ITIL4 – Example Value Streams

For your

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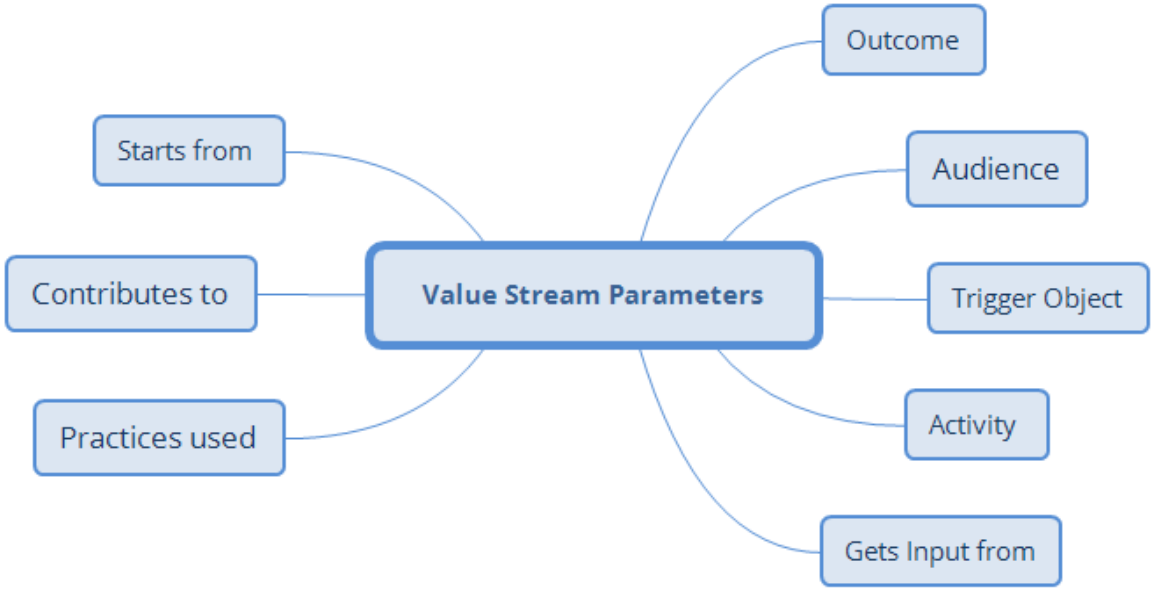
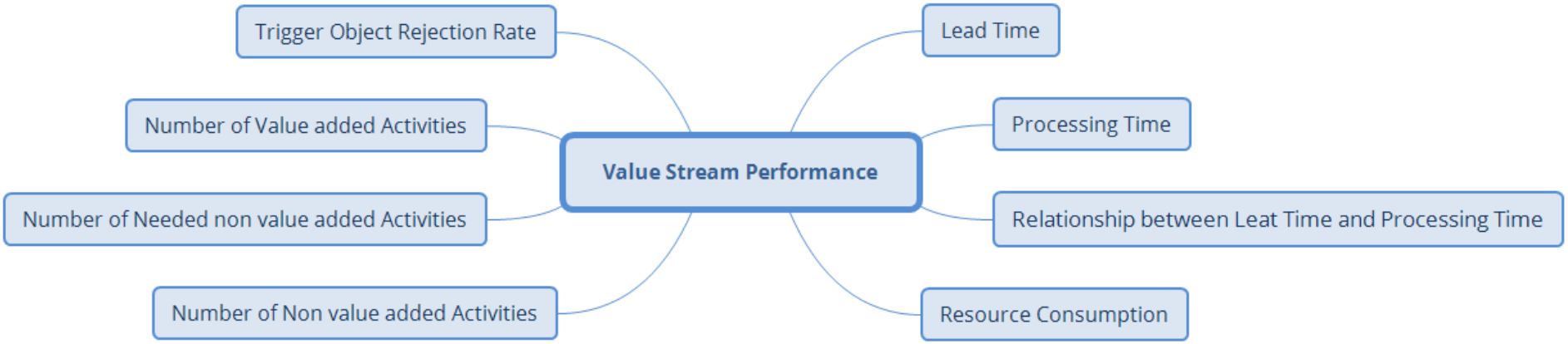
Value Stream Description Structure

Service value streams are specific combinations of activities and practices, and each one is designed for a particular scenario. Once designed, value streams should be subject to continual improvement.



Value Stream Performance Metrics



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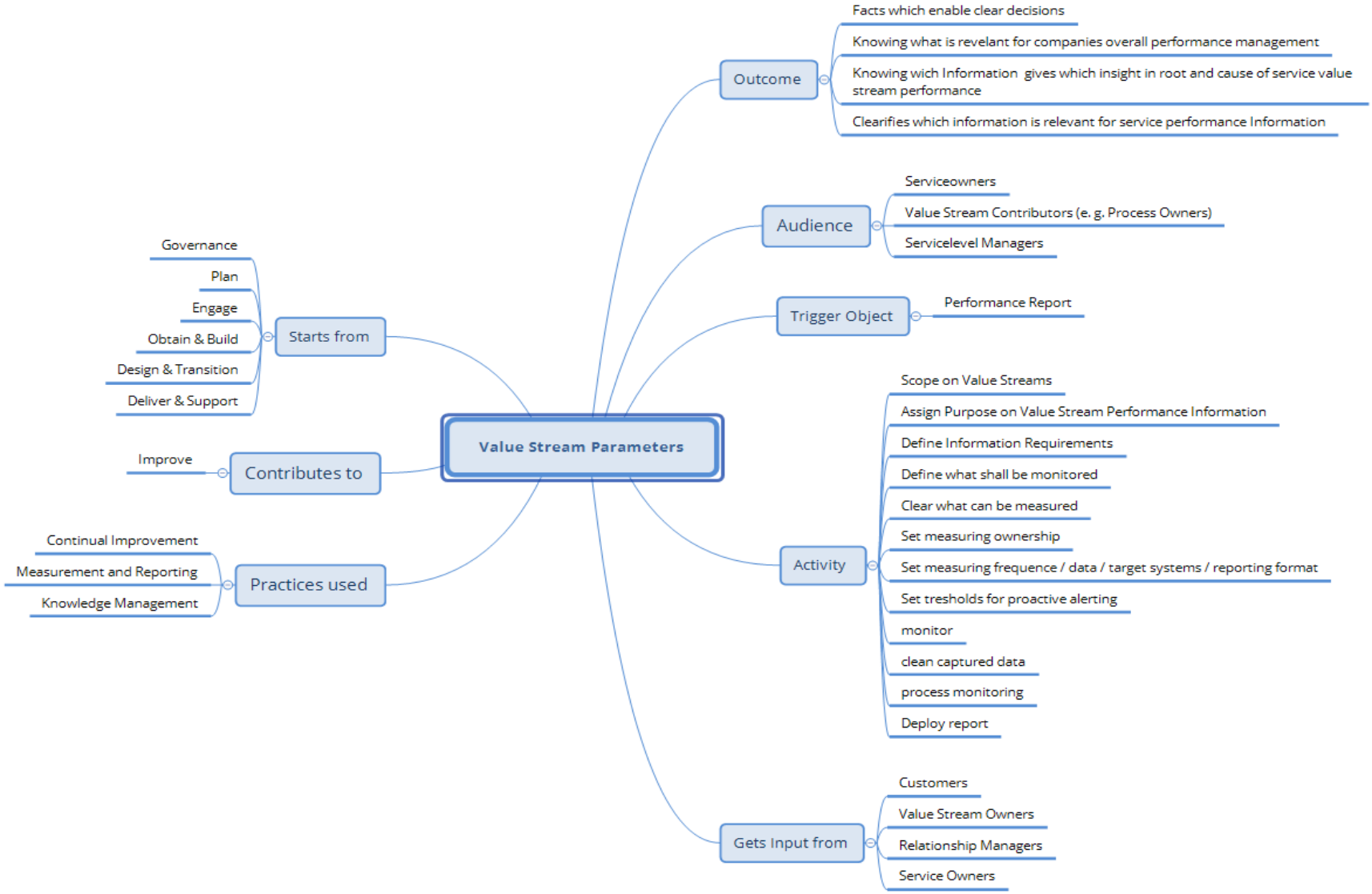
Define Value Chain Performance Info



