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ITIL 4 in 2020

2020 in ITIL 4



Roman Jouravlev

ITIL 4 Lead Architect
ITSM Portfolio development
manager

AXELOS Global Best practice

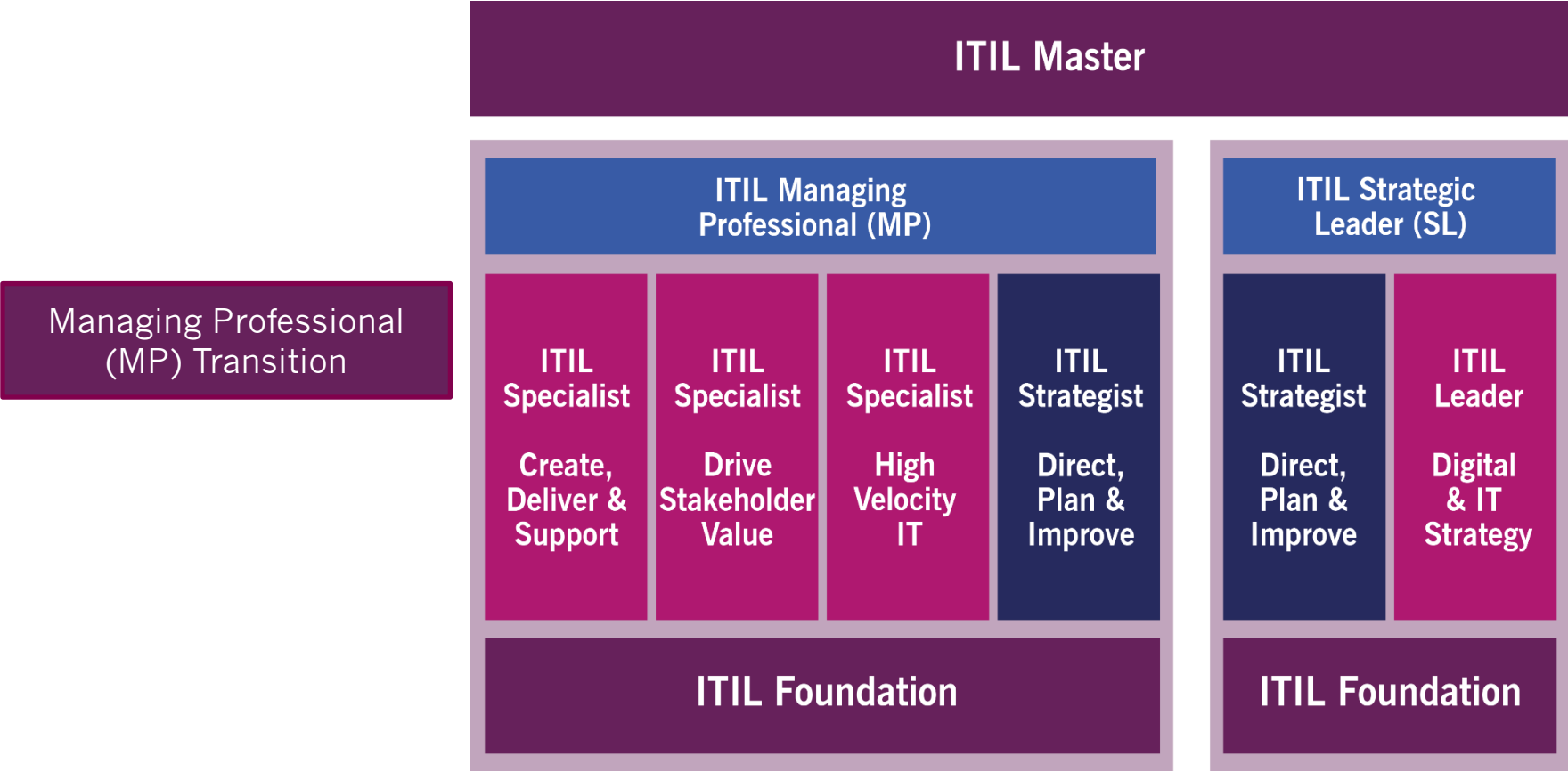
ITIL 4 publications



6 books



34 Practice guides



ITIL 4 in 2020: the Practice guides



Dinara Adyrbay

ITIL 4 Practice guides



34 practices, 30-40 pages each

Unified structure

- Purpose and description
- Key concepts
- Practice success factors
- Key metrics
- Value streams and processes
- Organization and people
- Information and technology
- Suppliers and partners

