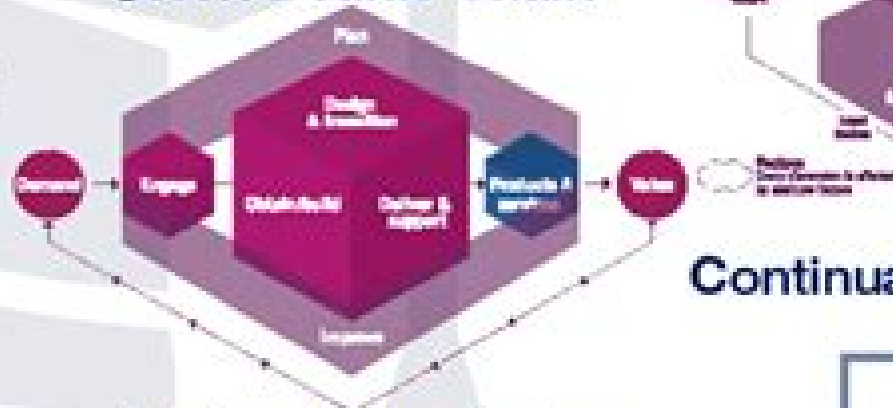


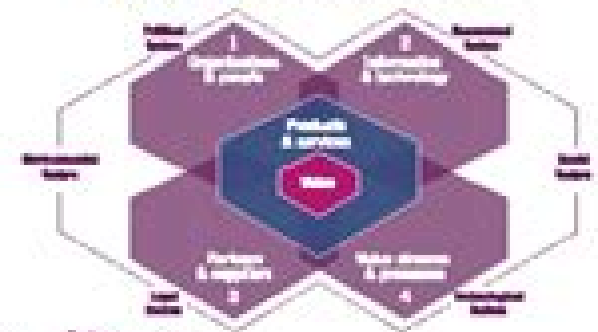
Guiding Principles



Service Value Chain



Four Dimensions



Continual Improvement

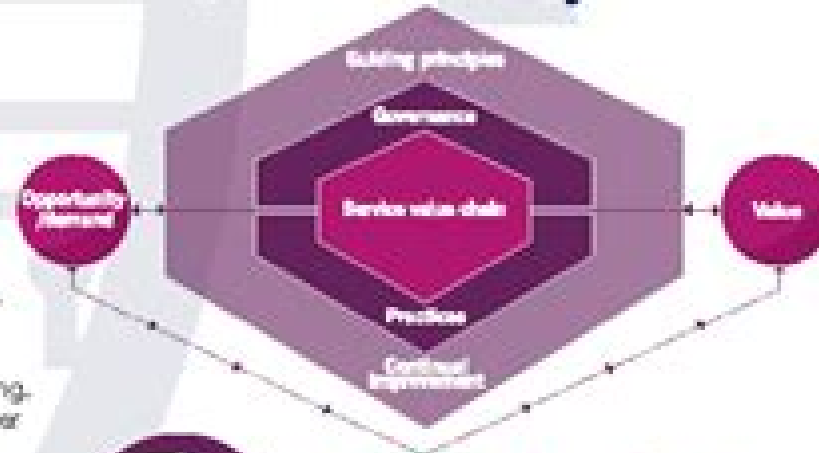


What is service?

A **service** 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.

- **Value** is the perceived benefits, usefulness, and importance of something.
- An **outcome** 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.

Service Value System



Utility/Warranty

Utility 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)



Itil Osa Study Guide

M Woodhall



Itil Osa Study Guide:

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

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