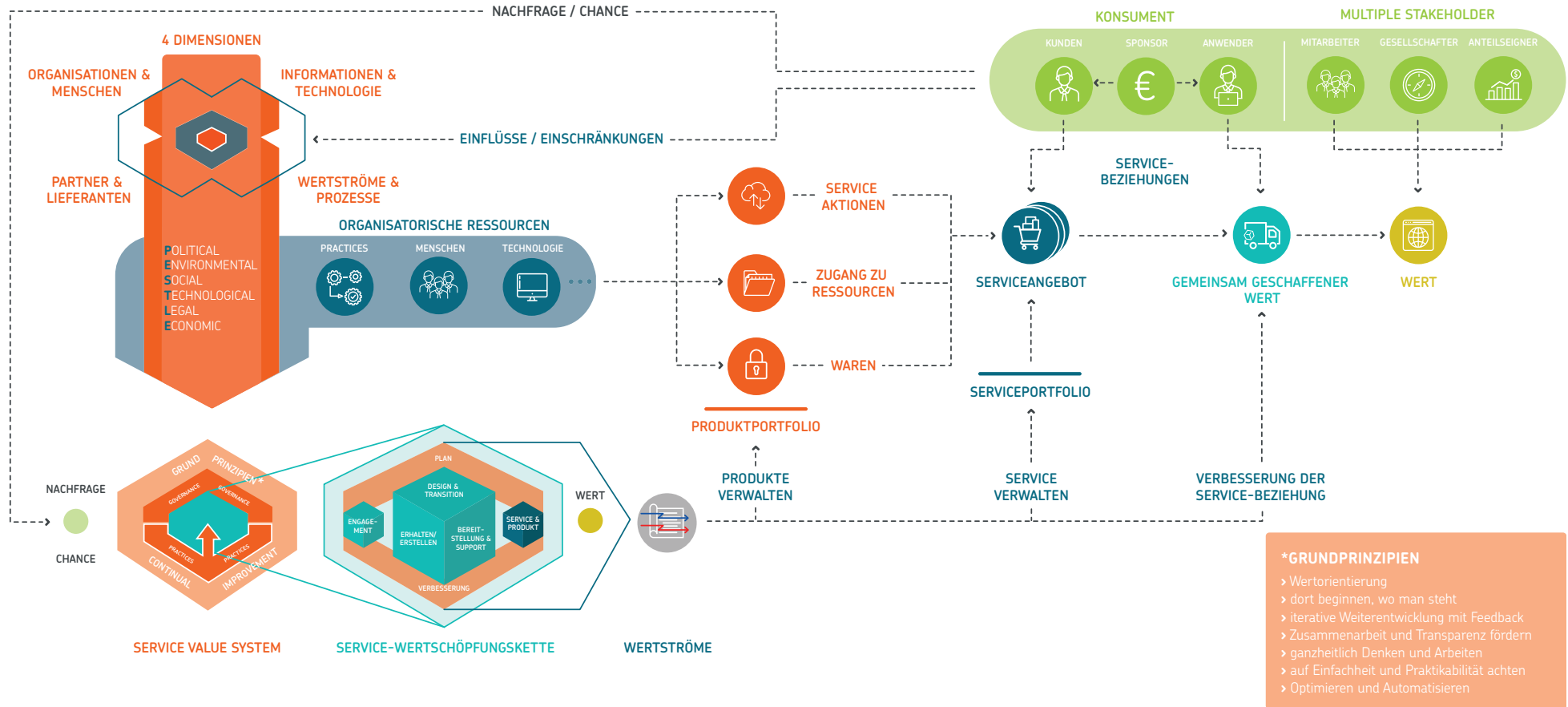


ITIL® 4 SERVICE VALUE SYSTEM



- TECHNICAL MANAGEMENT PRACTICES**
- > Deployment Management
 - > Infrastructure & Platform Management
 - > Software Development & Management

- GENERAL MANAGEMENT PRACTICES**
- > Continual Improvement
 - > Architecture Management
 - > Information Security Management
 - > Knowledge Management
 - > Measurement & Reporting
 - > Organisational Change Management
 - > Portfolio Management
 - > Project Management
 - > Relationship Management
 - > Risk Management
 - > Service Financial Management
 - > Strategy Management
 - > Supplier Management
 - > Workforce & Talent Management

- SERVICE MANAGEMENT PRACTICES**
- > Availability Management
 - > Capacity & Performance Management
 - > Change Enablement
 - > Incident Management
 - > IT Asset Management
 - > Service Continuity Management
 - > Monitoring & Event Management
 - > Problem Management
 - > Release Management
 - > Service Request Management
 - > Service Catalogue Management
 - > Service Configuration Management
 - > Service Design
 - > Service Desk
 - > Business Analysis
 - > Service Validation & Testing
 - > Service Level Management