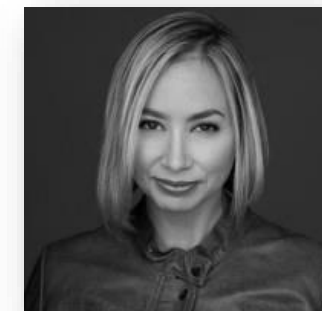
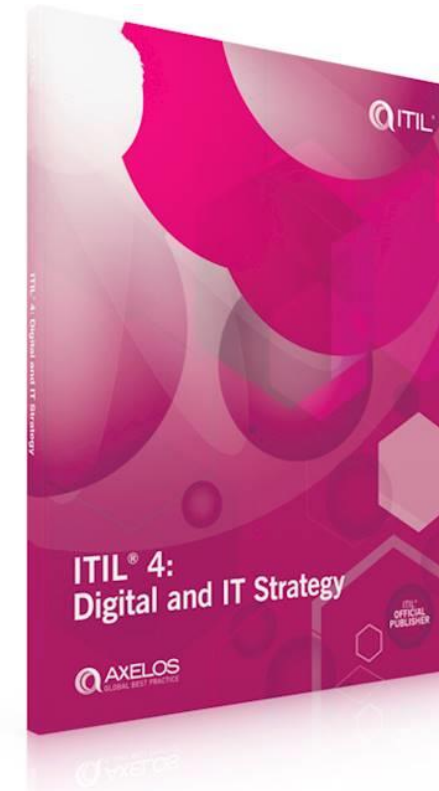


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ITIL 4: Digital and IT strategy