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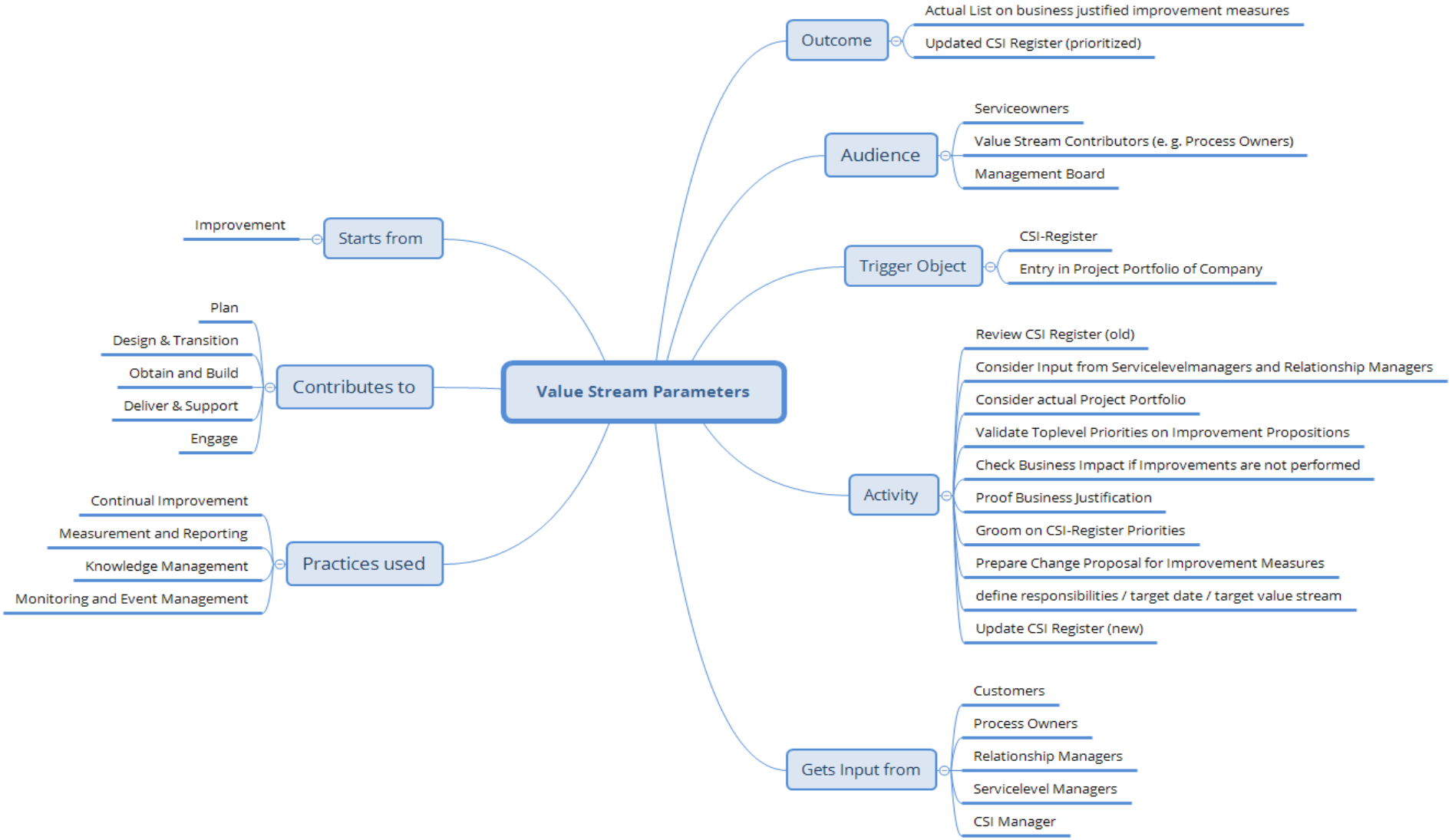
Managing Improvement Initiatives & Plans



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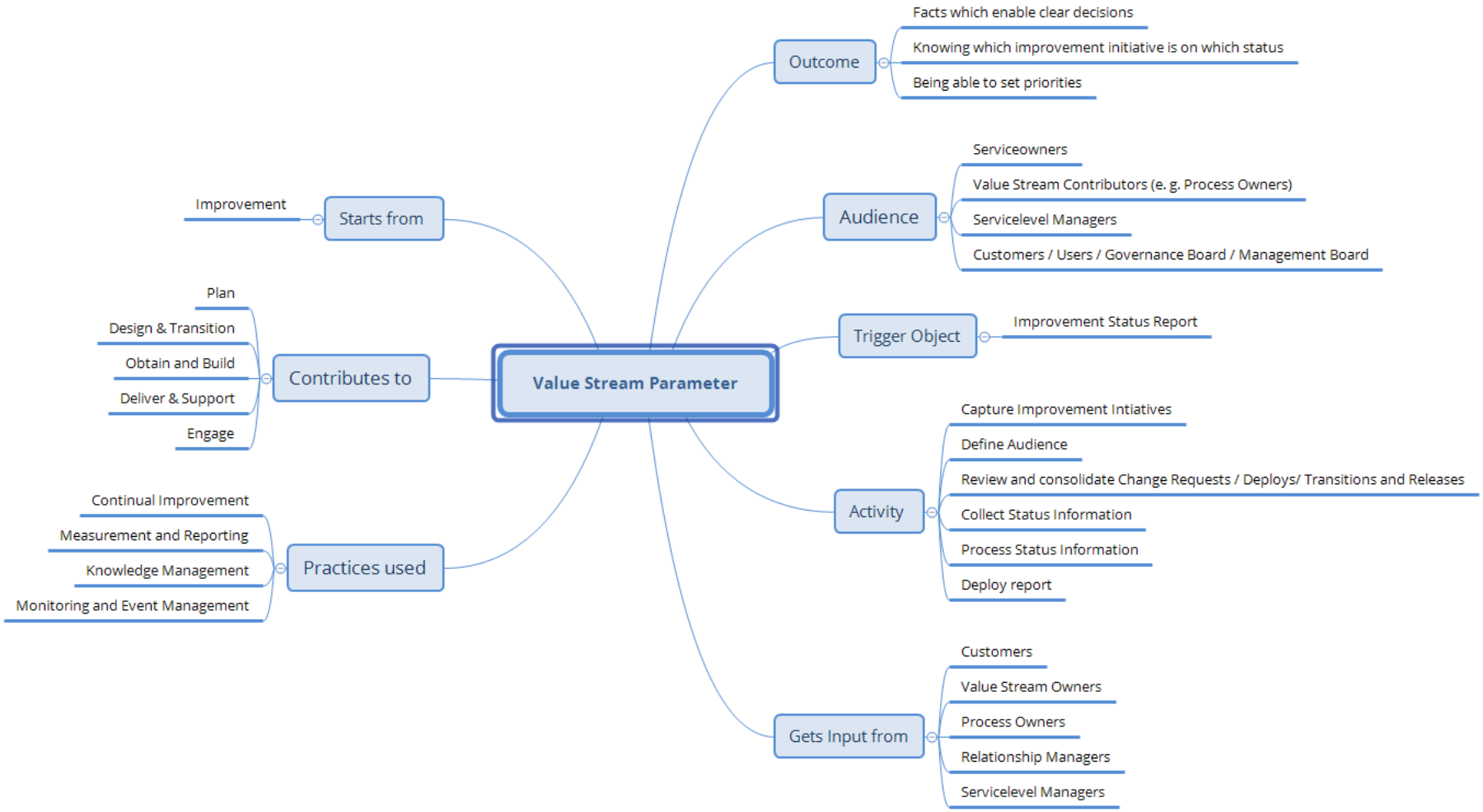
Knowing about improvement Status



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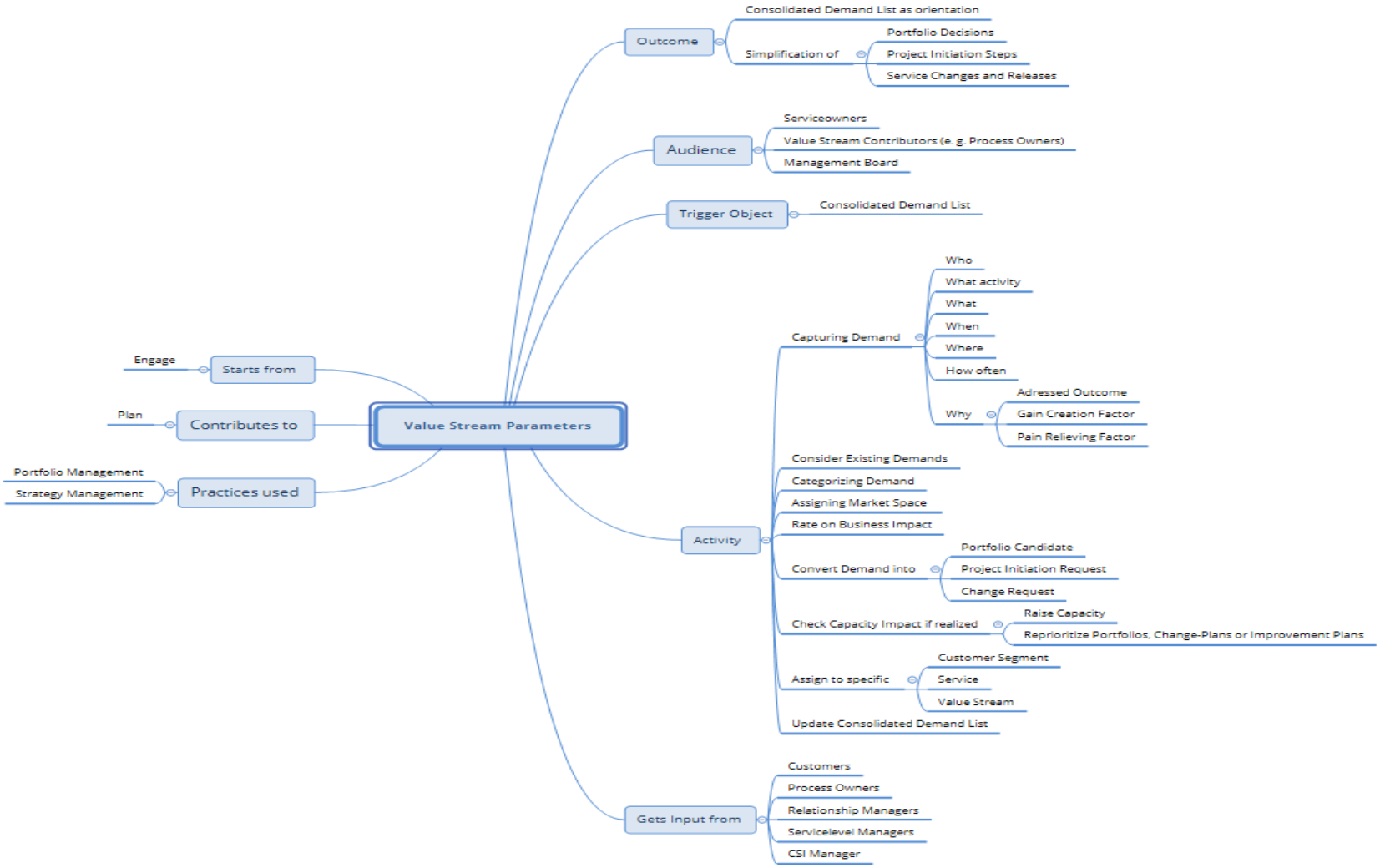
Managing consolidated Demands and Opportunities



