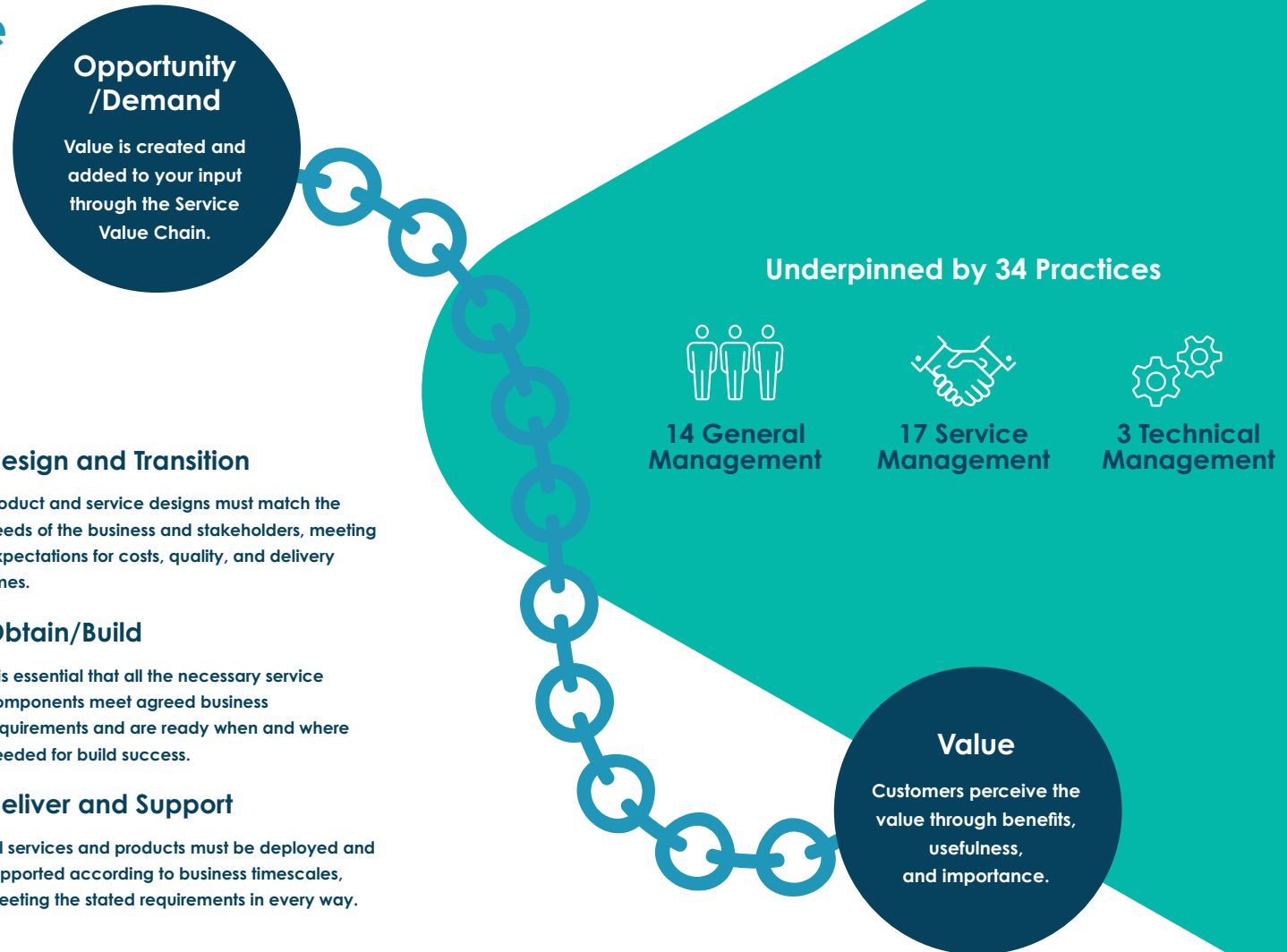


The ITIL 4 Service Value Chain

Simplified



Plan

While planning, communicate the vision of the organization to all; your current position, future plans and how improvement will be achieved.

Improve

Continual improvement to products, services and practices is essential. Always be looking for ways to do things better for the customer and organization.

Engage

Communication is key. Engage early, talk to everyone, keep communication regular and open. You will promote trust and a better understanding of the vision.

Design and Transition

Product and service designs must match the needs of the business and stakeholders, meeting expectations for costs, quality, and delivery times.

Obtain/Build

It is essential that all the necessary service components meet agreed business requirements and are ready when and where needed for build success.

Deliver and Support

All services and products must be deployed and supported according to business timescales, meeting the stated requirements in every way.