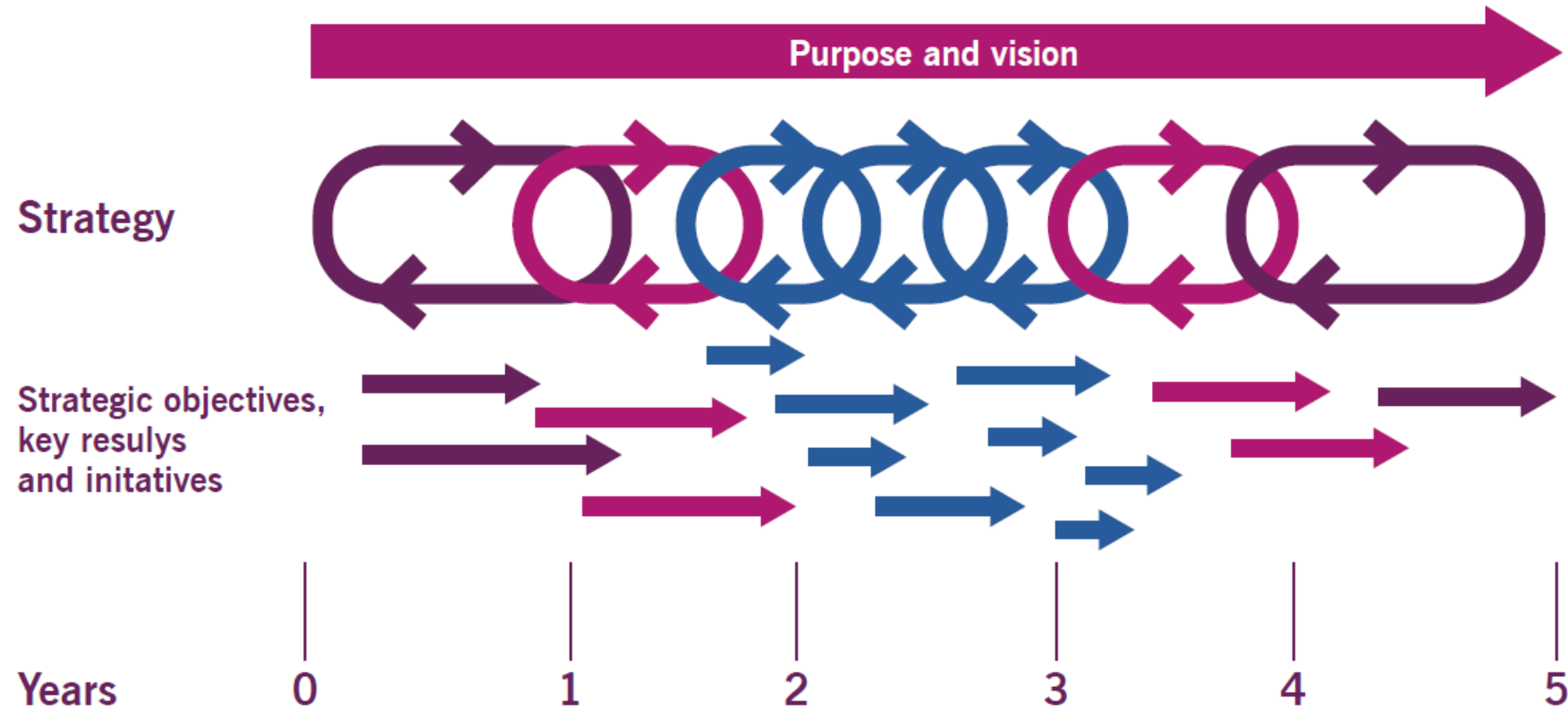


- A strategy and digital transformation guidance
- For leaders and aspiring leaders
- Based on the continual improvement model applied at the strategic level
 - + leadership, risks, innovations, organization
- Related practices:
 - Architecture management
 - Strategy management
 - Portfolio management
 - Service financial management
 - Workforce and talent management
 - Measurement and reporting
 - Risk management



