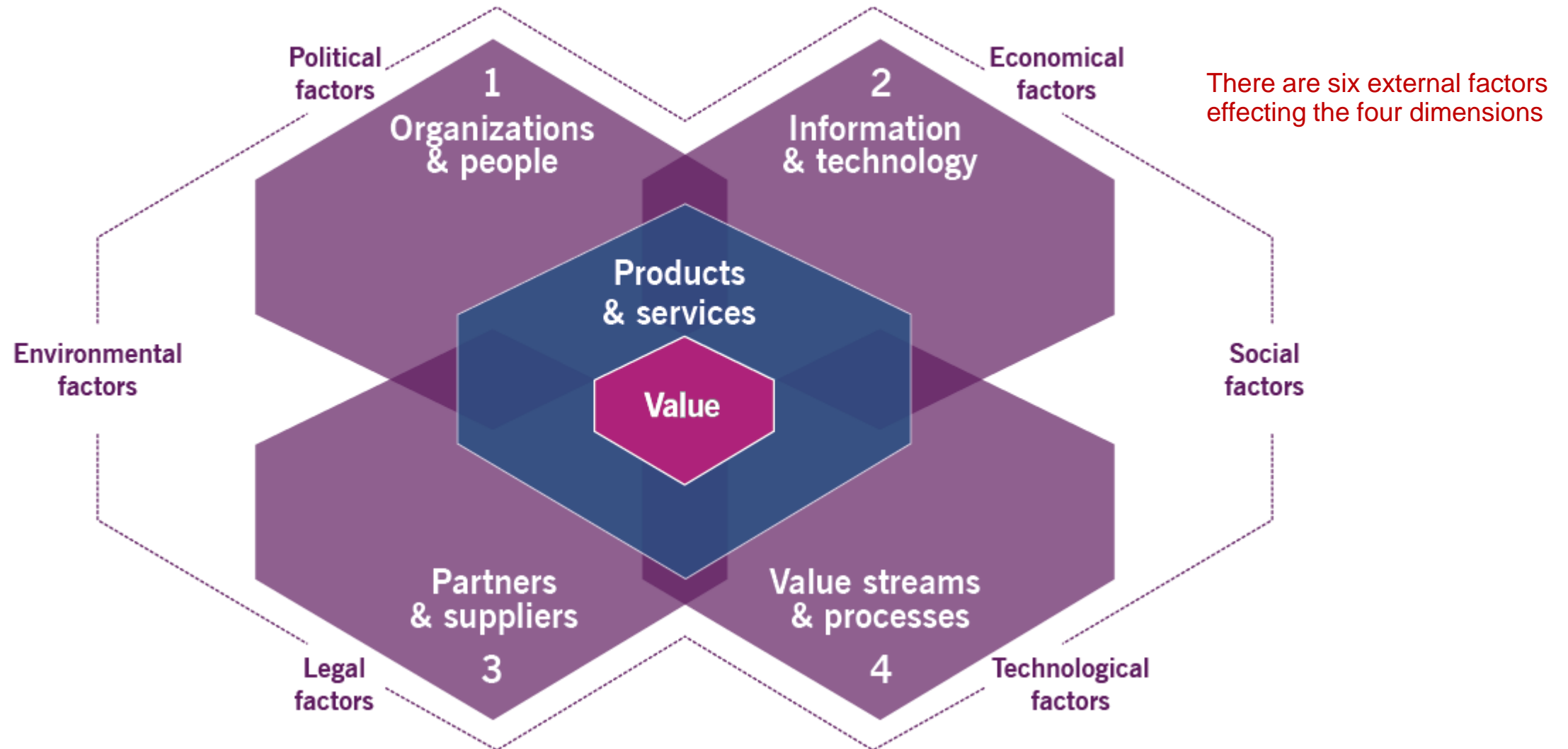




# ITIL Service Value Chain



# ITIL4 – The 4 Dimensions of Service Management



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# ITIL 4 at a glance

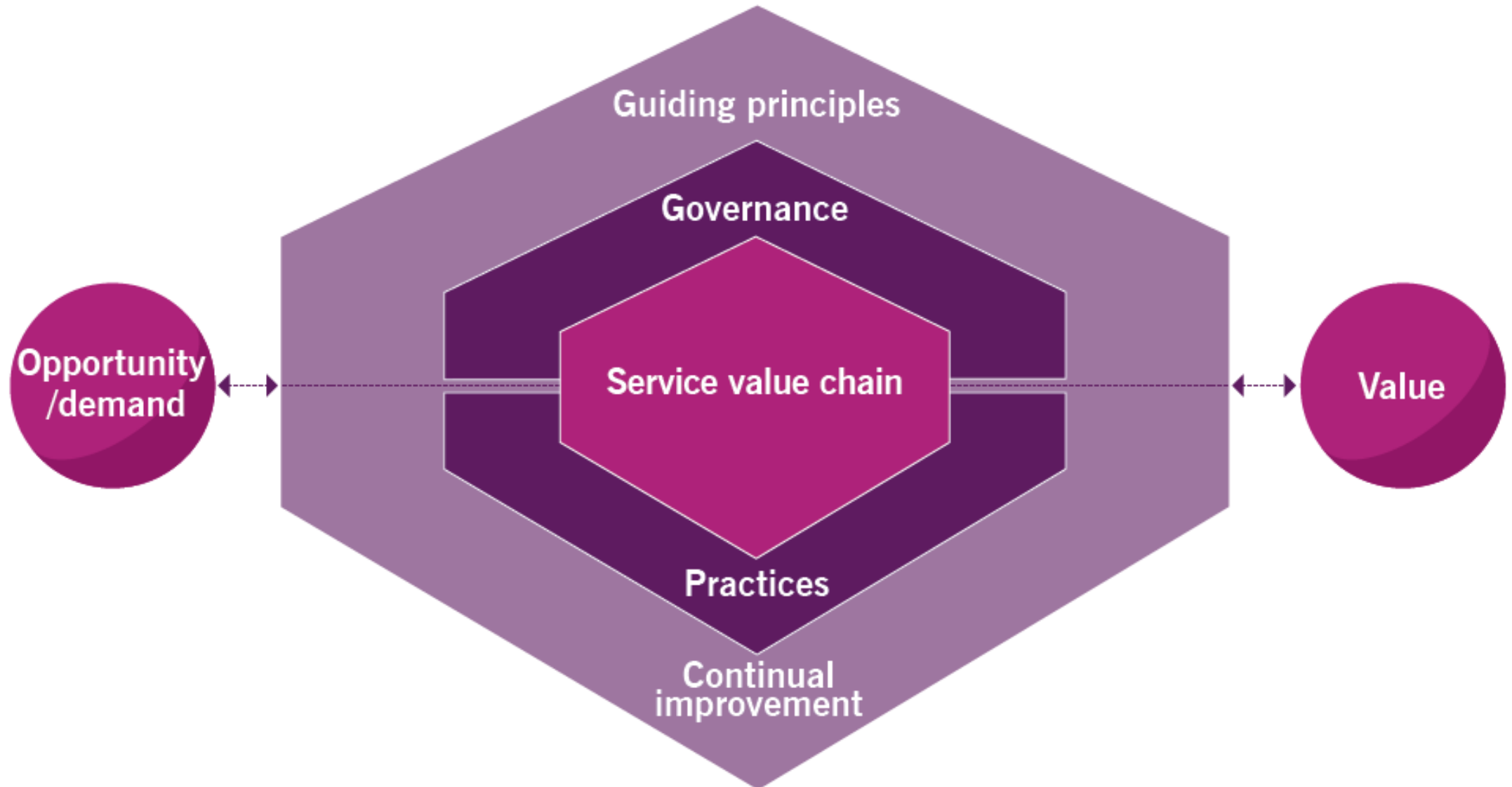
- **7** Guiding Principles
- **6** Service Value Chain Activities
- **5** Components of the Service Value System
- **4** Dimensions of Service Management
- **3** Categories of Service Management Practices (34)
- **2** Certification Designations
- **1** Service Value System