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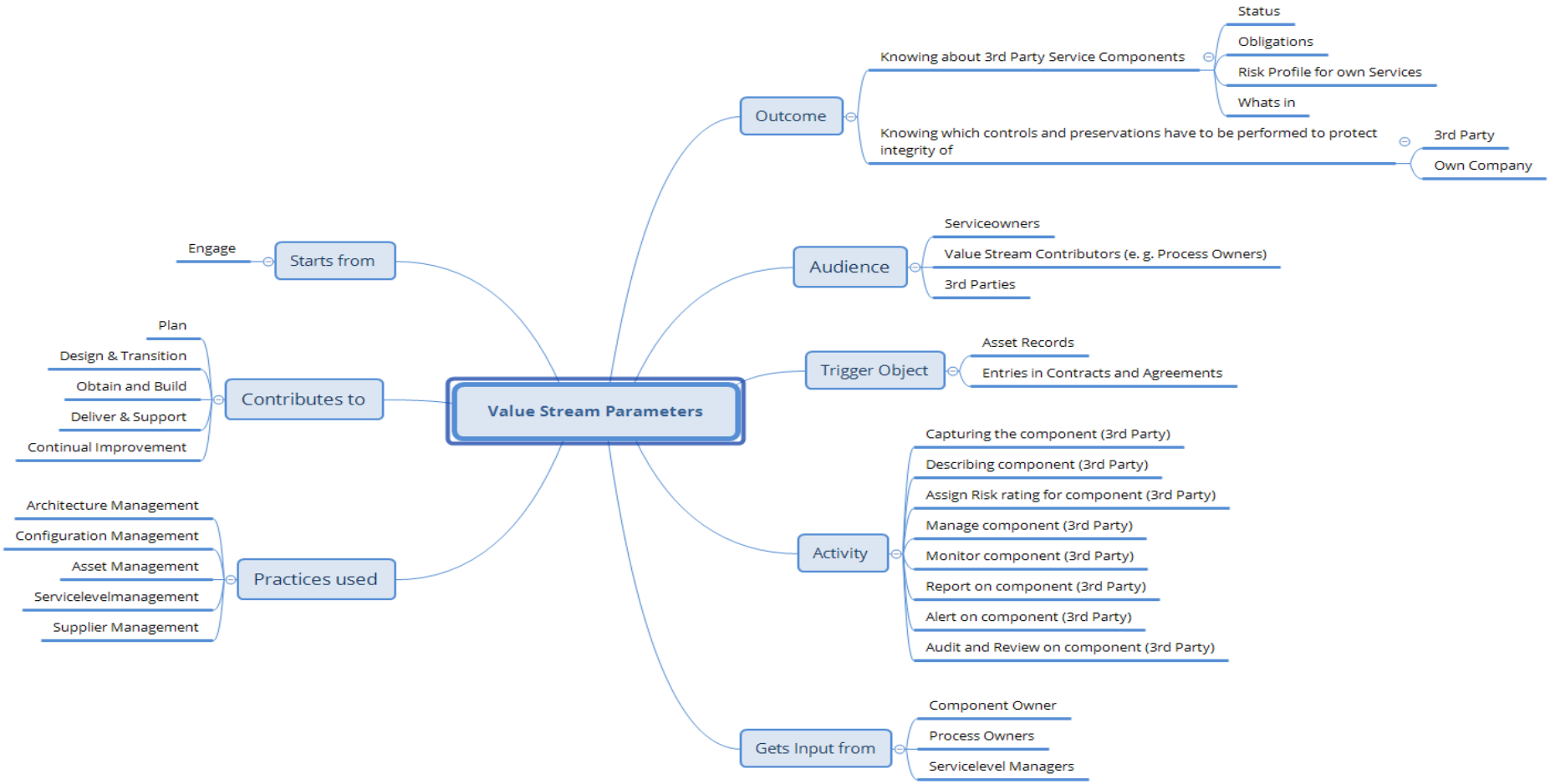
Delivering Knowledge and Information about 3rd Party Service Components



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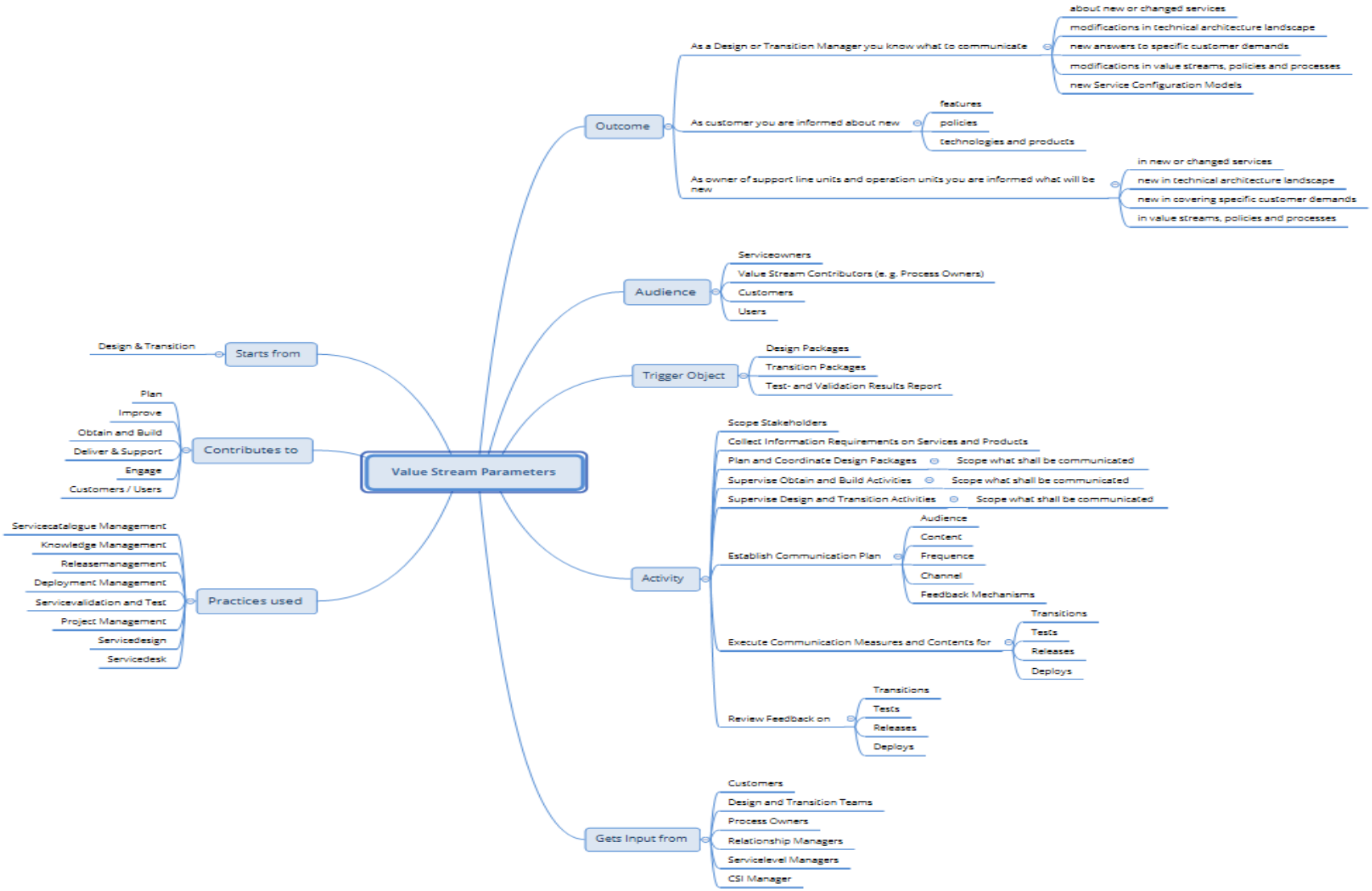
Delivering Knowledge and Information about new & changed products and services