David Cannon & Erika Flora

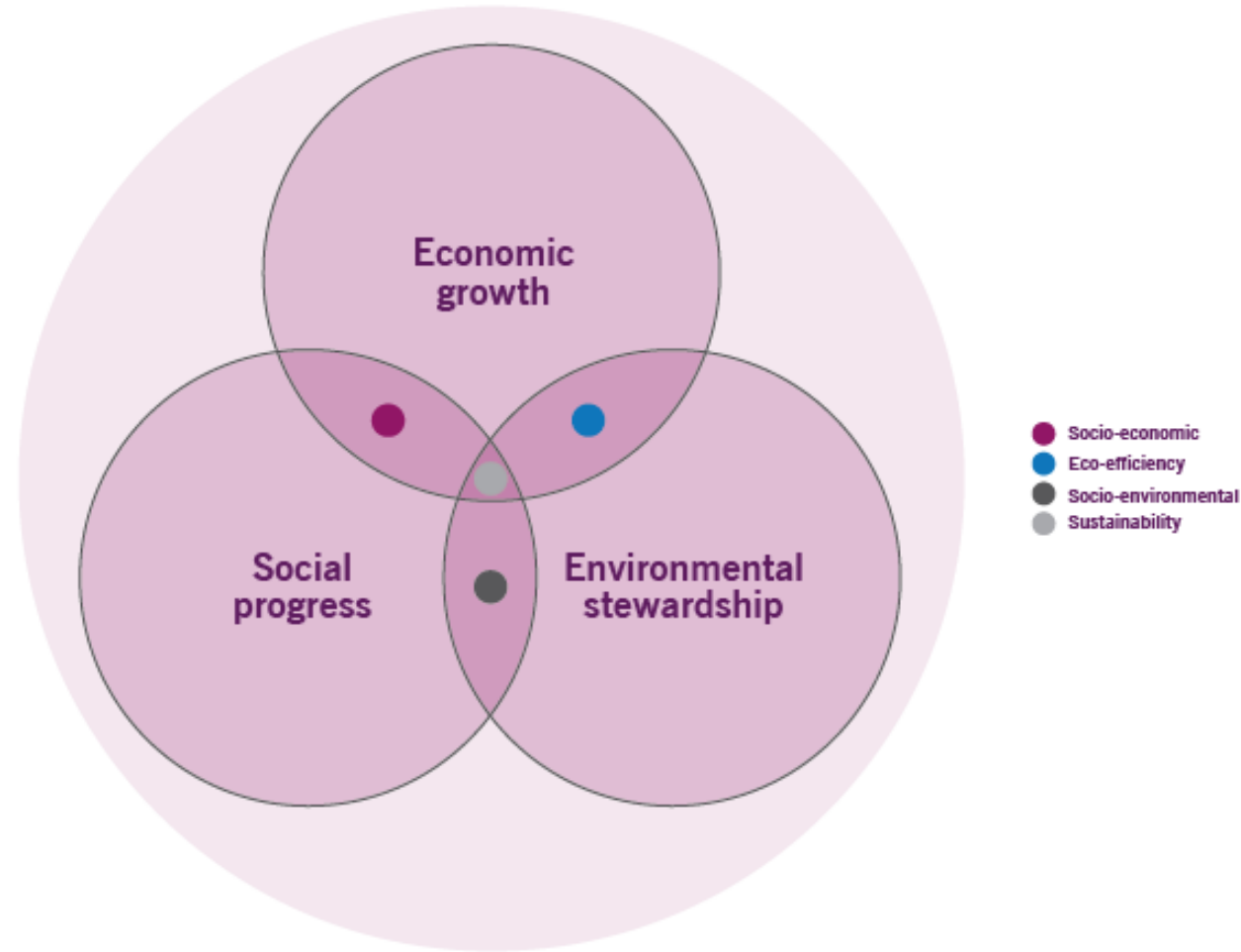
ITIL 4: Digital and IT strategy



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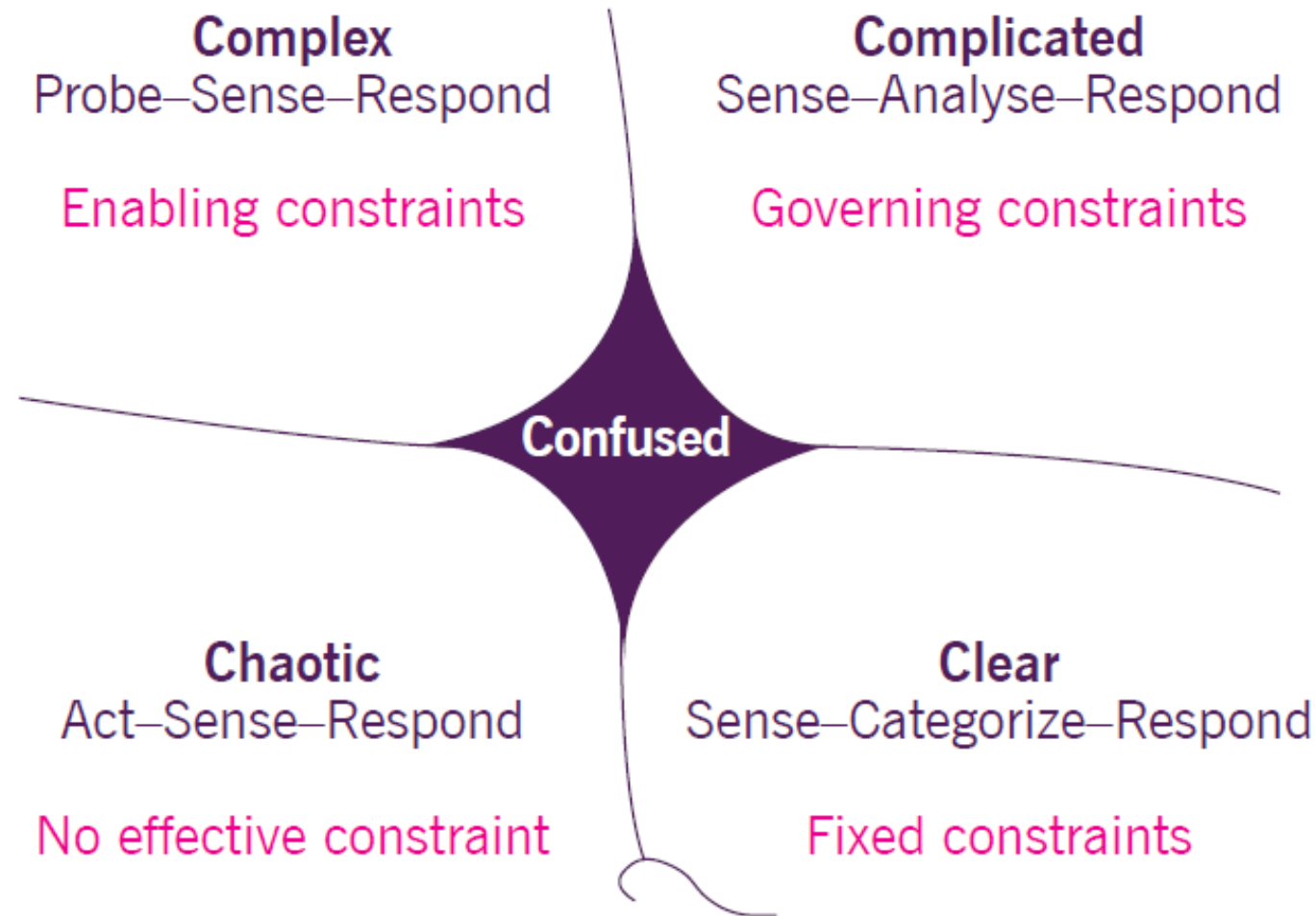


