



Innovative Solutions
and Business Impact,
delivered .

ITIL Overview

What

- ITIL is a set of best practices and guidance in IT Service Management.
- ITIL has led the IT Service Management (ITSM) industry with guidance, training and certification programs for over 30 years.
- ITIL 4 is designed to ensure a flexible, coordinated and integrated system for the effective governance and management of IT-enabled services.
- ITIL best practices are expanding beyond the use of IT but to the integrate across Service Management

Key Characteristics

- Focus on customer experience
- Enabling a flow based Value stream
- Embracing a digital mindset to solve business needs
- Embracing new ways of working

ITIL Practice Areas provide known best practices

General Management Practices	Service management practices	Technical management practices
<ol style="list-style-type: none">1. Architecture management2. Continual improvement3. Information security management4. Knowledge management5. Measurement and reporting6. Organizational change management7. Portfolio management8. Project management9. Relationship management10. Risk management11. Service financial management12. Strategy management13. Supplier management14. Workforce and talent management	<ol style="list-style-type: none">1. Availability management2. Business analysis3. Capacity and performance management4. Change enablement5. Incident management6. IT asset management7. Monitoring and event management8. Problem management9. Release management10. Service catalog management11. Service configuration management12. Service continuity management13. Service design14. Service desk15. Service level management16. Service request management17. Service validation and testing	<ol style="list-style-type: none">1. Deployment management2. Infrastructure and platform management3. Software development and management

Understand Service Management

Service Management - A set of specialized organizational capabilities for enabling value for customers in a form of services.

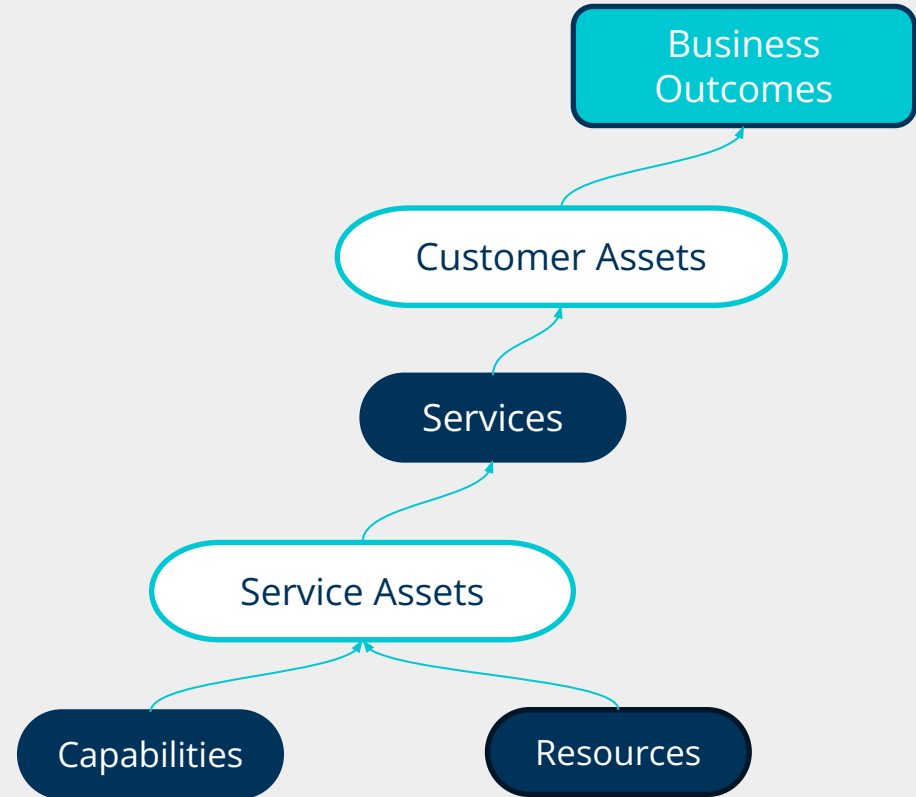
Organization - A person or a group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives.

Capability - The ability of an organization, person, process, application, configuration item or IT service to carry out an activity.

Resources - The definition of an asset that an organization can use to produce value and achieve its objectives

Outcomes - Measurable results or achievements that an organization aims to accomplish through the use of its services and processes.

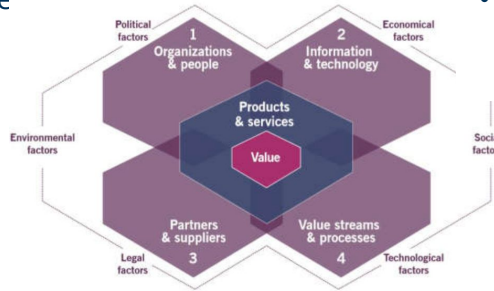
Service management within an **organization** leverages **capabilities** to manage **resources** effectively, **delivering outcomes**



Align around the Dimensions of Service Management

Organization and People

- Align roles and responsibilities with business objectives to ensure effective service delivery.
- Foster a culture of continuous improvement and collaboration to enhance service performance and innovation.
- Invest in skill development and training to empower teams to adapt to evolving service demands and technologies.



Partner and Suppliers

- Streamline and optimize processes to eliminate inefficiencies and improve service delivery times.
- Map value streams to ensure they are aligned with customer needs and organizational goals.
- Implement continuous improvement practices to adapt value streams and processes to changing business environments.