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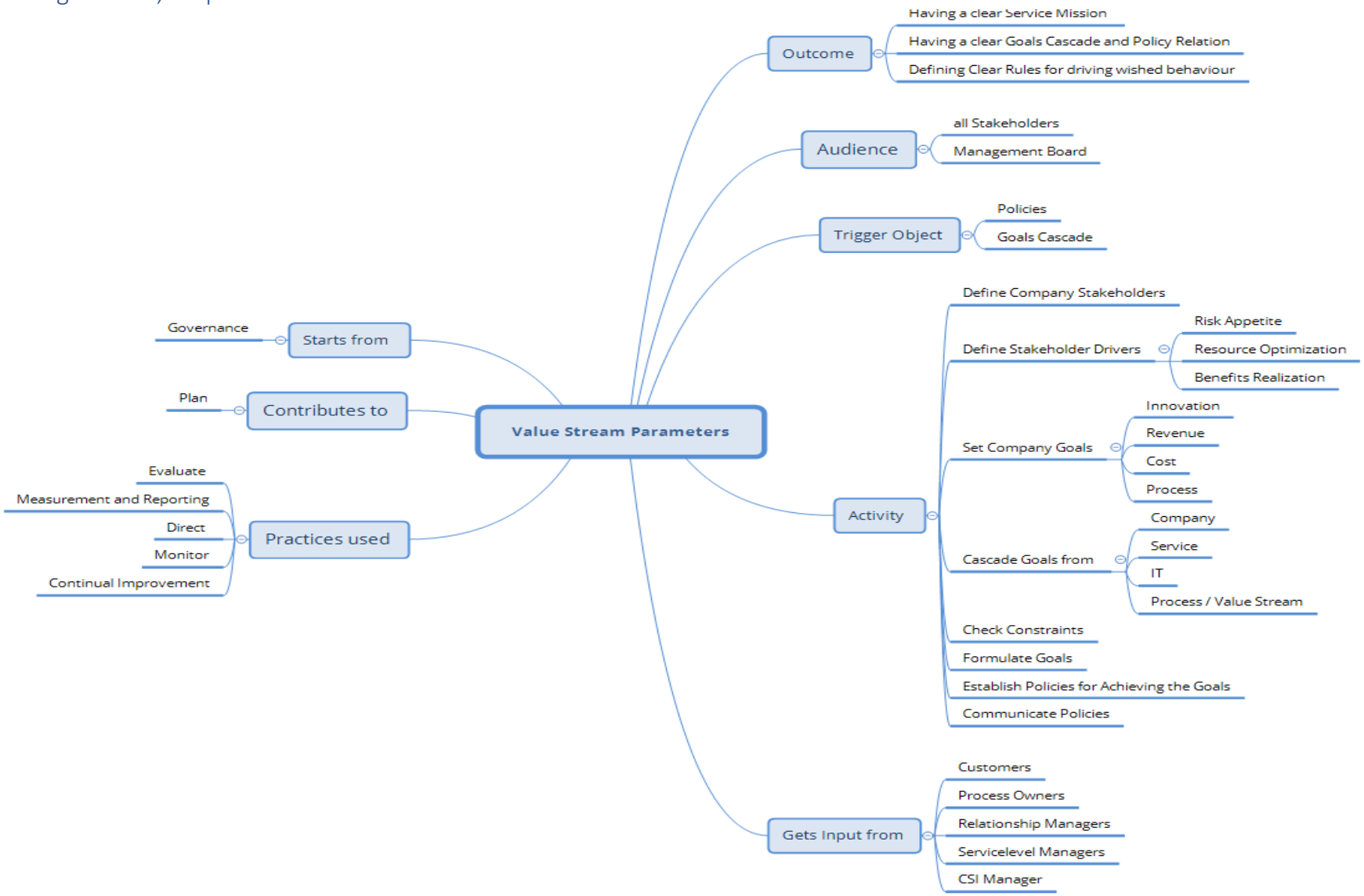
Establishing Policies, Requirements and Constraints



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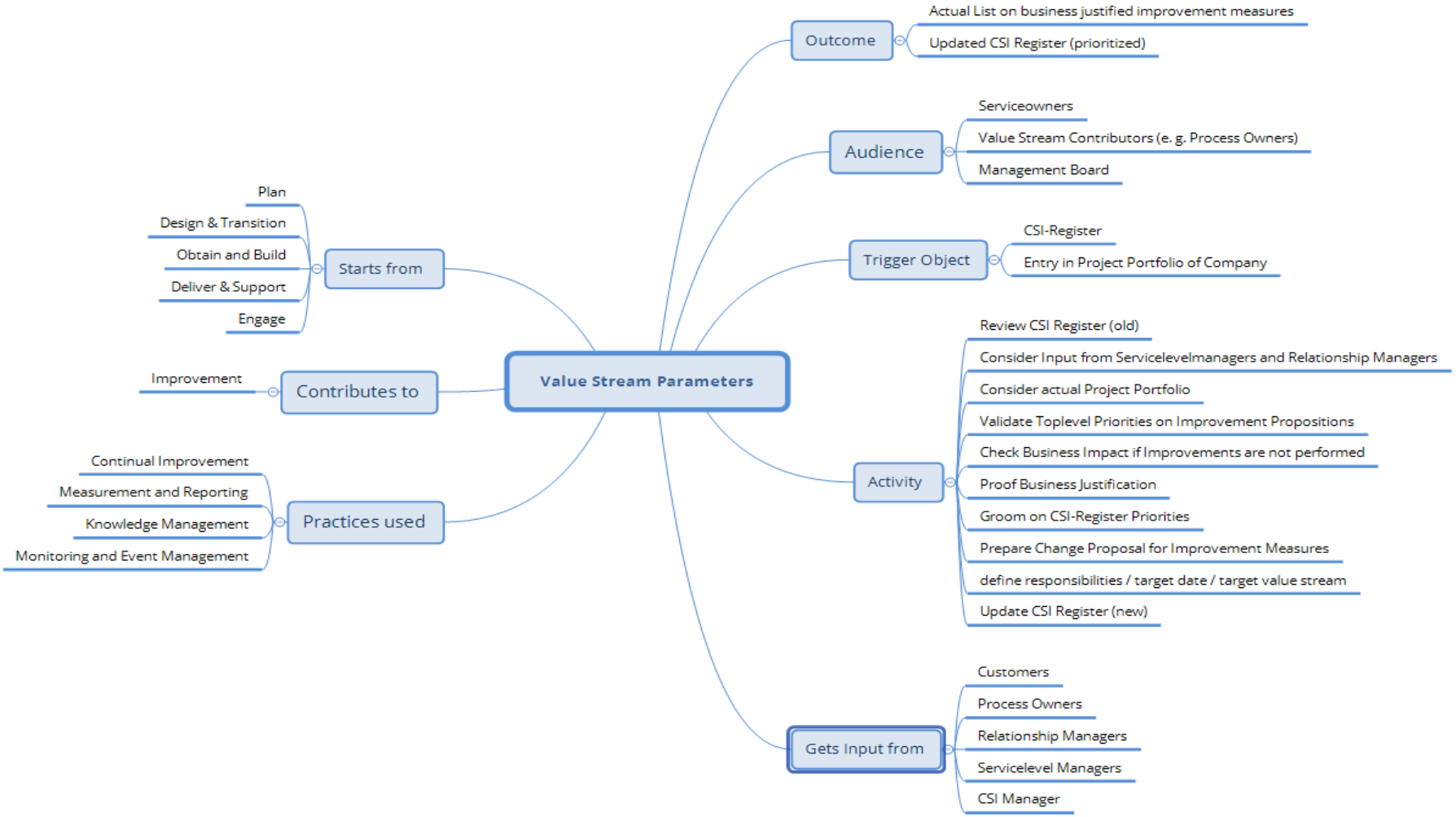
Scoping on Improvement Opportunities



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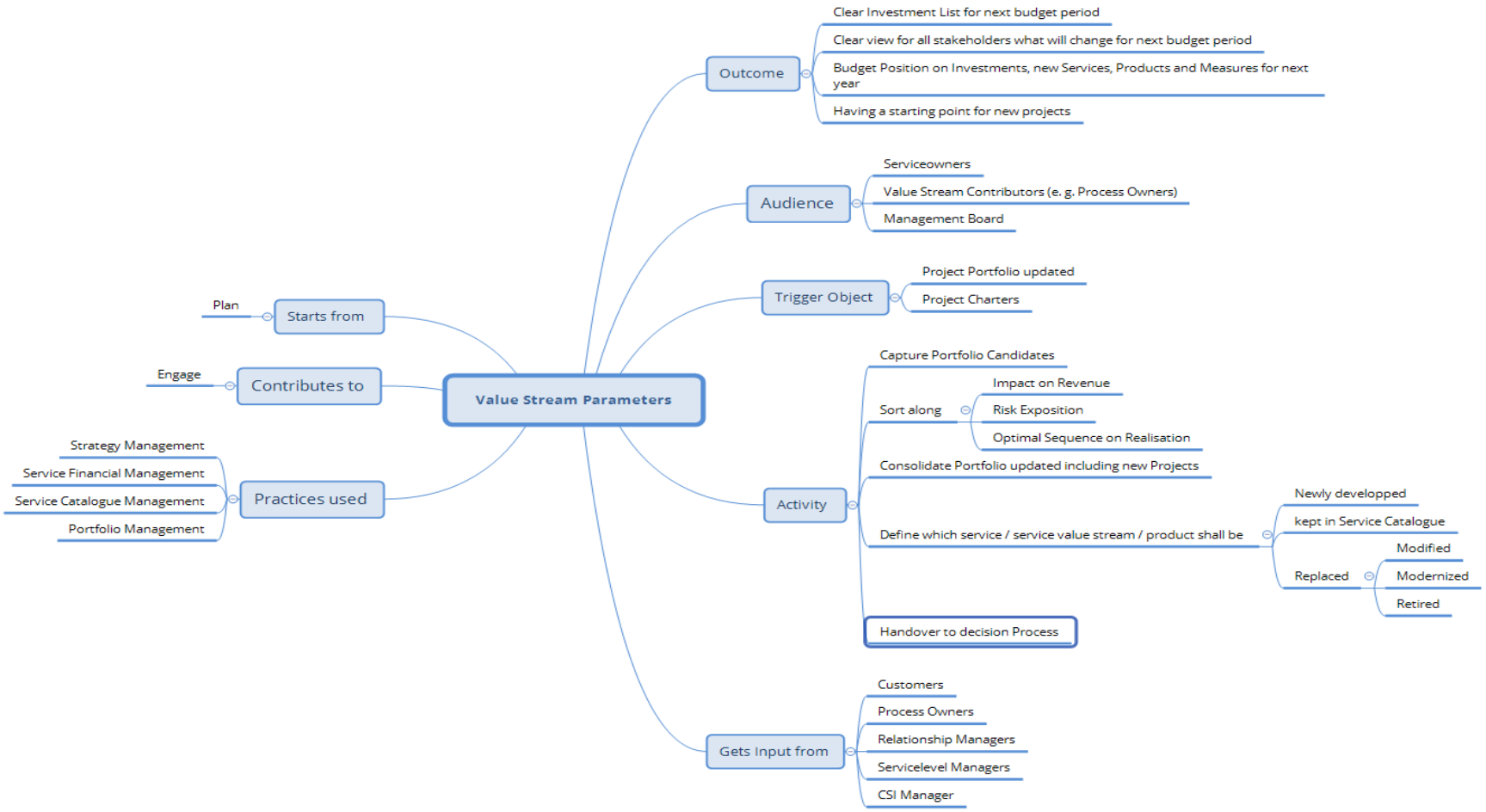
Managing Product and Service Portfolio



