



### ■ OVERVIEW:

- **Introduce:** a holistic approach to service management and focus on end-to-end service management from demand to value.
- **Describes:** an operating model for the delivery of tech-enabled products and services.
- **Reflects:** recent trends in software development and IT operations.
- **Includes:** advice on how to apply philosophies such as DevOps, Agile, Lean within service management.
- **ITIL 4 Components:**
  - Four dimensions model
  - Service value system (SVS)
- **Management Practices:**
  - General management practices
  - Service management practices
  - Technical management practices
- **ITIL Service Value System (SVS):** Describes how components and activities of organization interact to create value through IT-service

--//40 questions are on the exam. 40 questions are covered in this study guide. All information on this study guide has been pulled from WGU's official live cohorts. Good luck! //--

# Itil Foundations Study Guide

**Robert R. Redfield**



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