Information and Technology

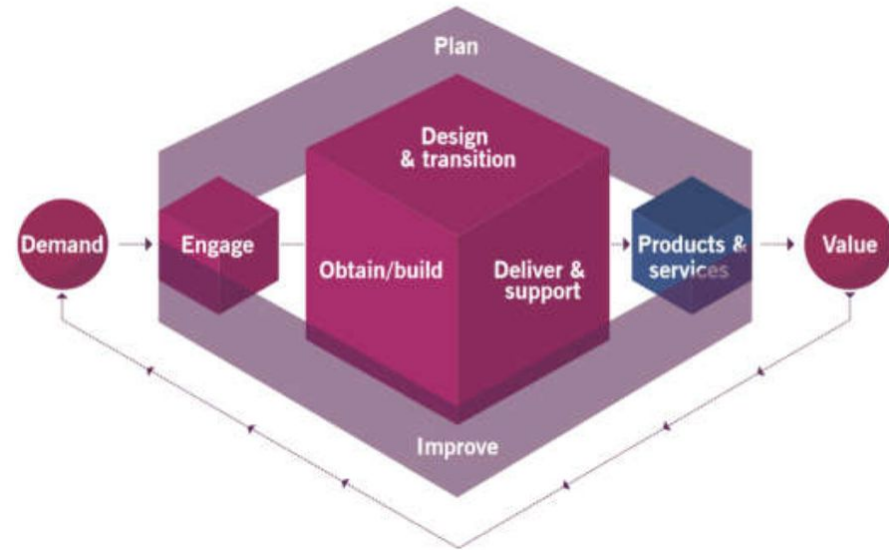
- Utilize data-driven insights to optimize service performance and support strategic decision-making.
- Ensure IT infrastructure is scalable, secure, and aligned with the organization's service management goals.
- Leverage emerging technologies, such as AI and automation, to enhance service efficiency and responsiveness.

Value Stream and Processes

- Build strategic partnerships that enhance service capabilities and drive value for the organization.
- Clearly define SLAs and expectations with suppliers to maintain consistent and high-quality service delivery.
- Regularly review and manage supplier performance to ensure alignment with business objectives and compliance standards.

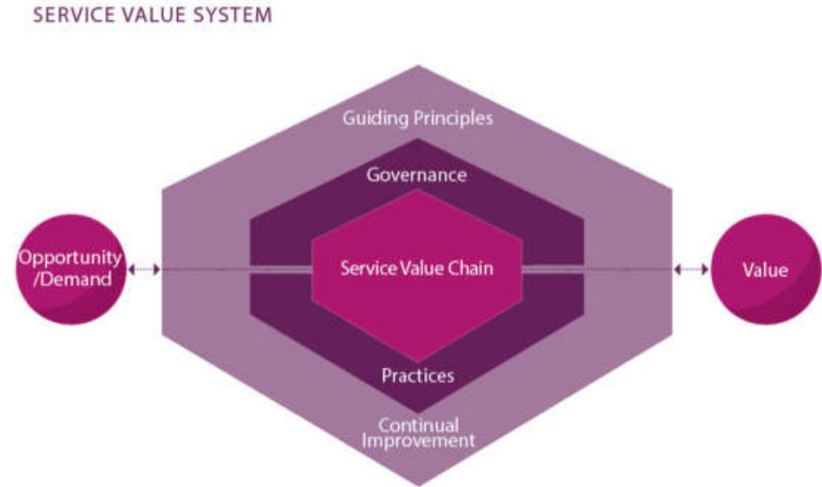
Create an Operating Model for Service Management

- Products and services, **Demand** and **Value** trigger the model
- All incoming and outgoing interactions with parties external to the service provider are performed via the **engage value chain activity**
- All new resources are obtained through the **obtain/build** activity
- Planning at all levels is performed via the **plan activity**
- Improvements at all levels are initiated and managed via the **improve activity**
- Creation, modification, delivery, maintenance and support of component, products and services are performed in integrated and coordinated way between **design and transition, obtain/build and deliver and support activities**



Enable a Service Organization through Connect Solutions

- **Opportunities** represent options or possibilities to add value for stakeholders or otherwise improve the organization.
- **Demand** is the need or desire for products and services among internal and external consumers.
- **Value** is the perceived benefits, usefulness, and importance of something.
- **Guiding principles** are recommendations that can guide an organization in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure.
- **Governance** is the means by which an organization is directed and controlled. Organizational governance evaluates, directs, and monitors all the organization's activities.
- The **service value chain** is a set of interconnected activities that an organization performs in order to deliver a valuable product or service to its consumers and to facilitate value realization.



Incremental Approach to Scale Service Management



Establish an MVP to Service Management

- Understand Capabilities and Resources
- Establish Service Assets
- Aligned to Business outcomes



Strengthen Service Experience

- Leverage Organization and people
- Empower solution for Automation
- Connect with Partners
- Enable Value Streams



Establish a Operating Model

- Create an iterative approach to build and improve
- Obtain and Build new resources
- Design and transition Services
- Obtain and build



Connect Service Management Solutions

- Establish governance and best practices
- Understand Demand and opportunities
- Establish a connected Service Value chain

Your trusted partner on the journey from strategy to success

Every challenge opens the door to new possibilities—but not all paths lead to the results you need. At e-Core, we cut through the noise, providing digital consulting services that deliver the right technologies, processes, and tools to achieve your goals.

[Contact Us](#)



Innovative solutions and
business impact, **delivered** .