ITIL 4: Digital and IT strategy

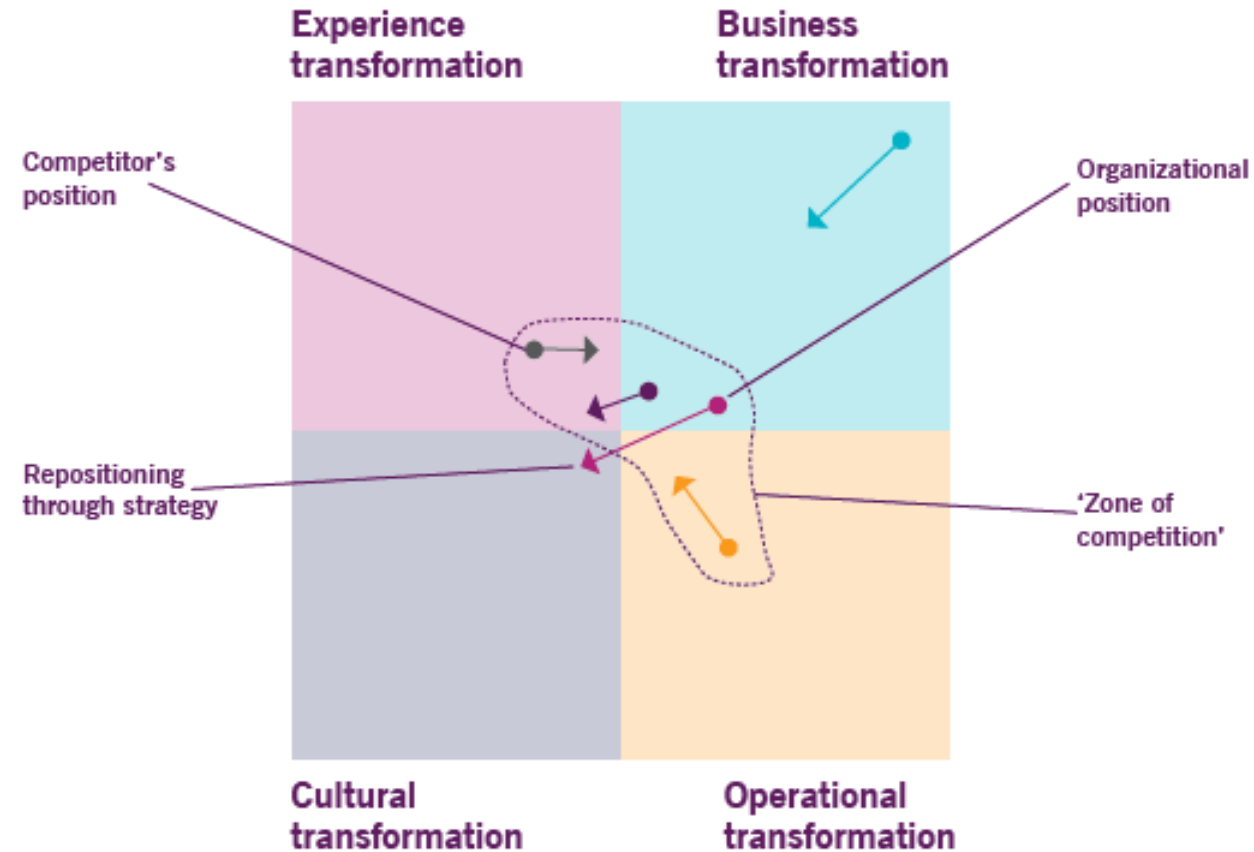


Based on: Bordoloi, S. Fitzsimmons, J.A. and Fitzsimmons, M.J. (2018)
Service Management: Operations, Strategy, Information Technology (9th edition). McGraw-Hill, New York.