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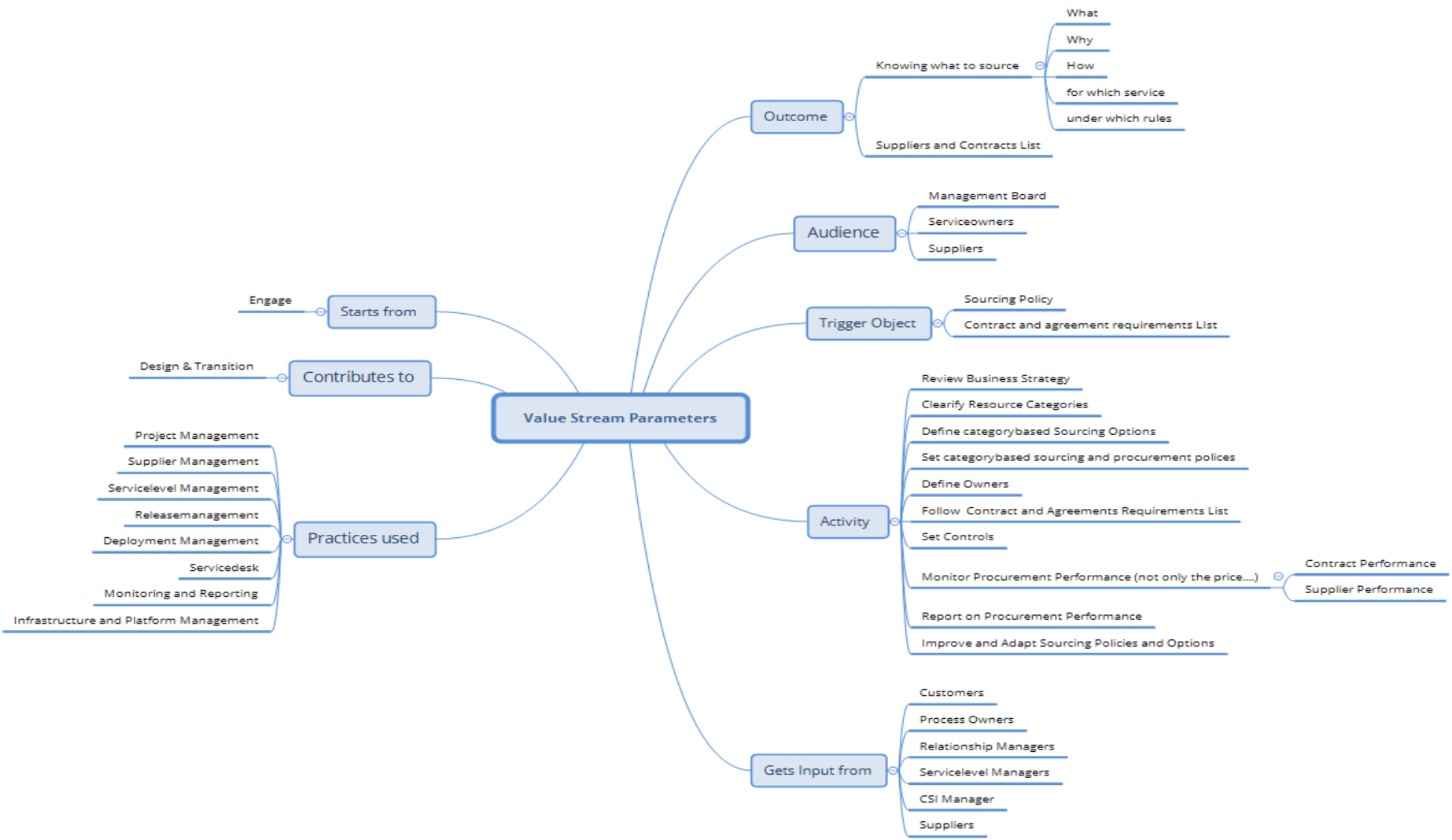
Definition of Contract and Agreement Requirements



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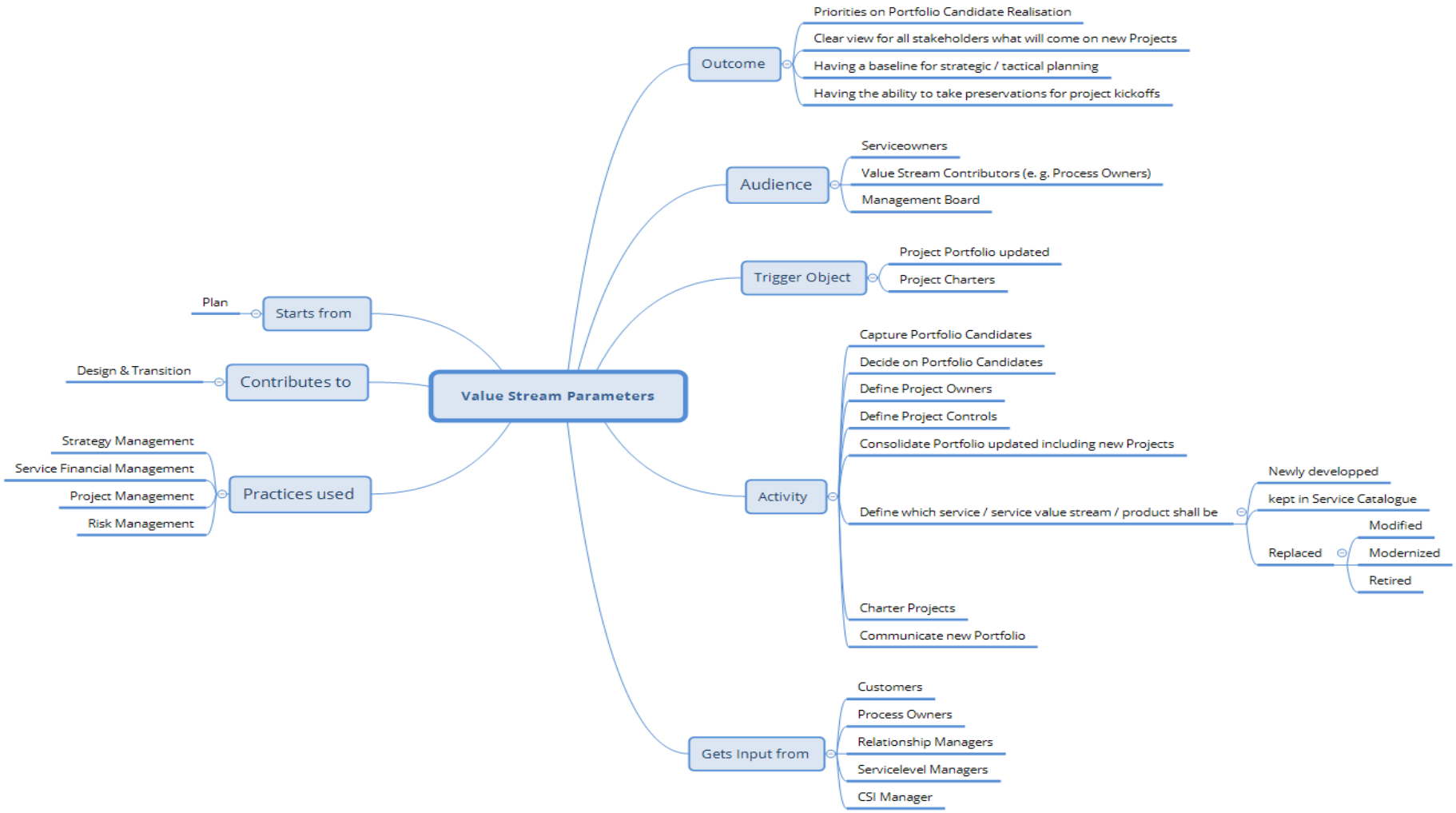
Portfolio Decisions



