# ITIL 4 Management Practices

# **General Management Practices**

- Architecture Management
- Continual Improvement
- Information Security Management
- Knowledge Management
- Measurement & Reporting
- Organizational Change Management
- Portfolio Management
- Project Management
- Relationship Management
- Risk Management
- Service Financial Management
- Strategy Management
- Supplier Management
- Workforce & Talent Management

# Technical Management Practices

- Deployment Management
- Infrastructure & Platform Management
- Software Development & Management

# Service Management Practices

- Availability Management
- Business Analysis
- Capacity & Performance Management
- Change Enablement
- Incident Management
- IT Asset Management
- Monitoring & 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 & Testing

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# **Itil Service Operation Best Management Practices**

**Dmitry Vasilenko and Natalia Khazieva** 

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