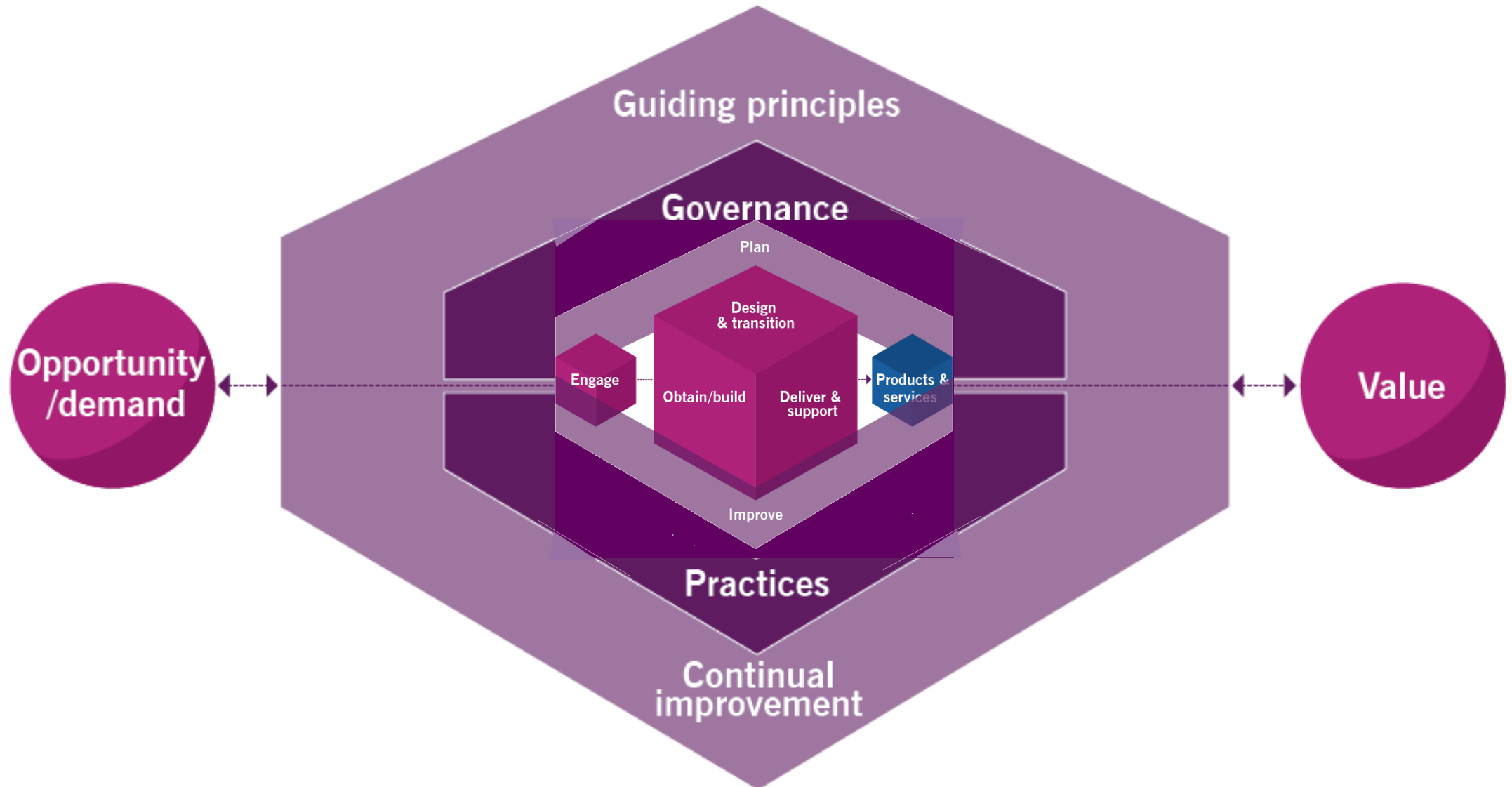


# The ITIL4 Service Value Chain

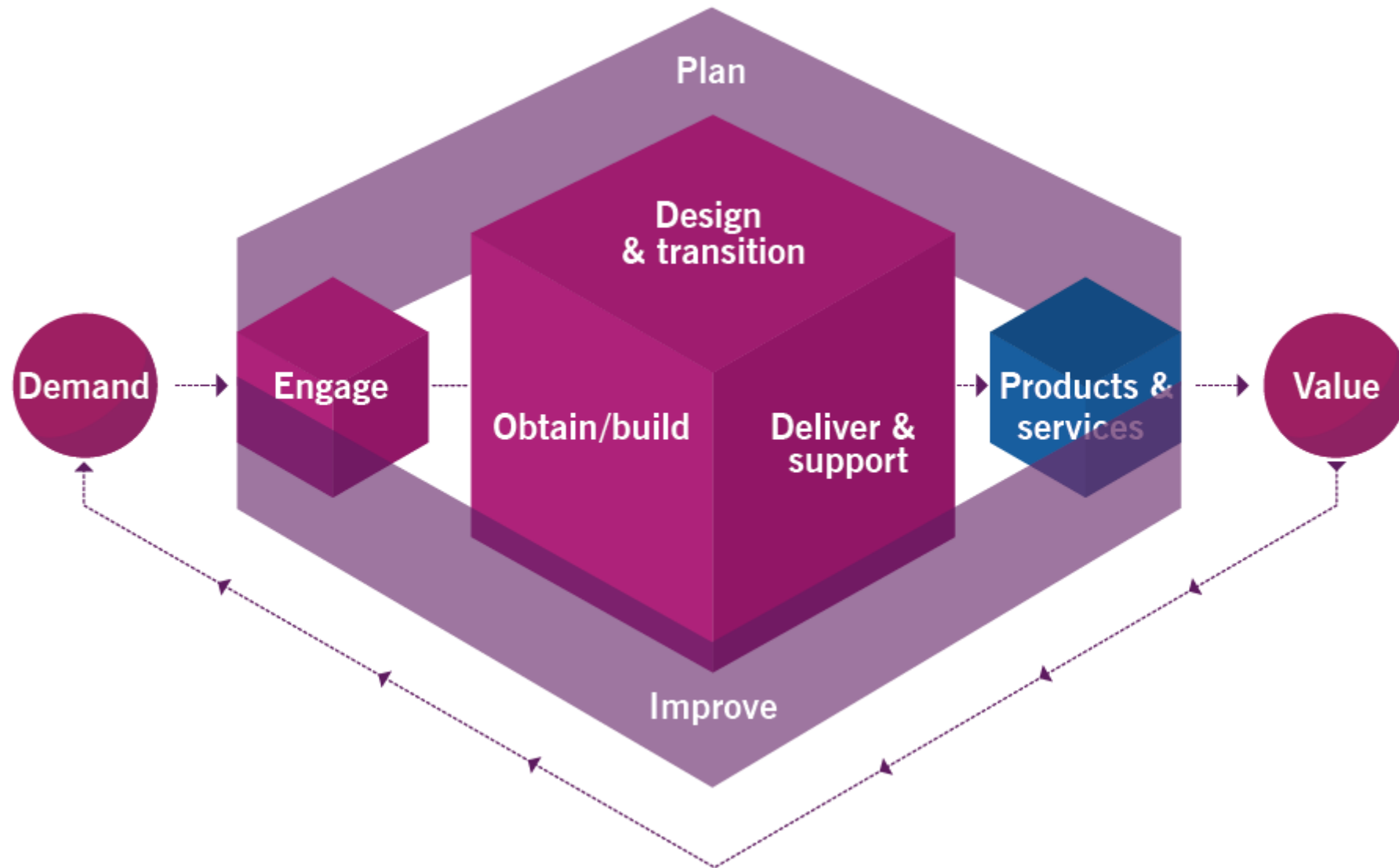
# Service Value Chain within the Service Value System



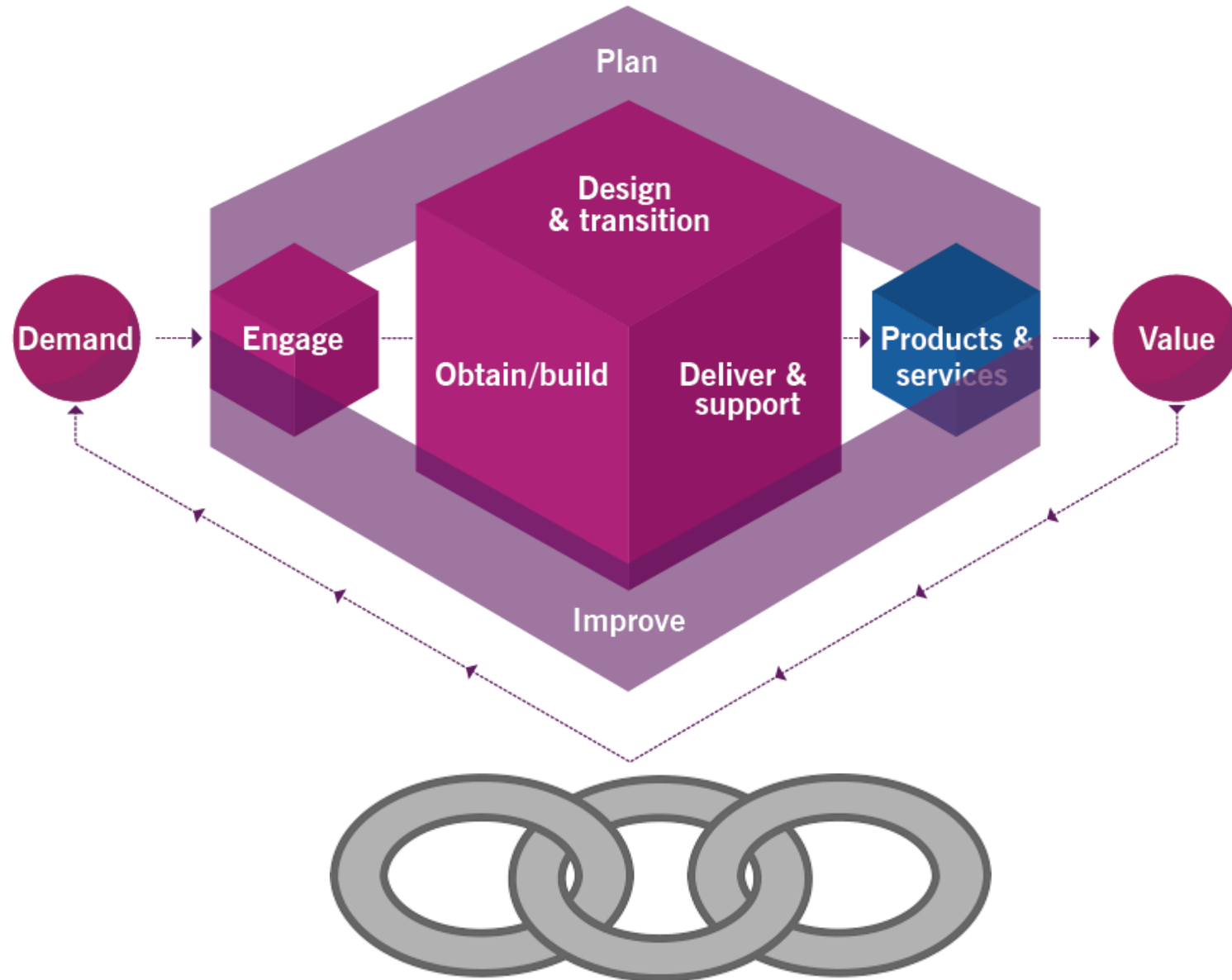
# Service Value Chain within the Service Value System