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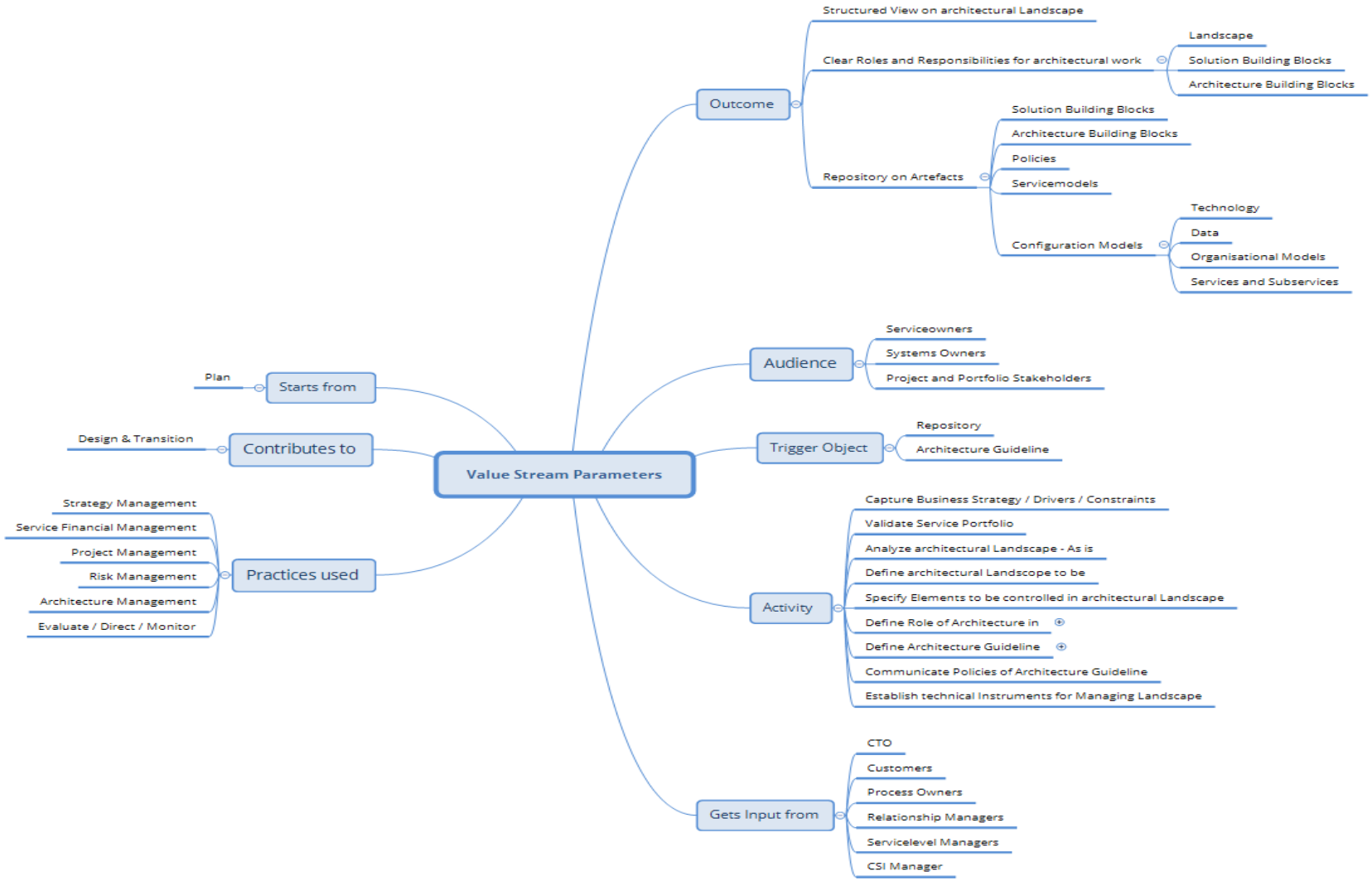
Defining Architectures and Polices



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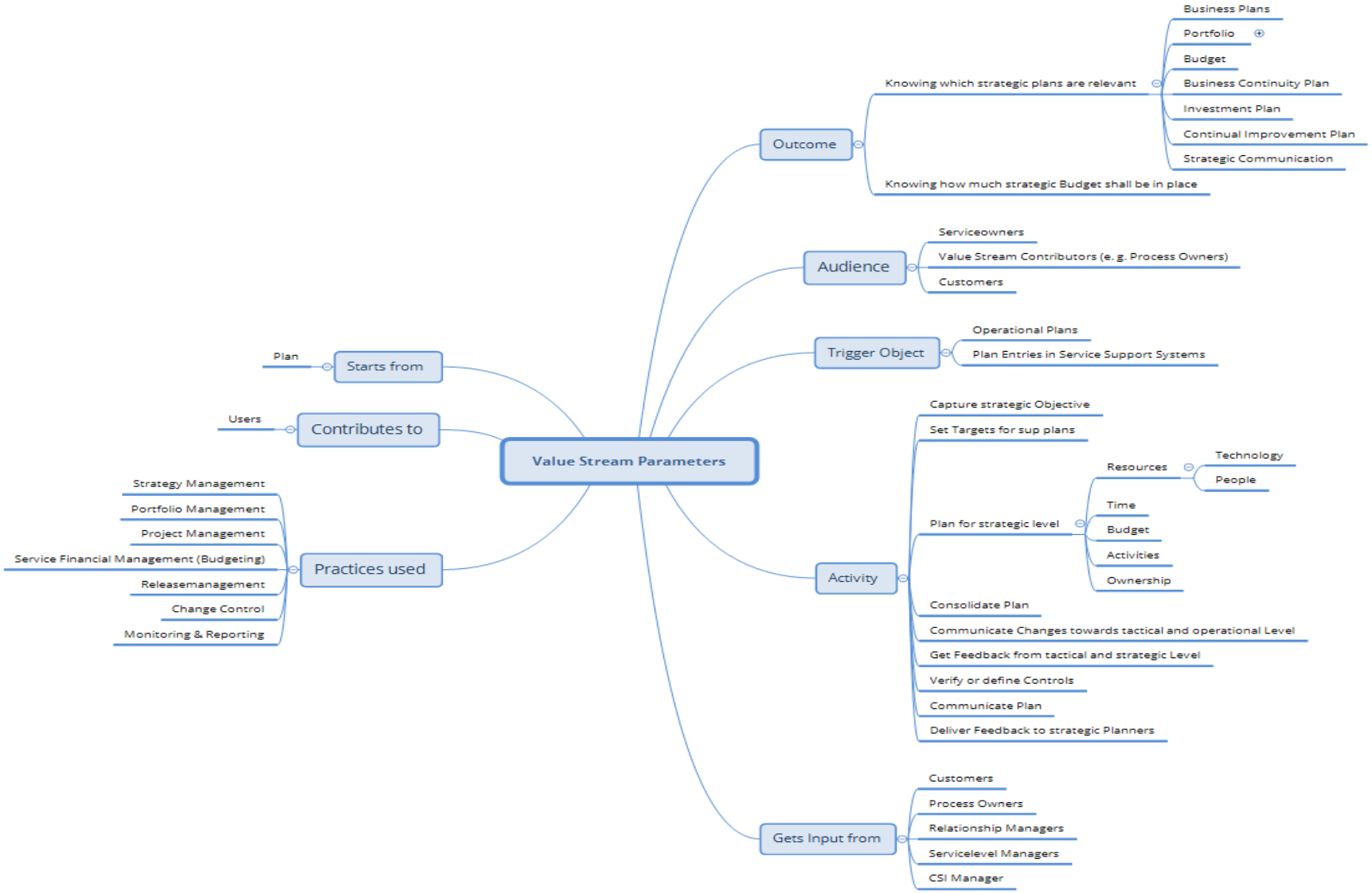
Strategic Planning



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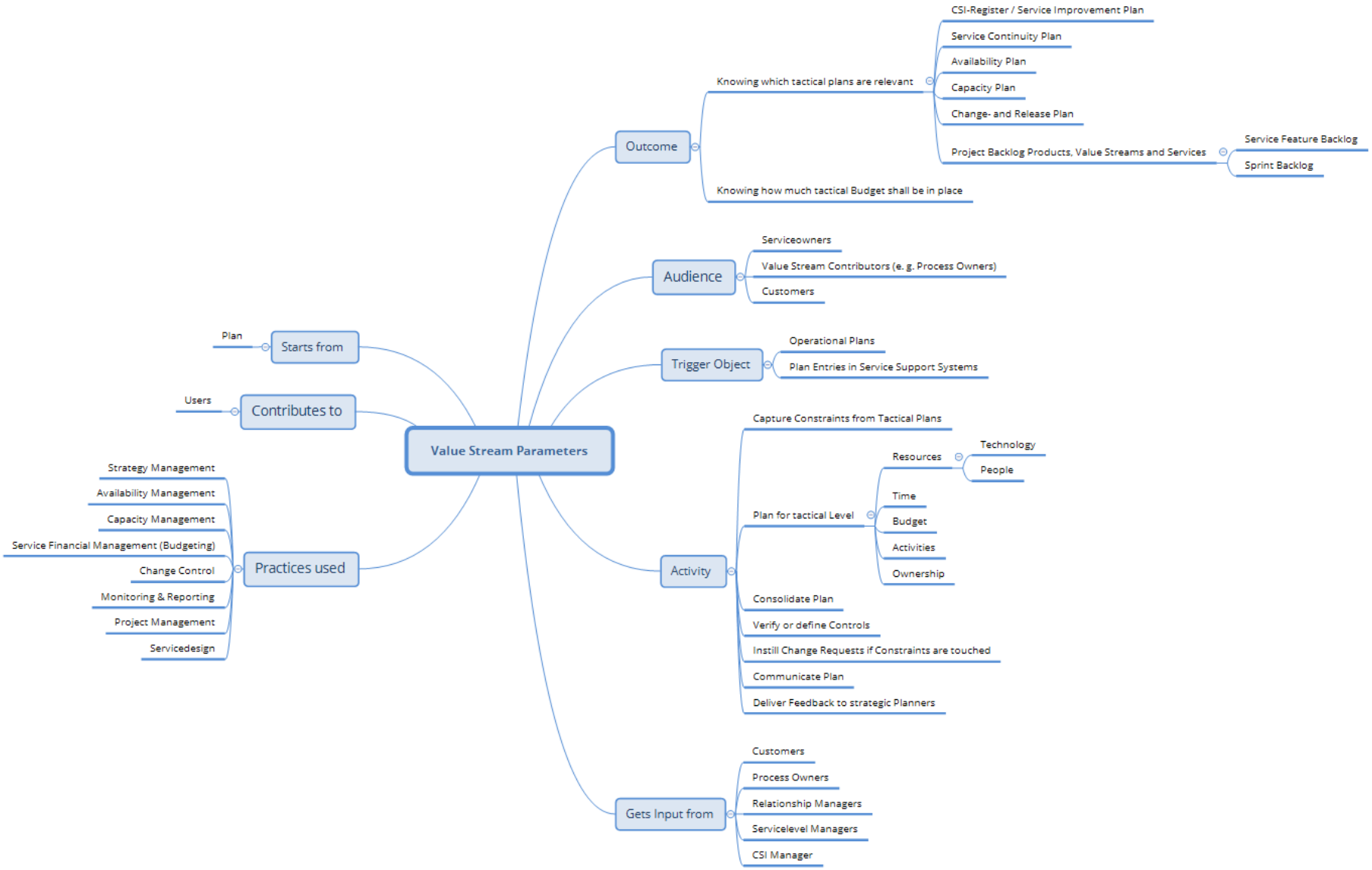
Tactical Planning