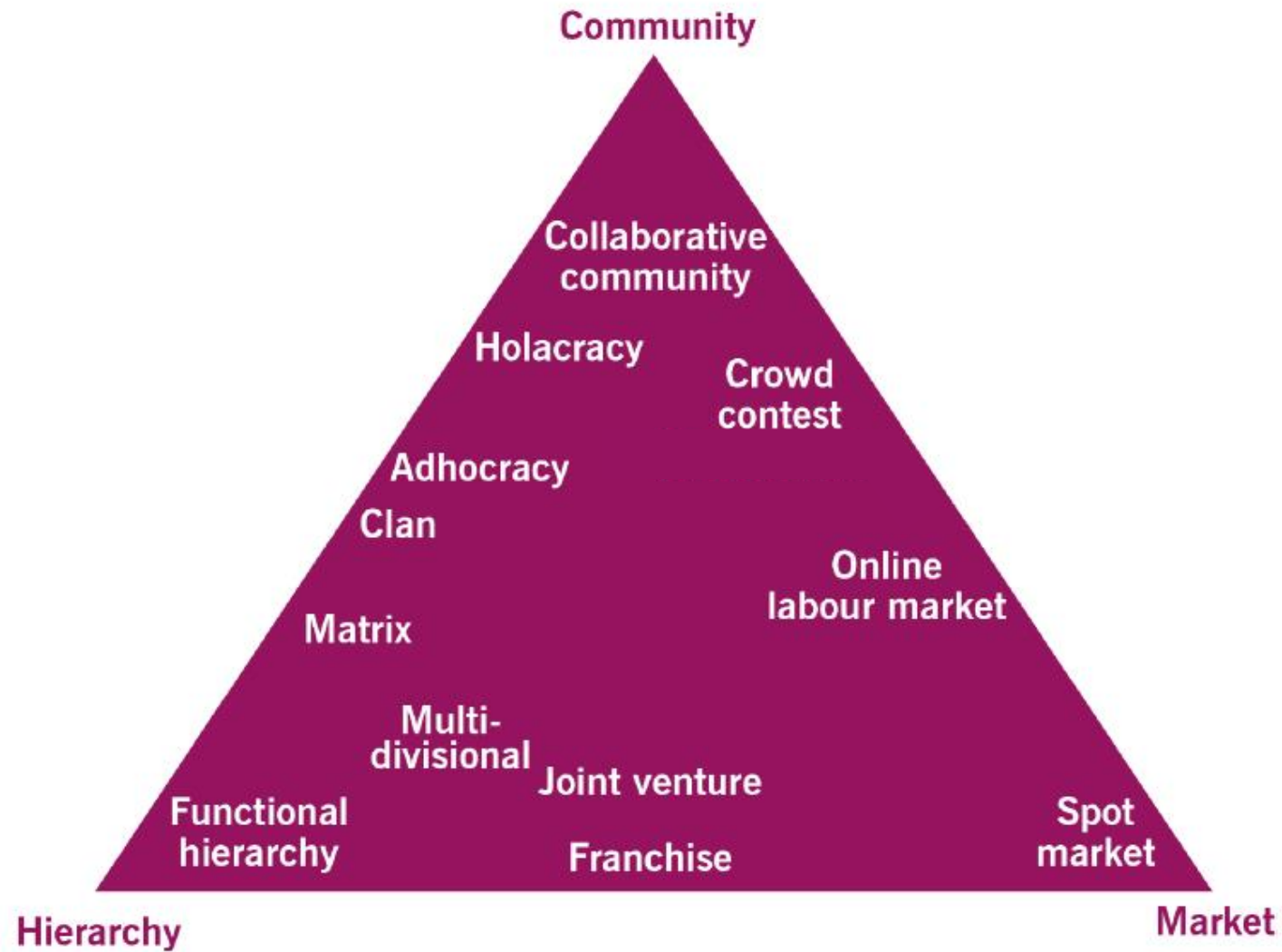
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