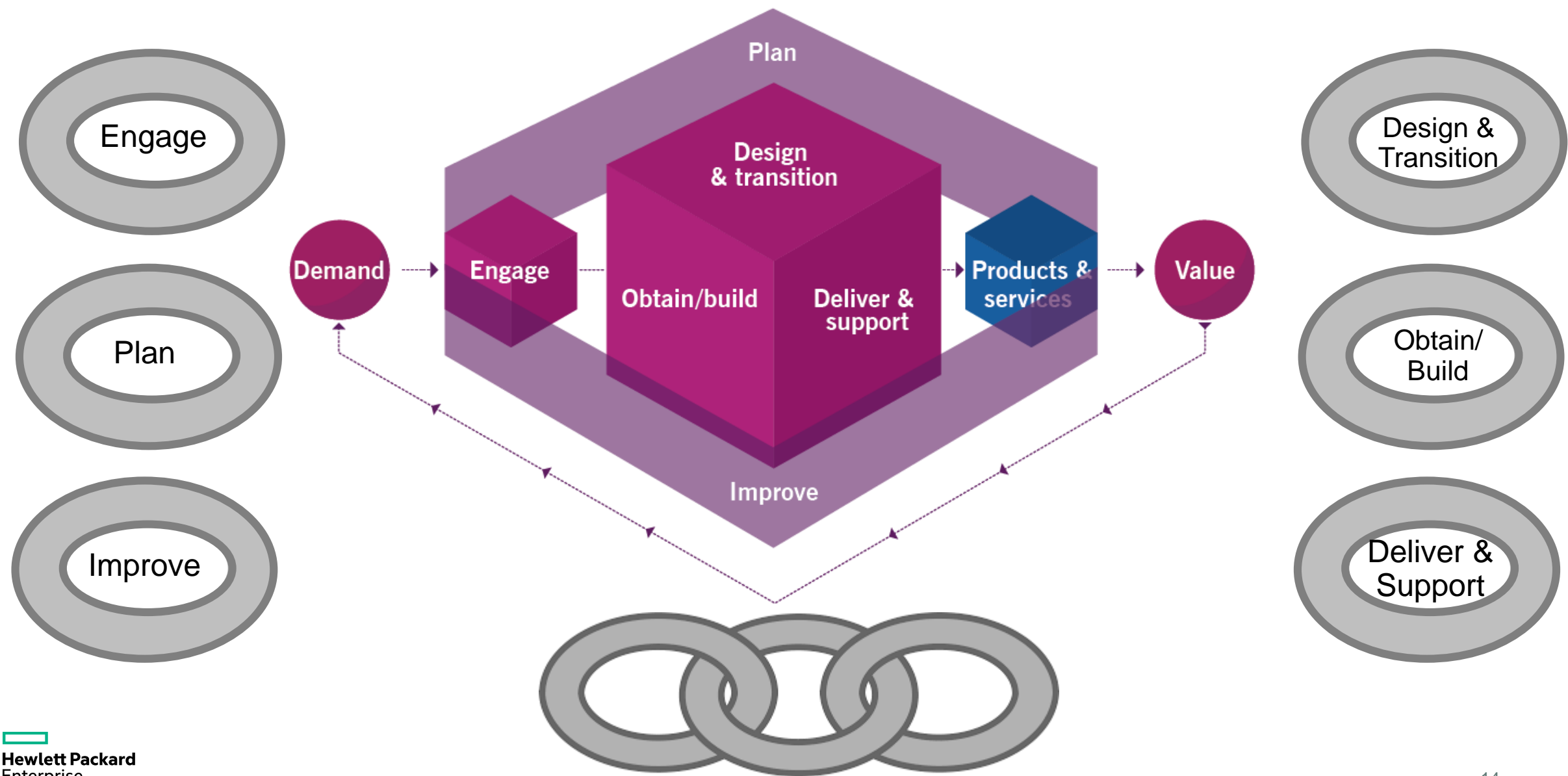
# ITIL Service Value Chain



# ITIL 4 Service Value Chain

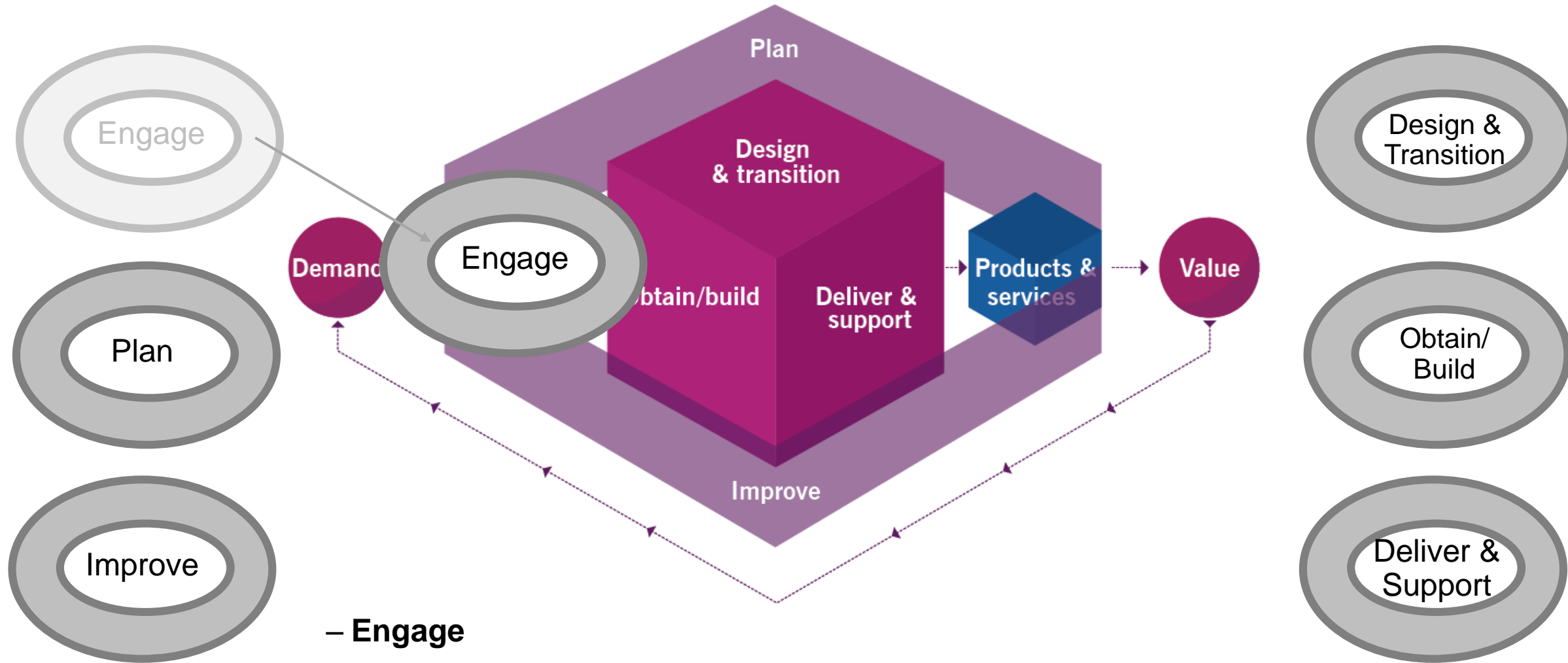


# ITIL 4 Service Value Chain





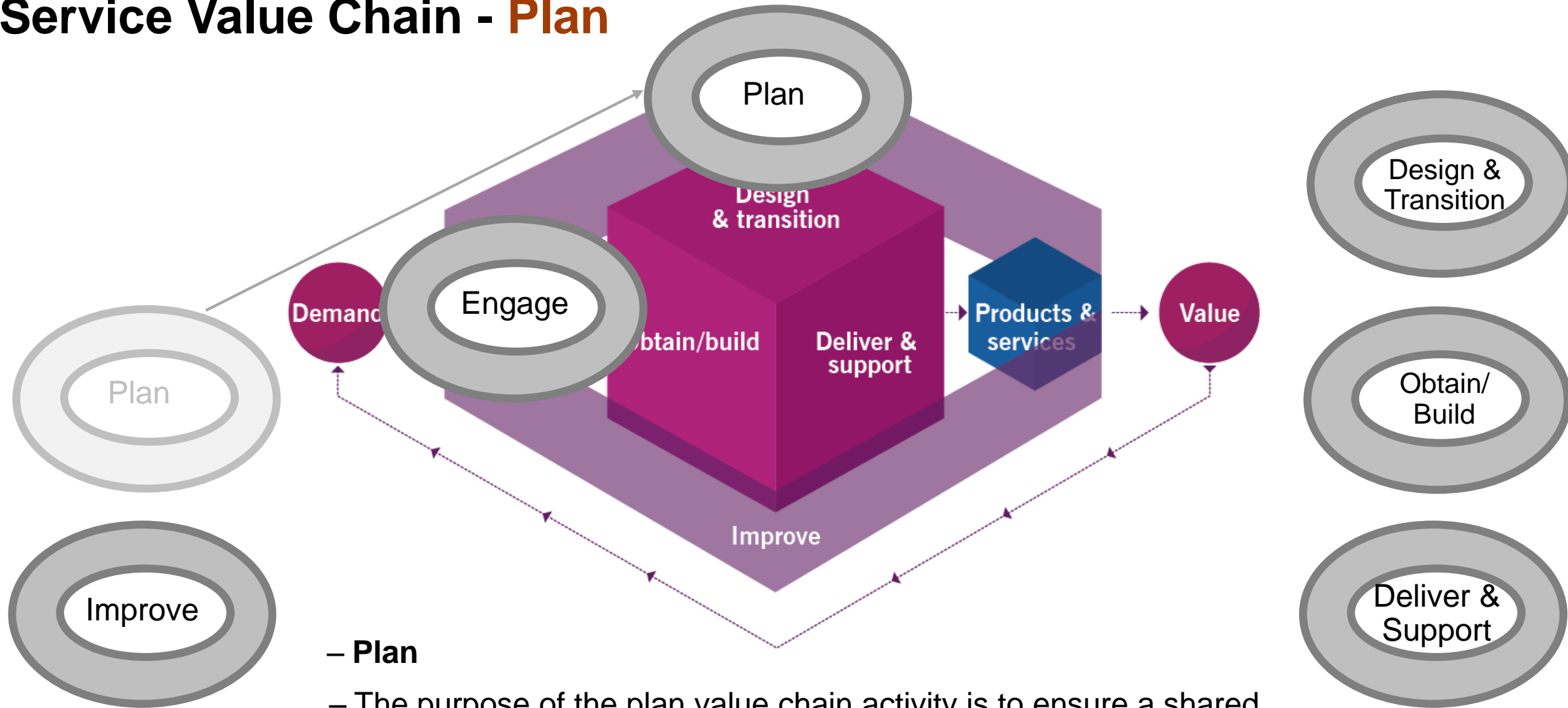
# ITIL 4 Service Value Chain - Engage



## – Engage

- The purpose of the engage value chain activity is to provide a good understanding of stakeholder needs, transparency, and continual engagement and good relationships with all stakeholders.