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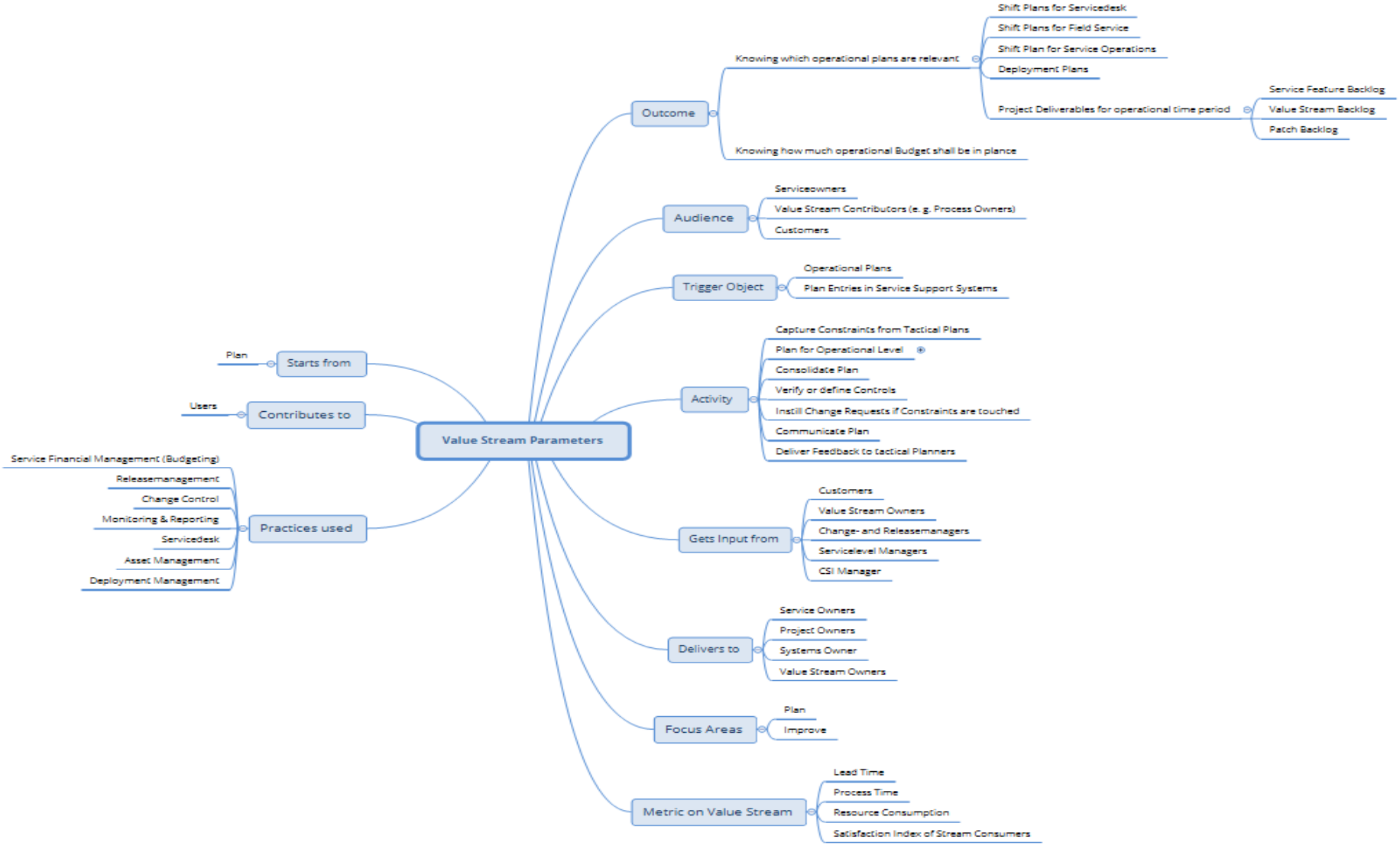
Operational Planning



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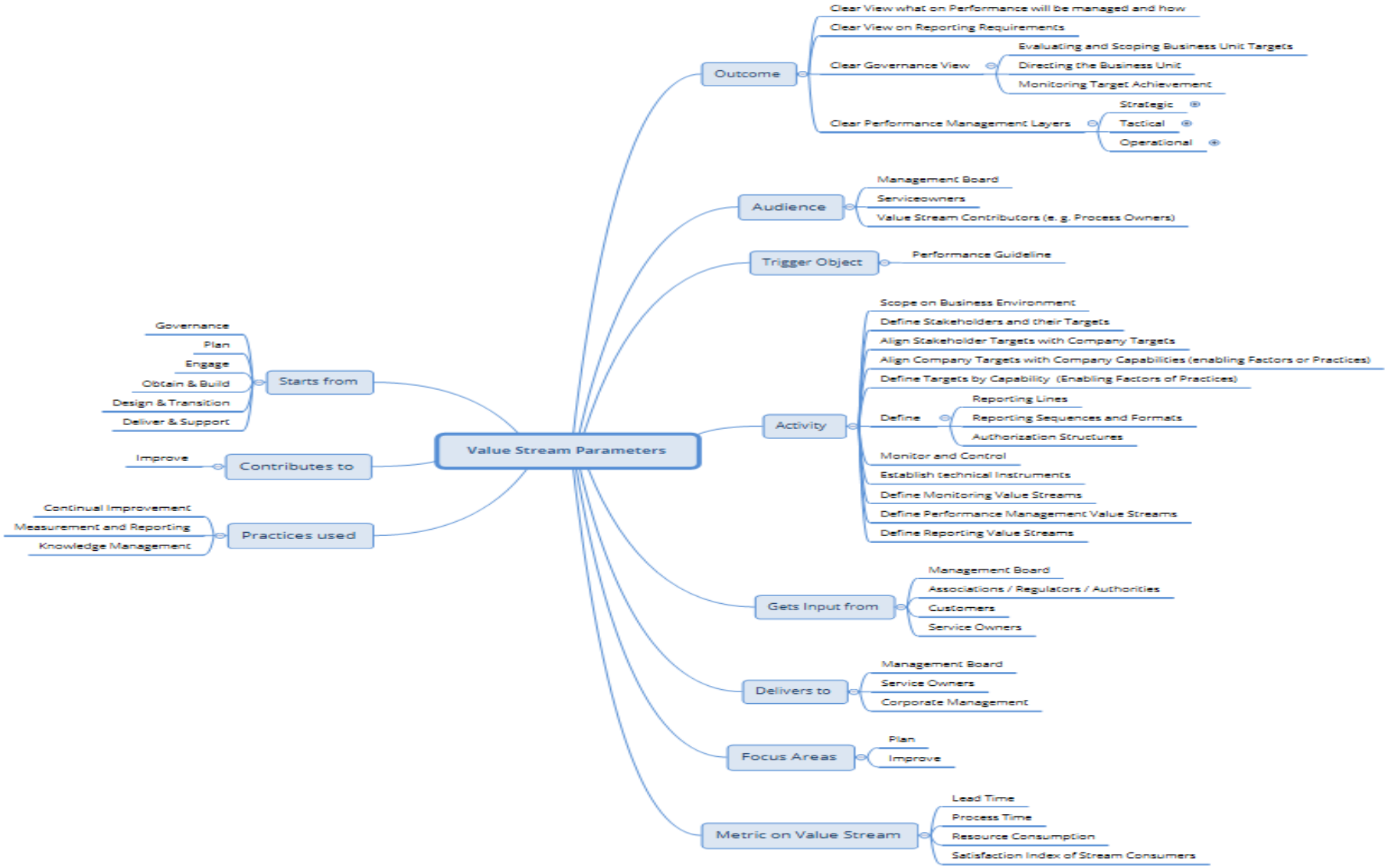
Defining Performance Management Execution