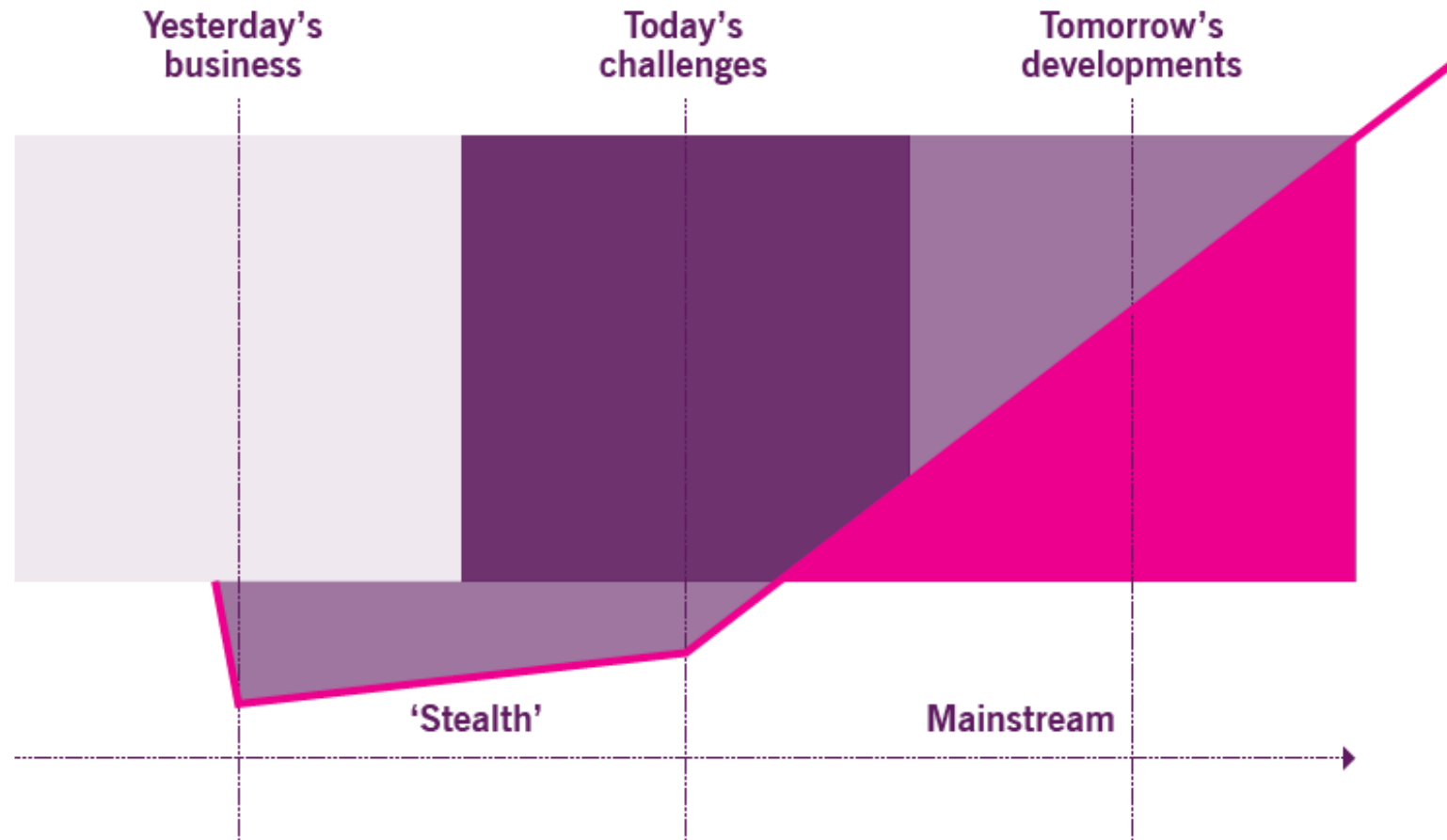
ITIL 4: Digital and IT strategy