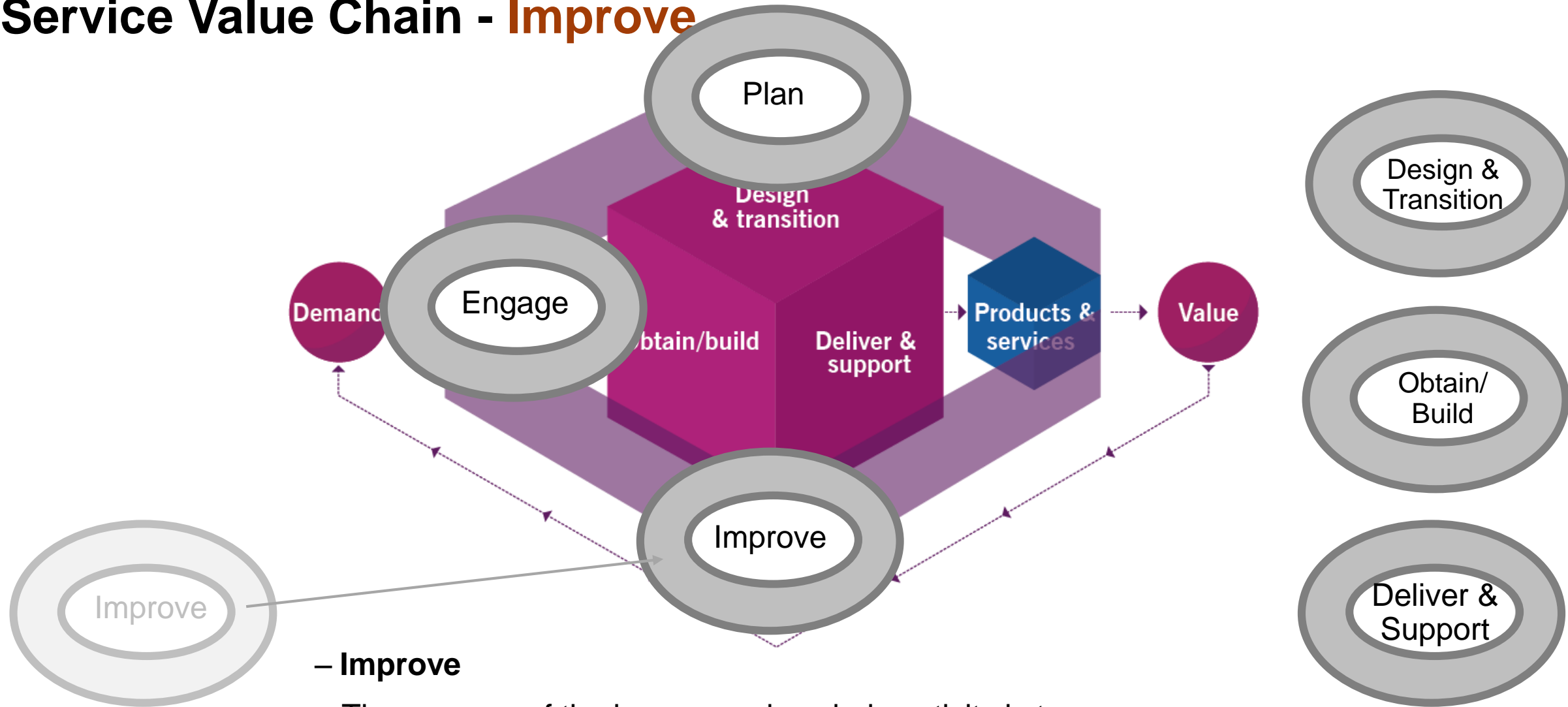
# Service Value Chain - Plan



## – Plan

- The purpose of the plan value chain activity is to ensure a shared understanding of the vision, current status, and improvement direction for all four dimensions and all products and services across the organization.

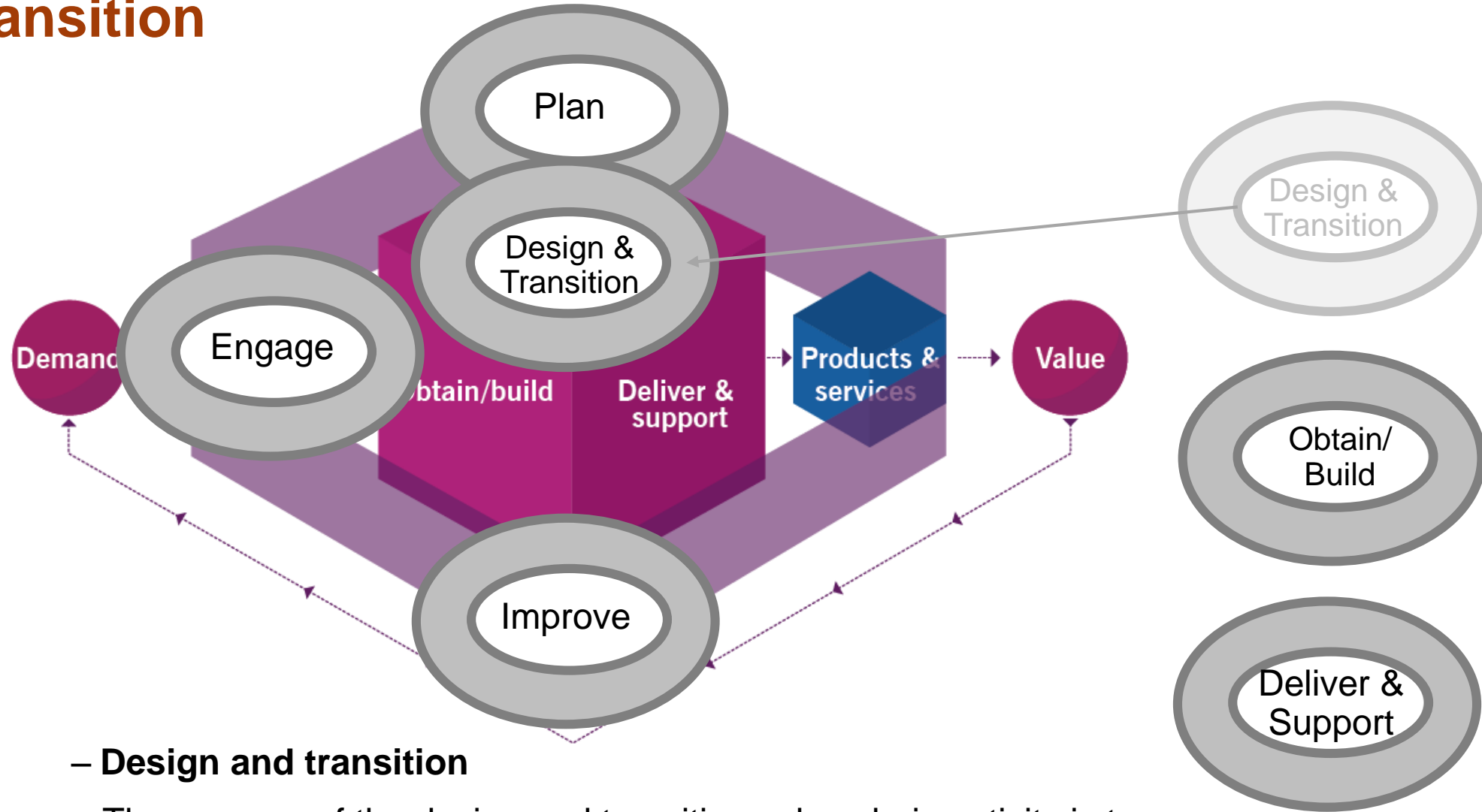
# Service Value Chain - Improve



## – Improve

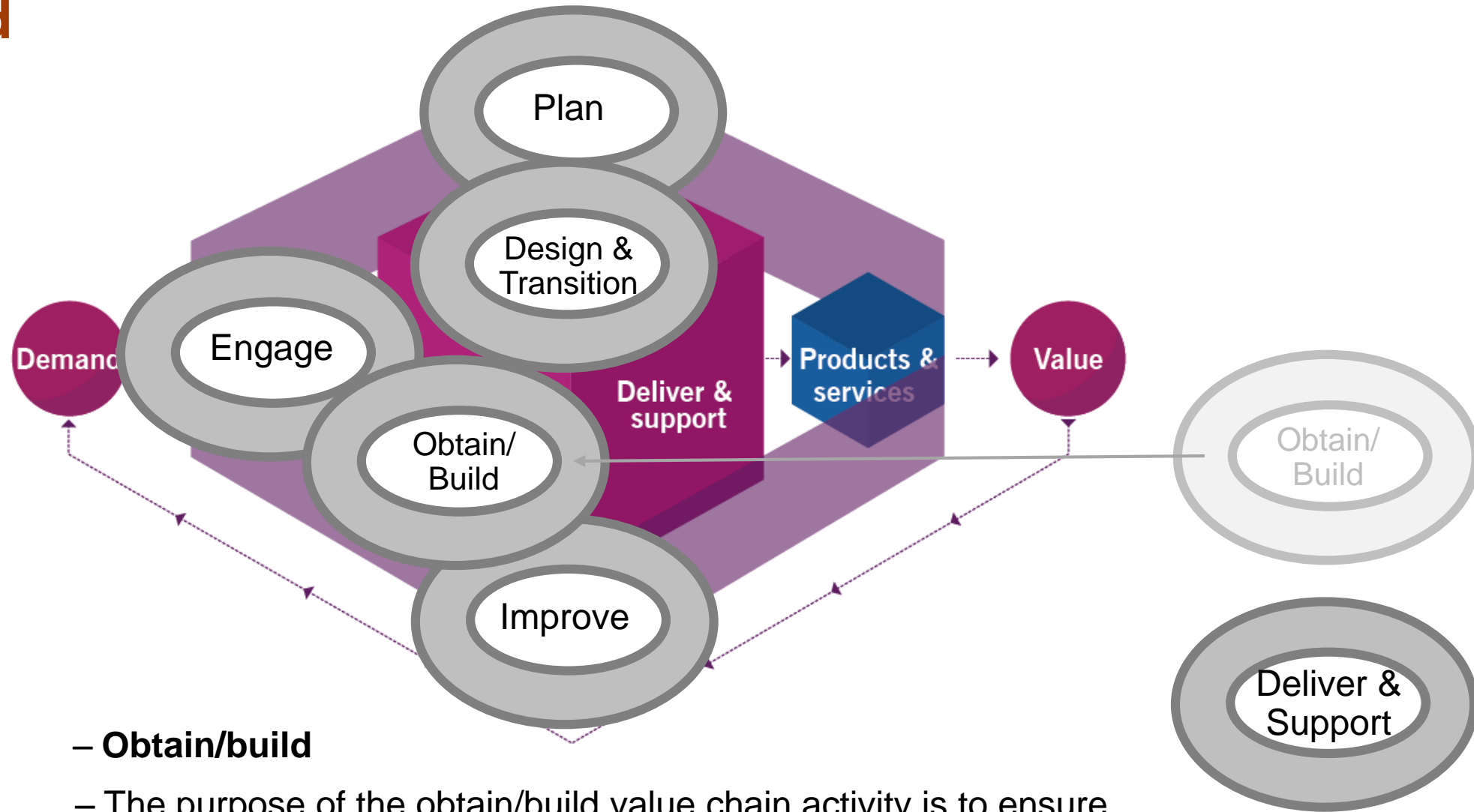
- The purpose of the improve value chain activity is to ensure continual improvement of products, services, and practices across all value chain activities and the four dimensions of service management.

# Design & Transition



- **Design and transition**
- The purpose of the design and transition value chain activity is to ensure that products and services continually meet stakeholder expectations for quality, costs, and time to market.

