

## 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

## GUIDING PRINCIPLES

- Focus on value
- Start where you are
- Progress iteratively
- Collaborate and promote visibility
- Think and work holistically
- Keep it simple and practical
- Optimize and automate

## TECHNICAL MANAGEMENT PRACTICES

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

## 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

# ITIL® 4

DEMAND

CONTINUAL IMPROVEMENT

GUIDING PRINCIPLES

PRACTICES

VALUE

SERVICE VALUE CHAIN

GOVERNANCE

MAXPERT®

4 DIMENSIONS

PEOPLE + ORGANIZATIONS

VALUE STREAMS + PROCESSES

INFORMATION + TECHNOLOGY

PARTNERS + SUPPLIER