Guiding Principles





Service Value Chain



Four Dimensions



Continual Improvement







Utility/Warranty

<u>Utility</u> is the functionality offered by a product or service to meet a particular need, •What a service does (fit for purpose)

Warranty is the assurance that a product or service will meet agreed requirements.

·How a service performs (fit for use)

What is service?

A <u>service</u> is a means of enabling value co-creation by facilitating outcomes that customers want to achieve without the customer having to manage specific costs and risks.

- Yalug is the perceived benefits, usefulness, and importance of something.
- An <u>outcome</u> is a result for a stakeholder enabled by one or more outputs.
- Cost is the amount of money spent on a specific activity or resource.
- Risk is a possible event that could cause harm or loss, or make it more difficult to achieve objectives.

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Itil User Guide

F Rizvi



Itil User Guide Book Review: Unveiling the Magic of Language

In a digital era where connections and knowledge reign supreme, the enchanting power of language has become more apparent than ever. Its capability to stir emotions, provoke thought, and instigate transformation is actually remarkable. This extraordinary book, aptly titled "Itil User Guide," published by a highly acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound affect our existence. Throughout this critique, we will delve to the book is central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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