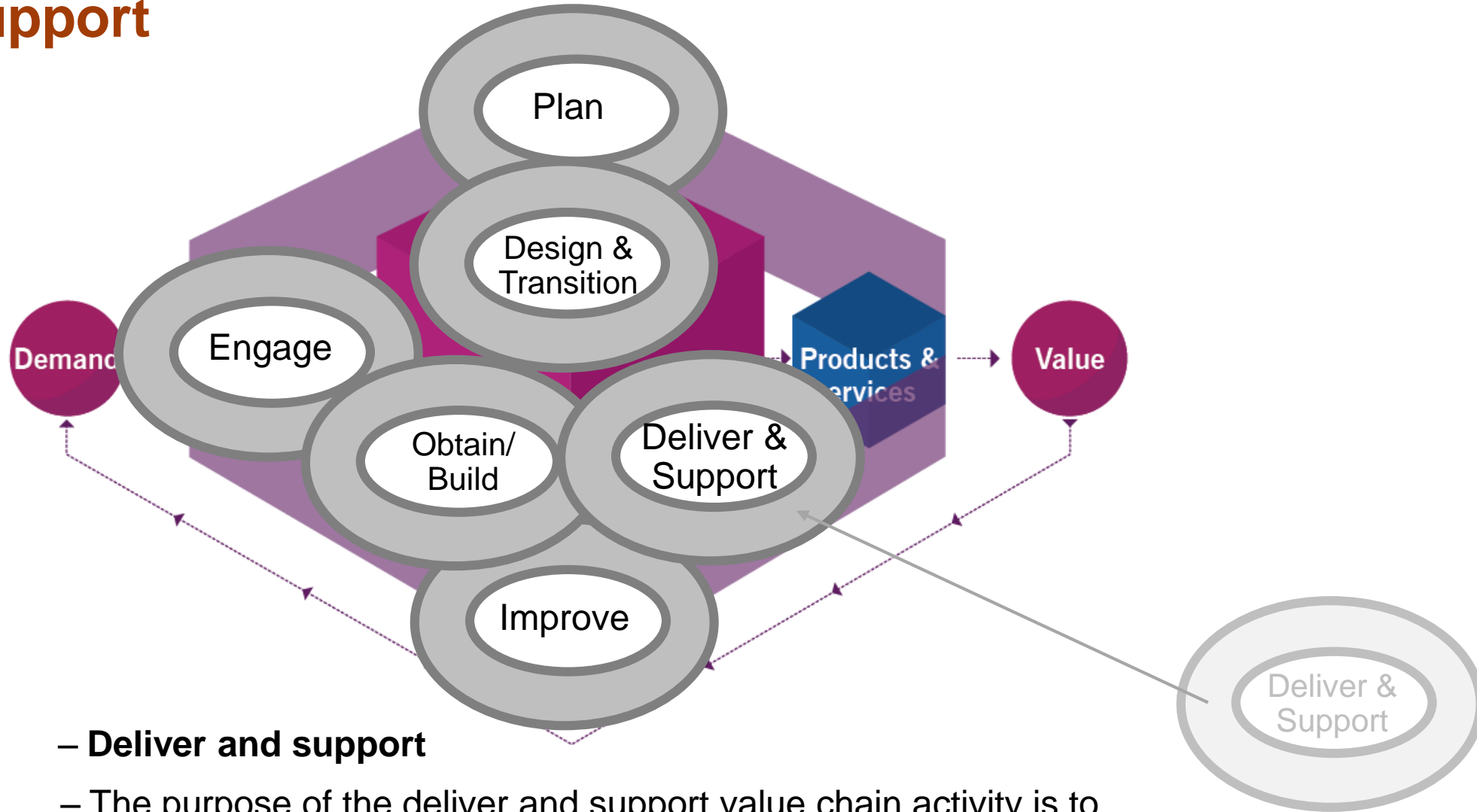
# Obtain/Build



## – Obtain/build

- The purpose of the obtain/build value chain activity is to ensure that service components are available when and where they are needed, and meet agreed specifications

# Deliver & Support

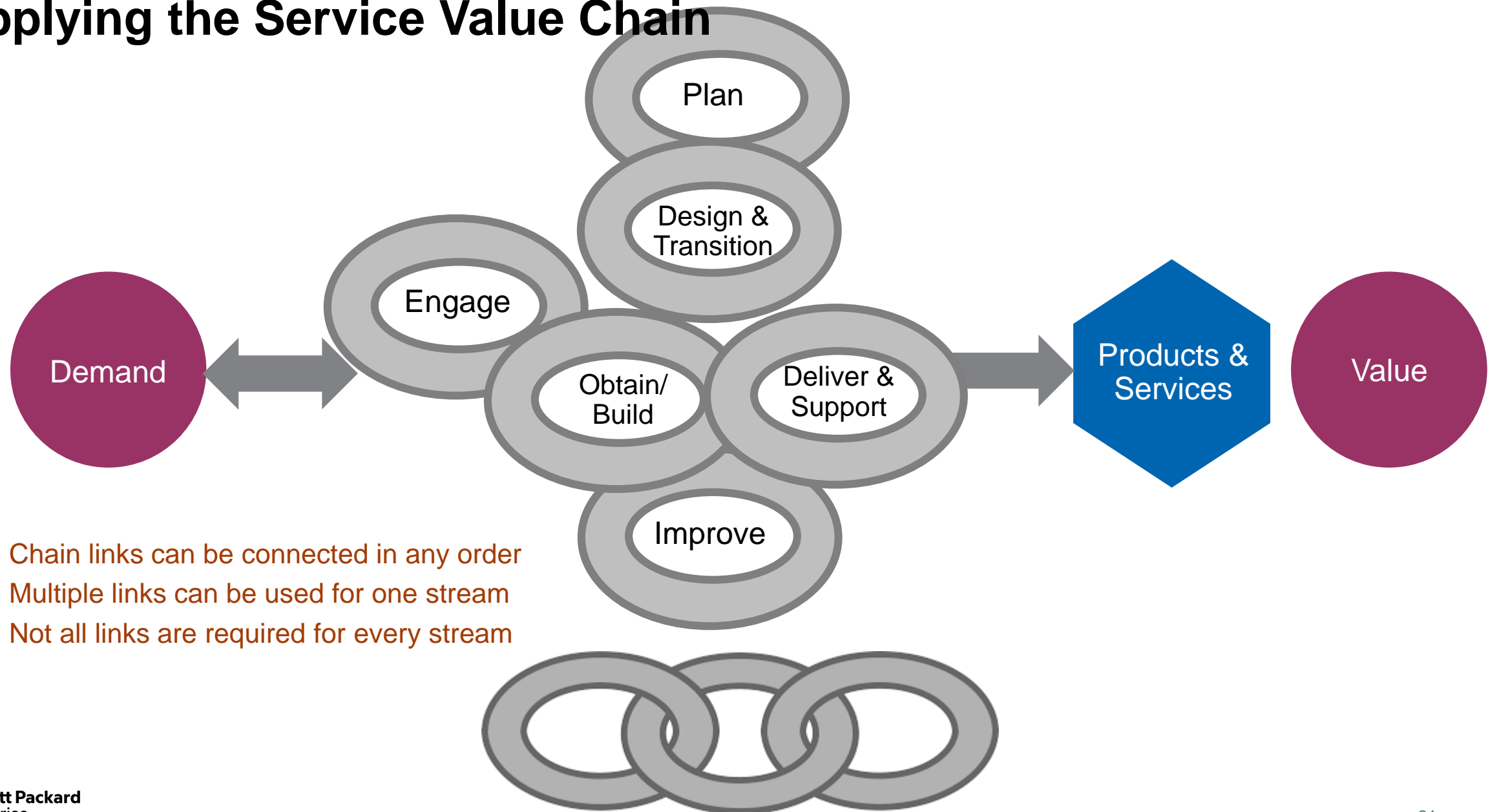


- **Deliver and support**

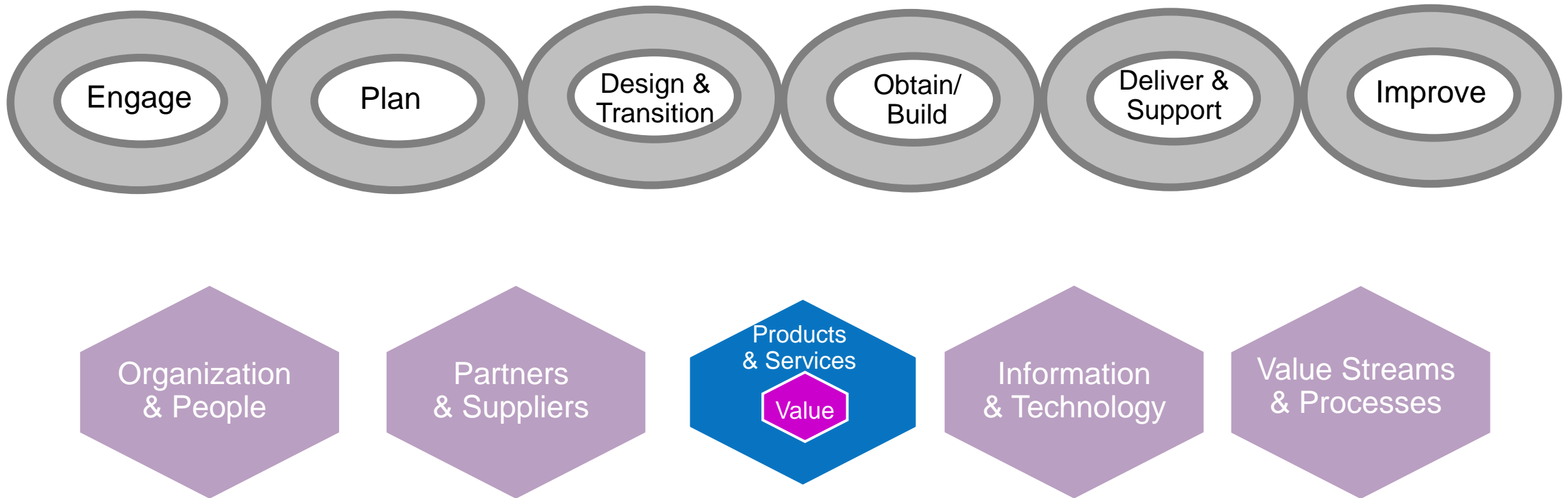
- The purpose of the deliver and support value chain activity is to ensure that services are delivered and supported according to agreed specifications and stakeholders' expectations.