Based on:

7Kolbjørnsrud, V. (2018) Collaborative organizational forms: on communities, crowds, and new hybrids. Journal of Organizational Design, [online] Volume 7(11).

ITIL 4: Digital and IT strategy



ITIL 4 Guiding principles



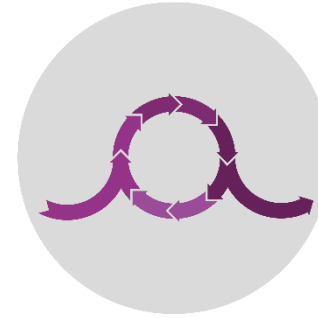
**FOCUS ON
VALUE**



**START WHERE
YOU ARE**



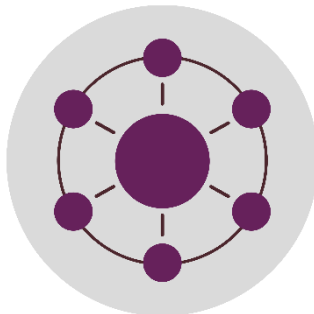
**PROGRESS
ITERATIVELY
WITH FEEDBACK**



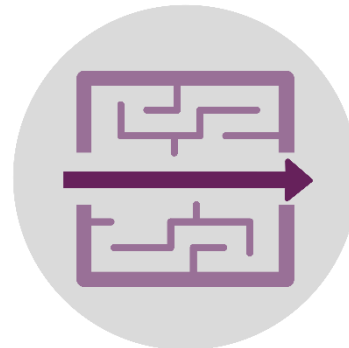
**COLLABORATE
AND PROMOTE
VISIBILITY**



**THINK
AND WORK
HOLISTICALLY**



**KEEP IT SIMPLE
AND PRACTICAL**



**OPTIMIZE AND
AUTOMATE**



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Kiitos!

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