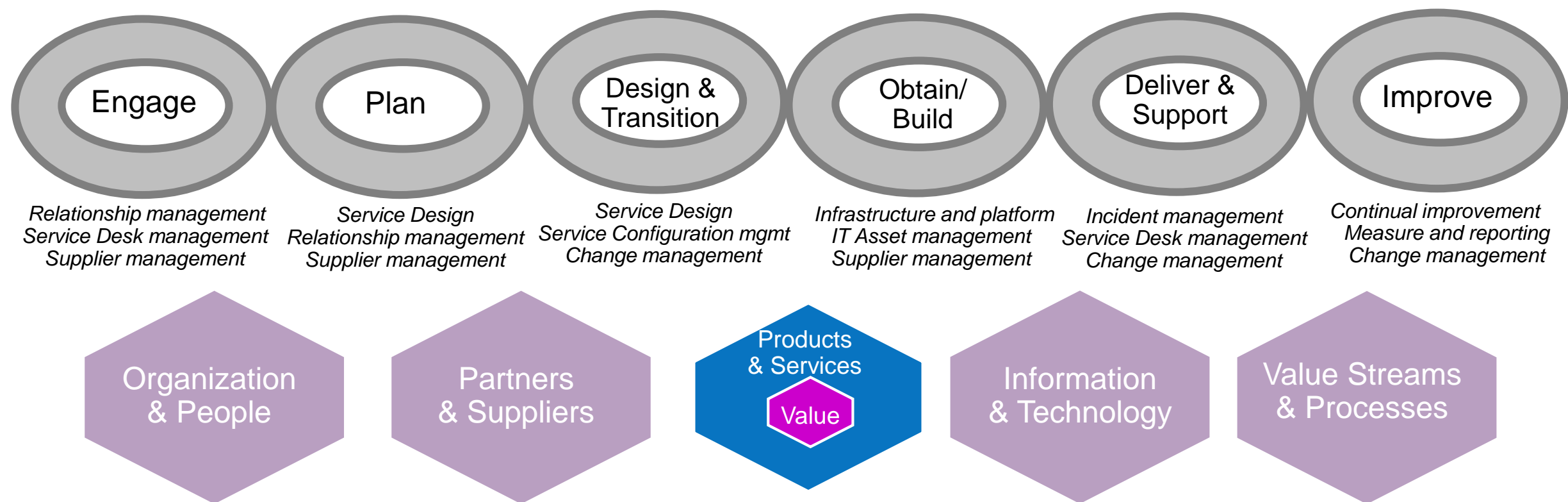
# Applying the Service Value Chain



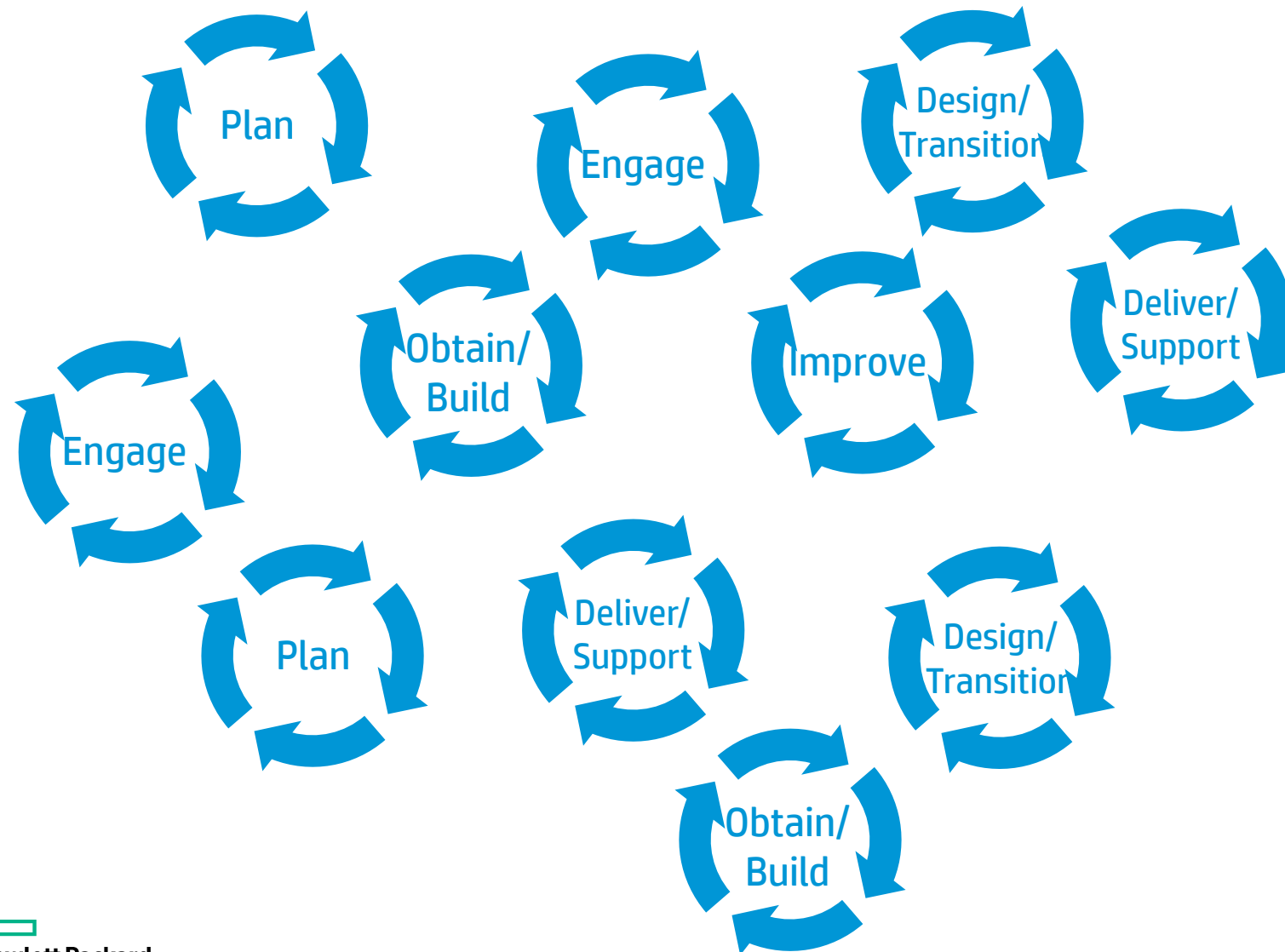
# ITIL 4 Service Value Chain Supported by the 4 Dimensions



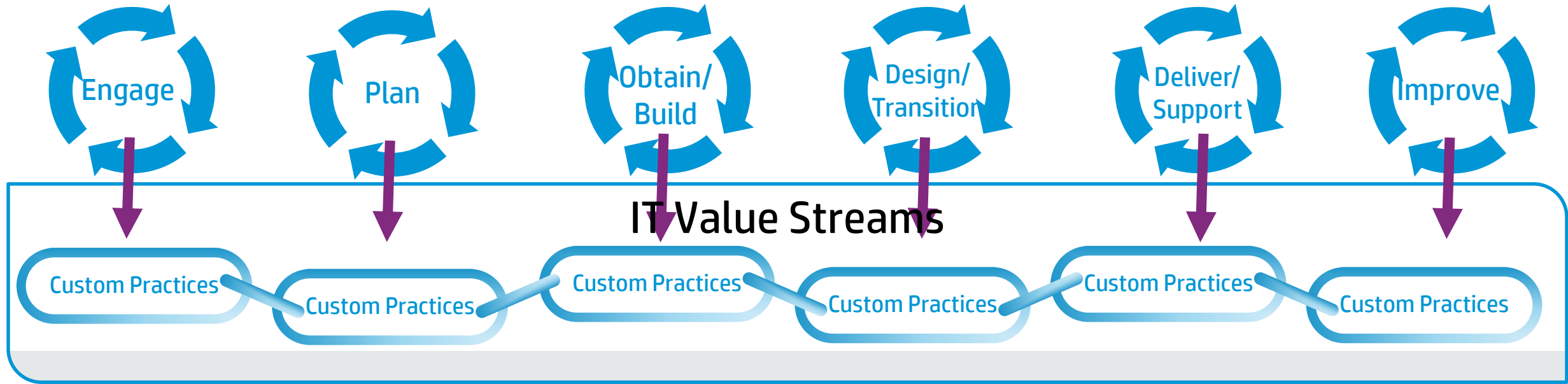
# ITIL 4 Service Value Chain Supported by Service Management Best Practices



# ITIL 4 – Underpins IT Value Streams with ... Non-Prescriptive Flows



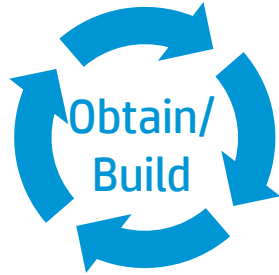
## ITIL 4 – Underpins IT Value Streams with ...



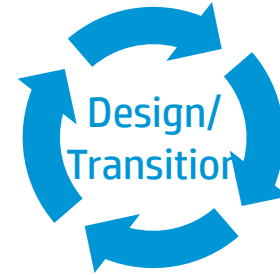
# ITIL 4 – Underpins IT Value Streams with ... Non-Prescriptive Practices



- Availability management
- Business analysis
- Capacity and performance management
- Change control
- 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



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

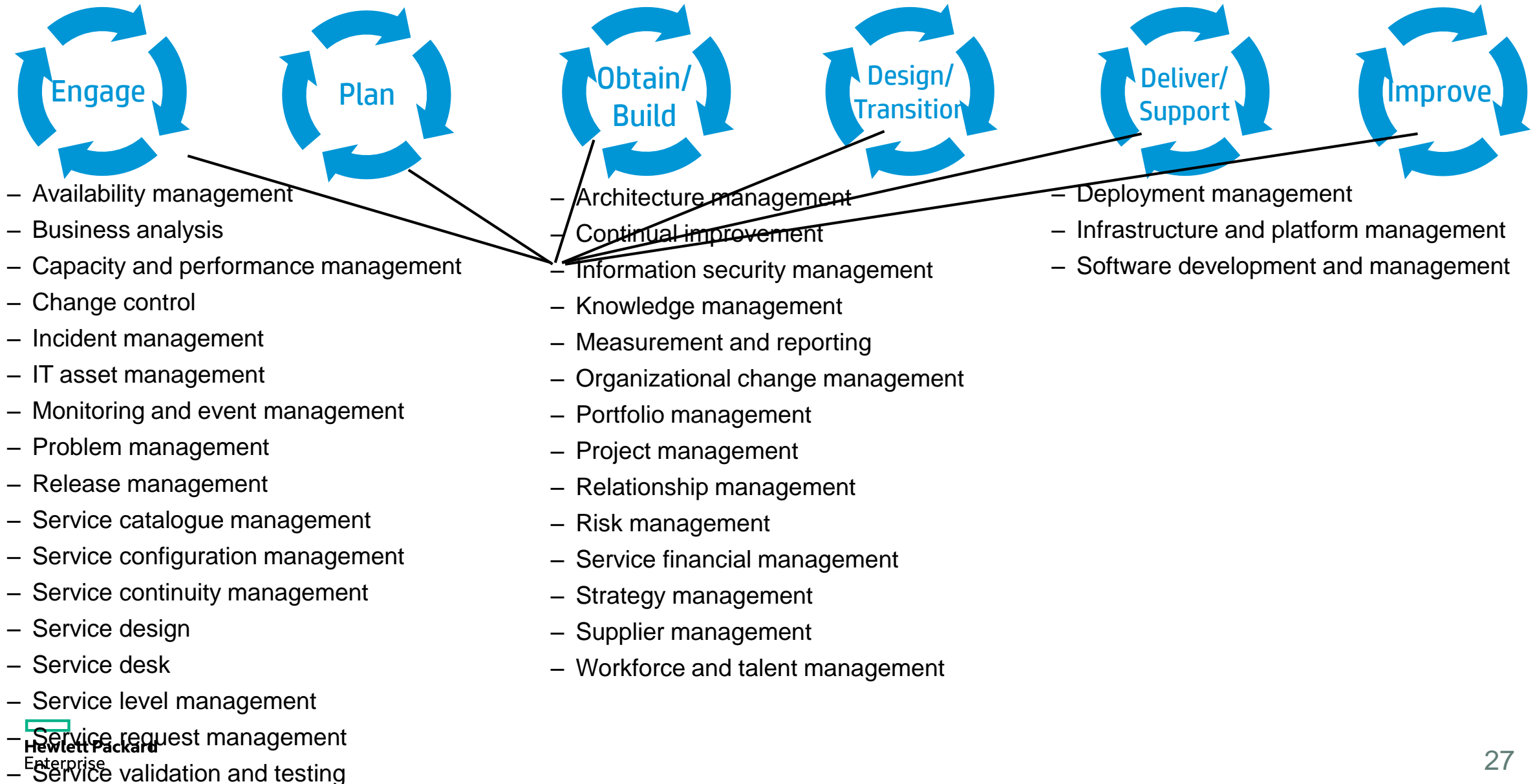


- Deployment management
- Infrastructure and platform management
- Software development and management





# ITIL 4 – Underpins IT Value Streams with ... Non-Prescriptive Practices





# Value streams example

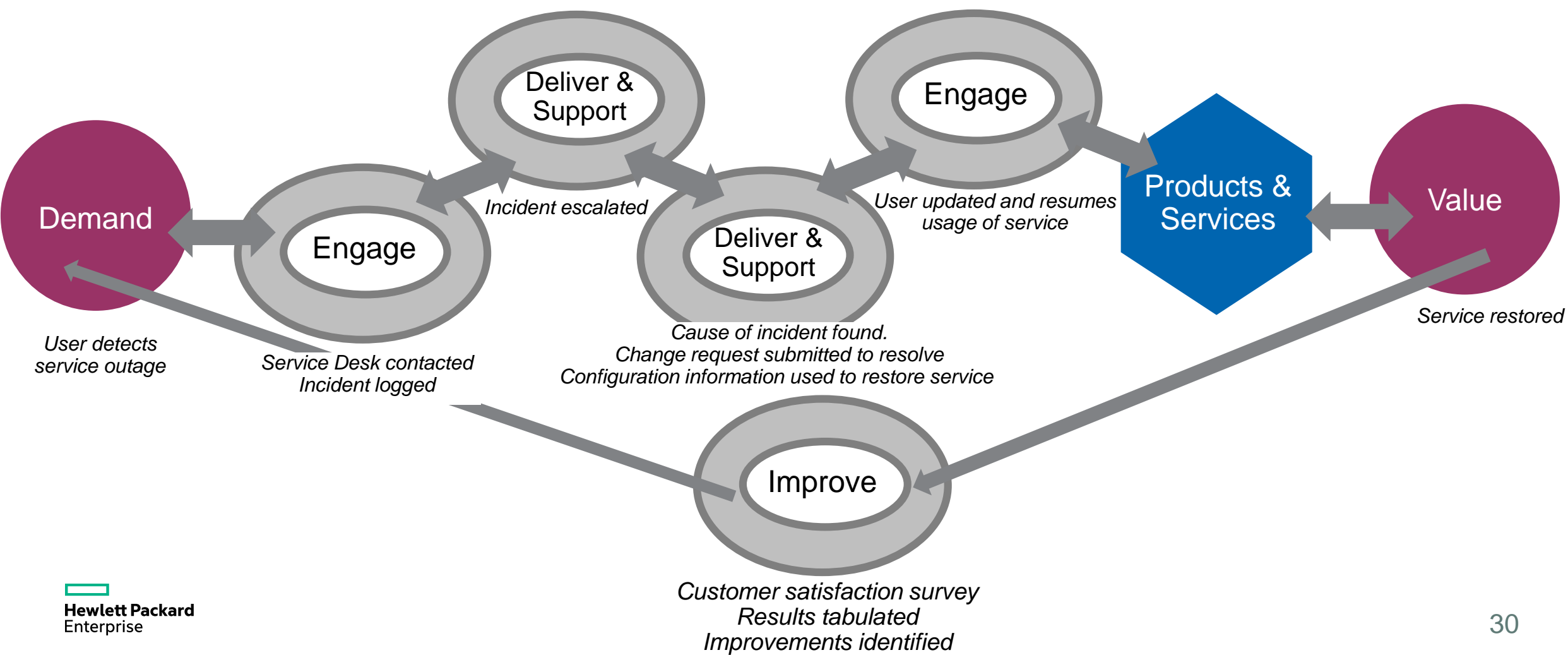
A user needs an incident to be resolved

# Value streams for incident resolution

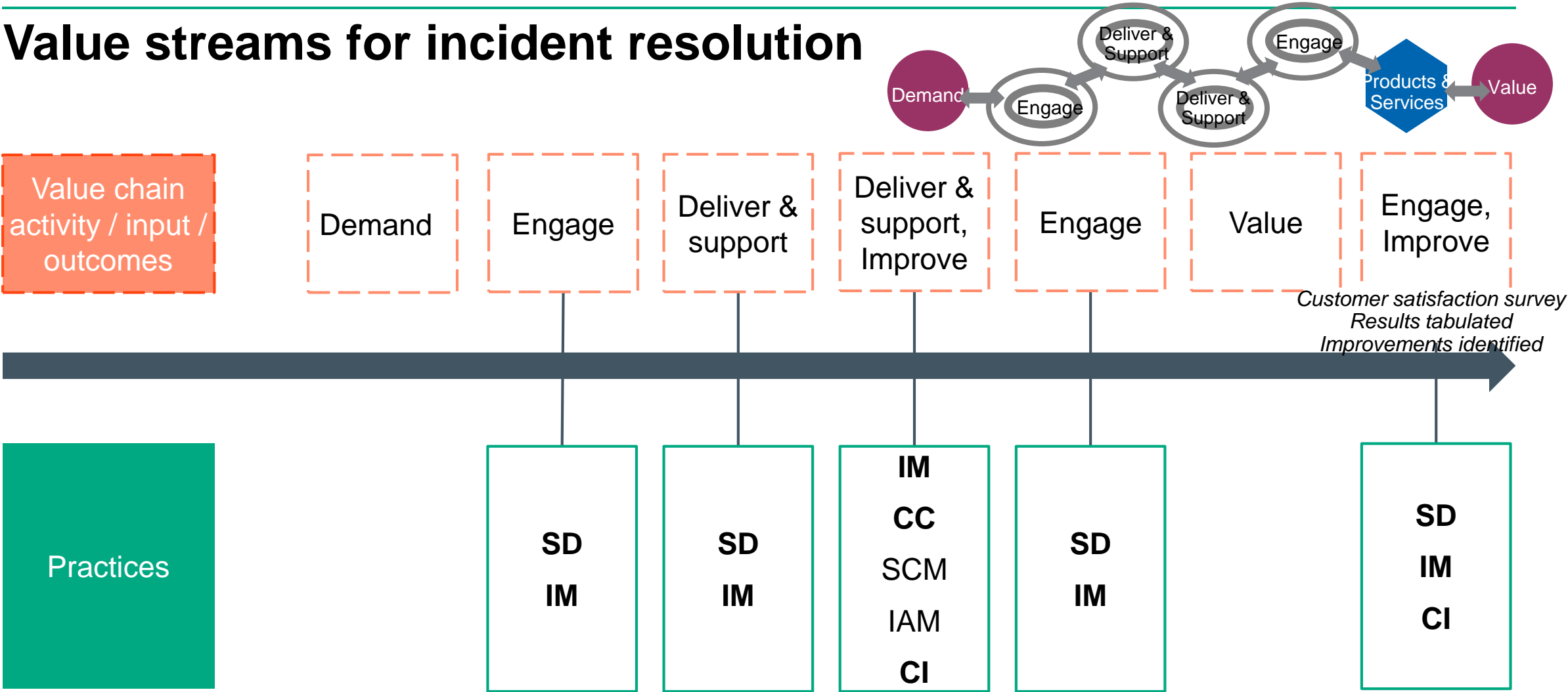
Table A.1 Value streams for incident resolution

Value chain activity/ input/outcomes	Practices	Roles	Activities
Demand		Warehouse manager, forklift driver	It is discovered that there is no WiFi coverage in one area of the warehouse. This means that the forklift driver needs to drive across the warehouse to pick up their instructions, causing delays and risking missed business deadlines.
Engage	Service desk, incident management	Warehouse manager, service desk agent	<p>The warehouse manager phones the service desk and describes the issue. It is agreed that this is a Priority 2 incident, and the manager is notified of the expected resolution time.</p> <p>Information about this incident is logged by the service desk agent.</p>
Deliver and support	Service desk, incident management	Service desk agent, network support engineer	The incident is rapidly escalated to the network support team.
Deliver and support, improve	Incident management, change control, service configuration management, IT asset management, continual improvement	Network support engineer	<p>The network support engineer identifies that the wireless access point has failed and replaces it with a spare from the store.</p> <p>This is a standard change, so the engineer needs no additional approval. Information required to configure the new access point is obtained from the CMS. IT asset information is updated to show that this spare part has been consumed.</p> <p>The network engineer updates the incident management system and marks the case as resolved.</p> <p>The network engineer thinks about what happened and whether they could have predicted this issue or resolved it more quickly.</p>

# ITIL 4 Service Value Chain AND Incident Restoration (Appendix A)

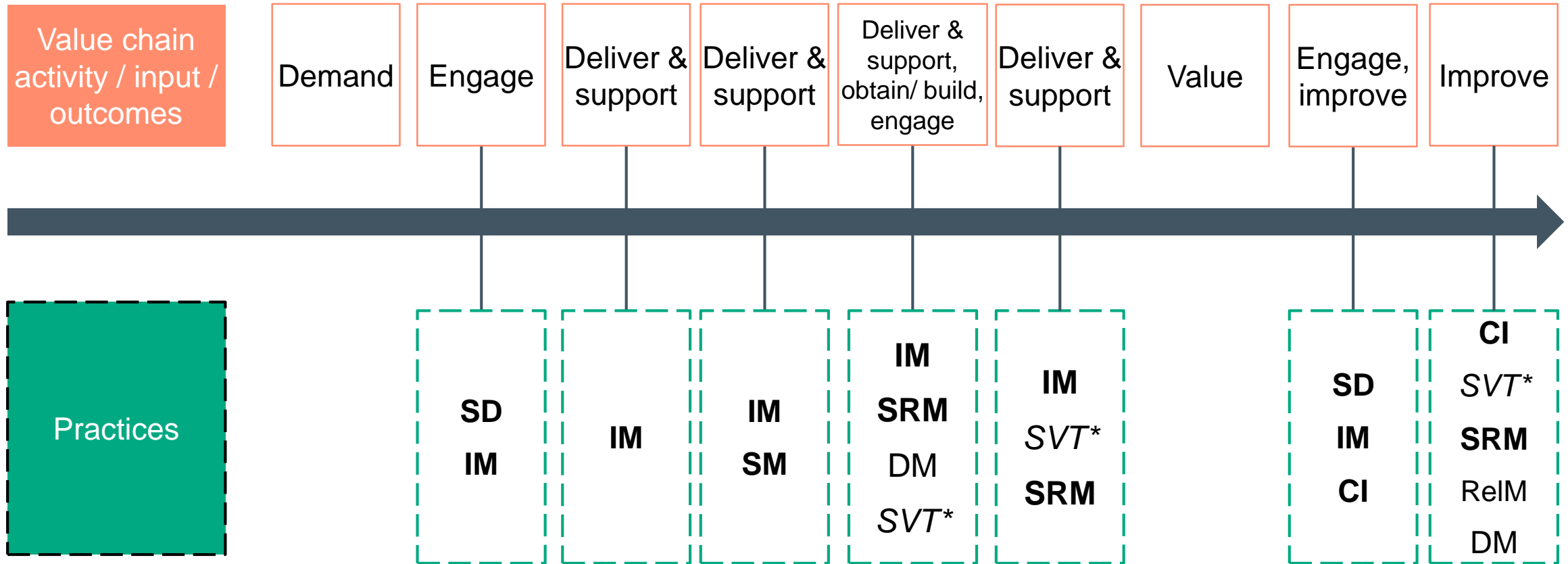


# Value streams for incident resolution



Service desk, incident management, change control, service configuration management, IT asset management, continual improvement

# Value streams for an error in third-party software



Service desk, incident management, supplier management, service request management, deployment management, service validation & testing, continual improvement, release management



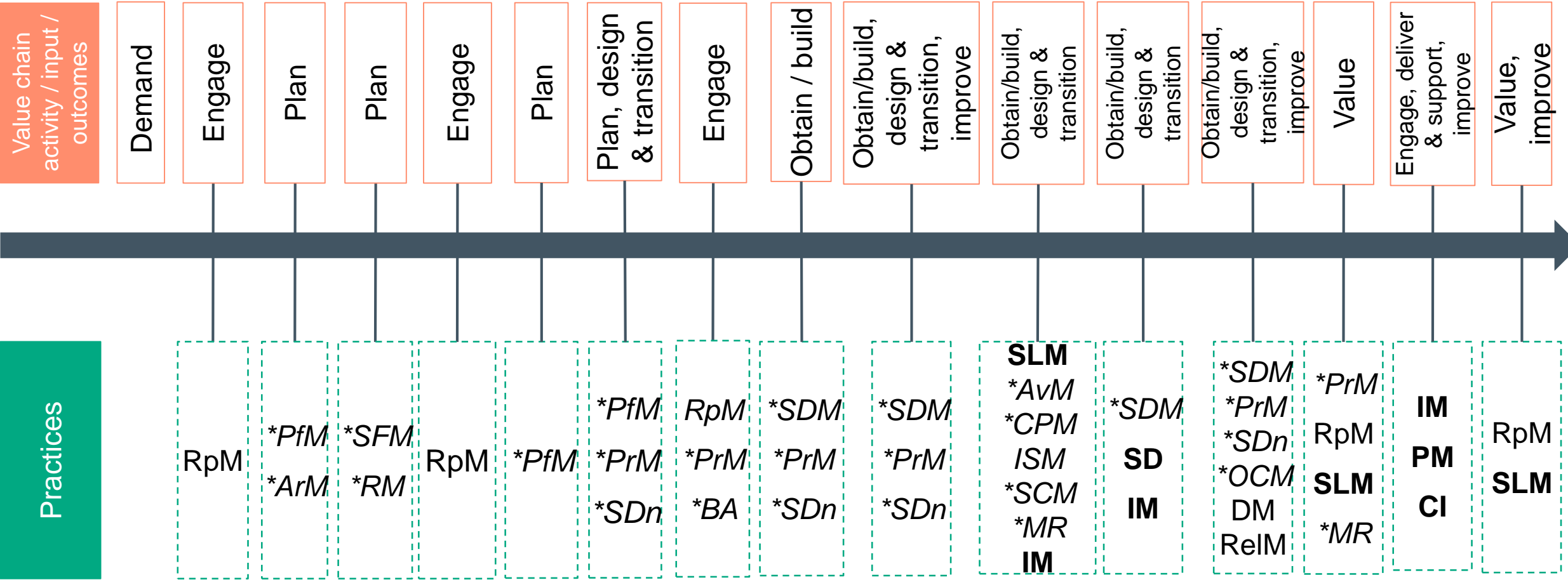
## A.2 An error in third-party software creates issues for a user

In this example a user discovers an issue when using an application. The vendor has a patch available and this needs to be installed to rectify the situation. Note that this incident takes a very different path through the service value chain, and is supported by a different balance of practices than the previous incident.

Table A.2 Value streams for software issues

Value chain activity/ input/outcomes	Practices	Roles	Activities
Demand		Admin assistant	An admin assistant in an office is unable to enter an appointment in their calendar due to a bug in the software they are using. The software won't allow a non-standard character to be used in a room name.
Engage	Service desk, incident management	Admin assistant, service desk agent	The admin assistant phones the service desk and describes the issue. It is agreed that this is a Priority 3 incident, and the admin assistant is notified of the expected resolution time.  Information about this incident is logged by the service desk agent.
Deliver and support	Incident management	Service desk agent	The service desk agent researches the vendor website and discovers that this particular issue is resolved in the latest version of the client software.
Deliver and support	Incident management, supplier management	Service desk agent, second-line support	The incident is escalated to second-line support. Second-line support checks the vendor contract, and the release notes for the client software.
Deliver and support, obtain/build, engage	Incident management, service request management, deployment management, service validation and testing	Second-line support, admin assistant	Second-line support contacts the user and arranges for them to test the new version of the client software to see if this resolves their issue. They then add this version to the service portal so that the user can install it.
Deliver and support	Incident management, service validation and testing, service request management	Admin assistant, service desk	The user installs the new version of the software using the service portal, and tests whether this resolves their issue. The service desk ensures that the user is satisfied with this solution.

# Business requirements for a significant new IT service



Relationship mgt, portfolio mgt, architecture mgt, service financial mgt, risk mgt, project mgt, service design, business analysis, software development & mgt, service level mgt, availability mgt, capacity & performance mgt, information security mgt, service continuity mgt, measurement & reporting, incident mgt, service desk, organizational change mgt, deployment mgt, release mgt, problem mgt, continual improvement



# The ITIL Management Practices

# Management Practices

## Definition: Management Practice

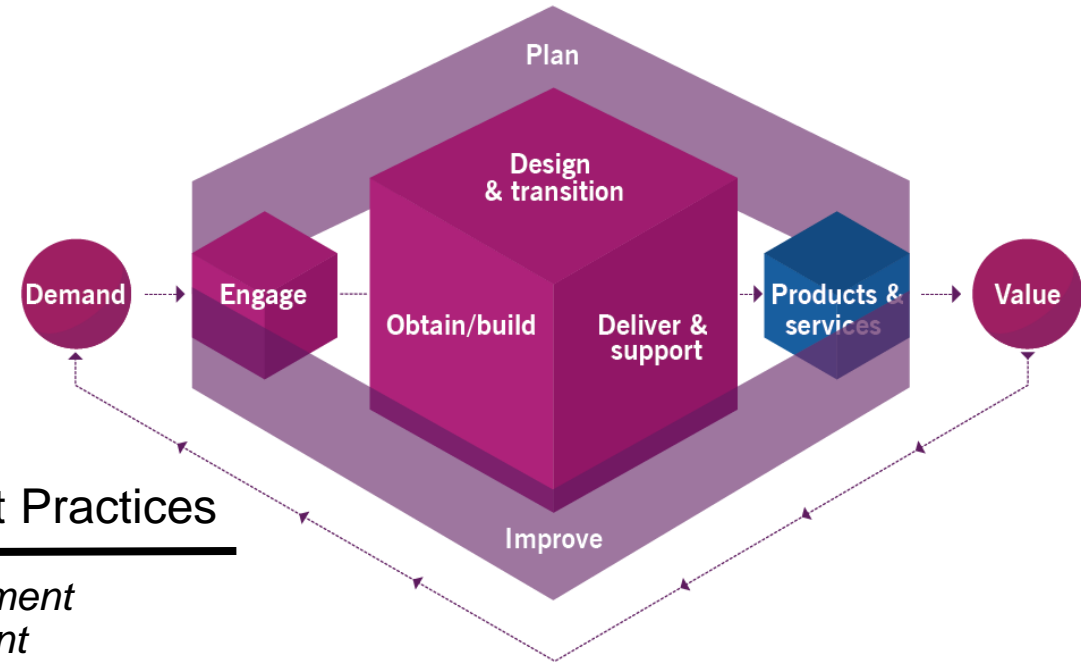
A set of organizational resources designed for performing activities to accomplishing an objective

## Service Management Practices

- *Availability management*
- *Business analysis*
- *Capacity and performance management*
- *Change control*
- *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*

## General Management Practices

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



## Technical Management Practices

- *Deployment management*
- *Infrastructure and platform management*
- *Software development*

**\* Purpose and key terms of 15 practices required for the exam**



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**Thank you**

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