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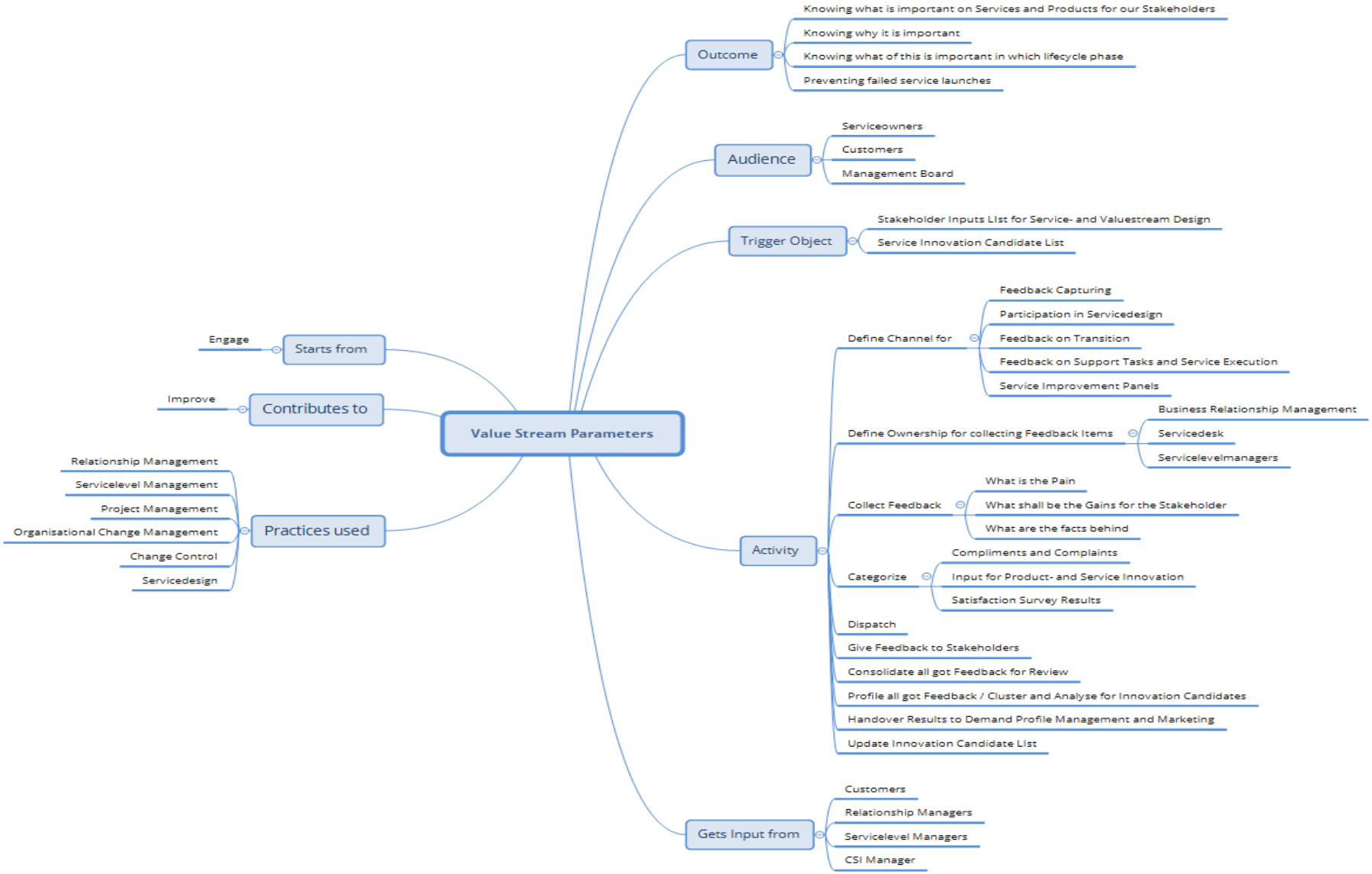
Disseminate Stakeholder Feedback



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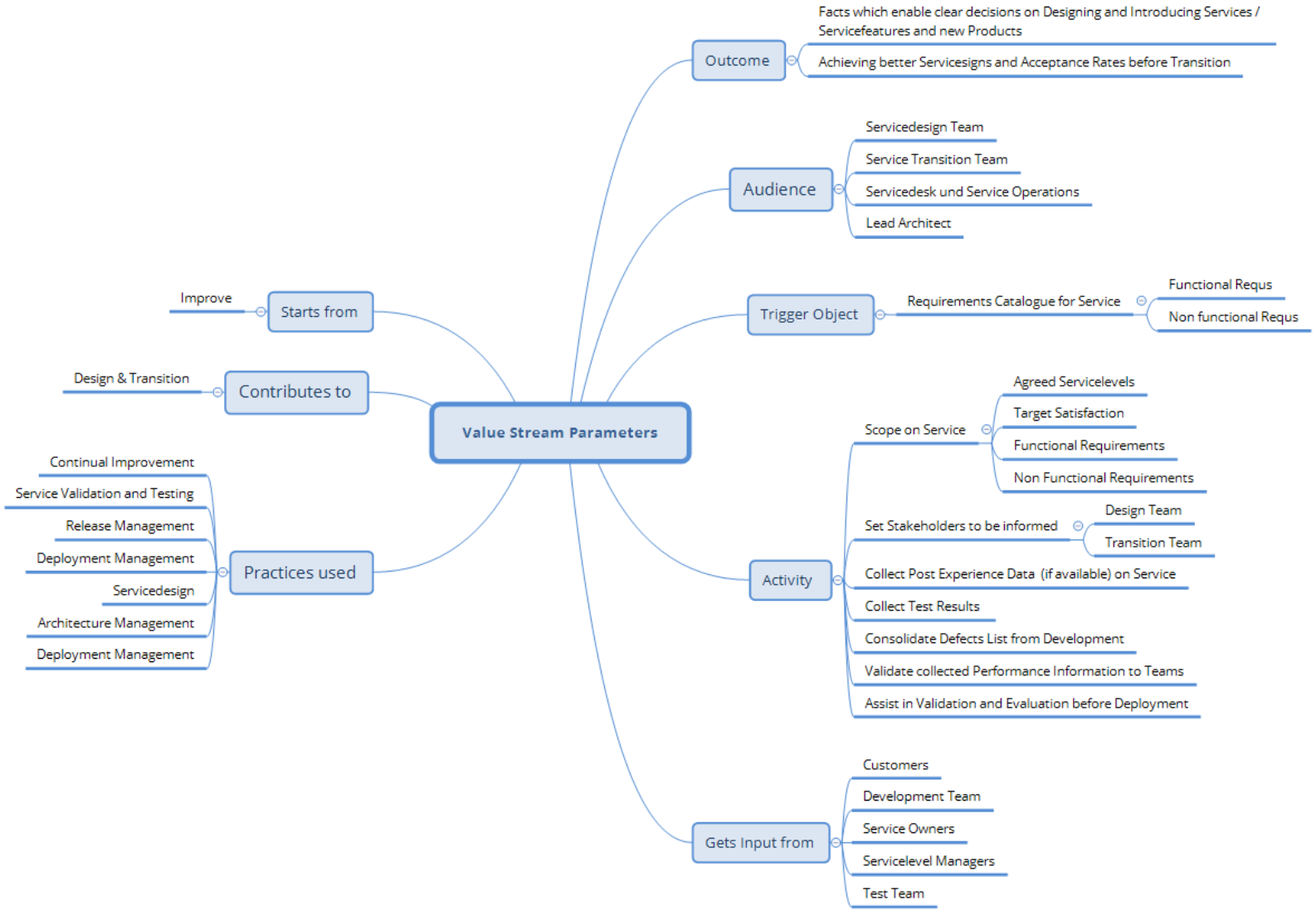
Disseminate Service Performance Info before Design and Transition



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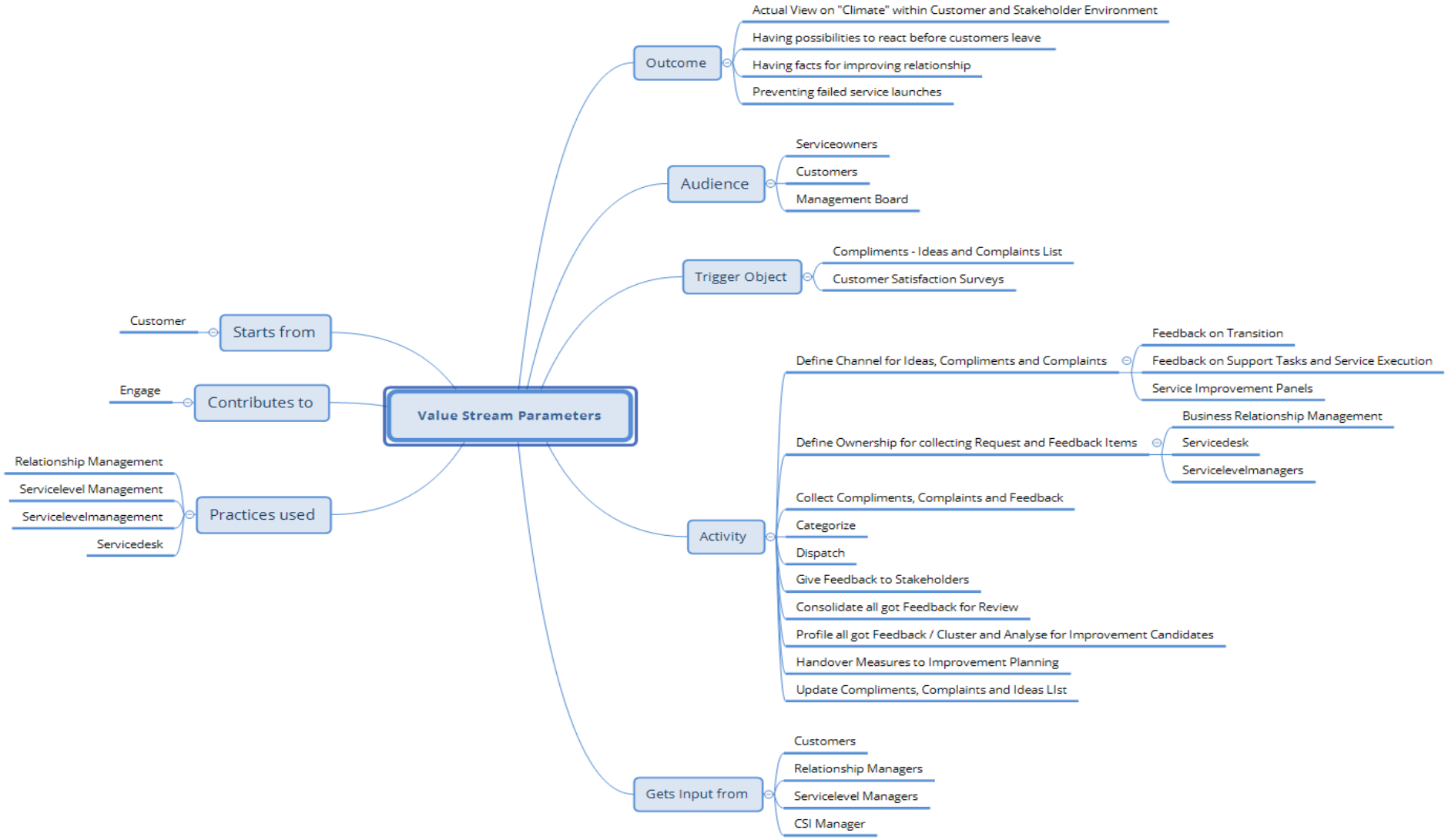
Learning from Requests and Feedback



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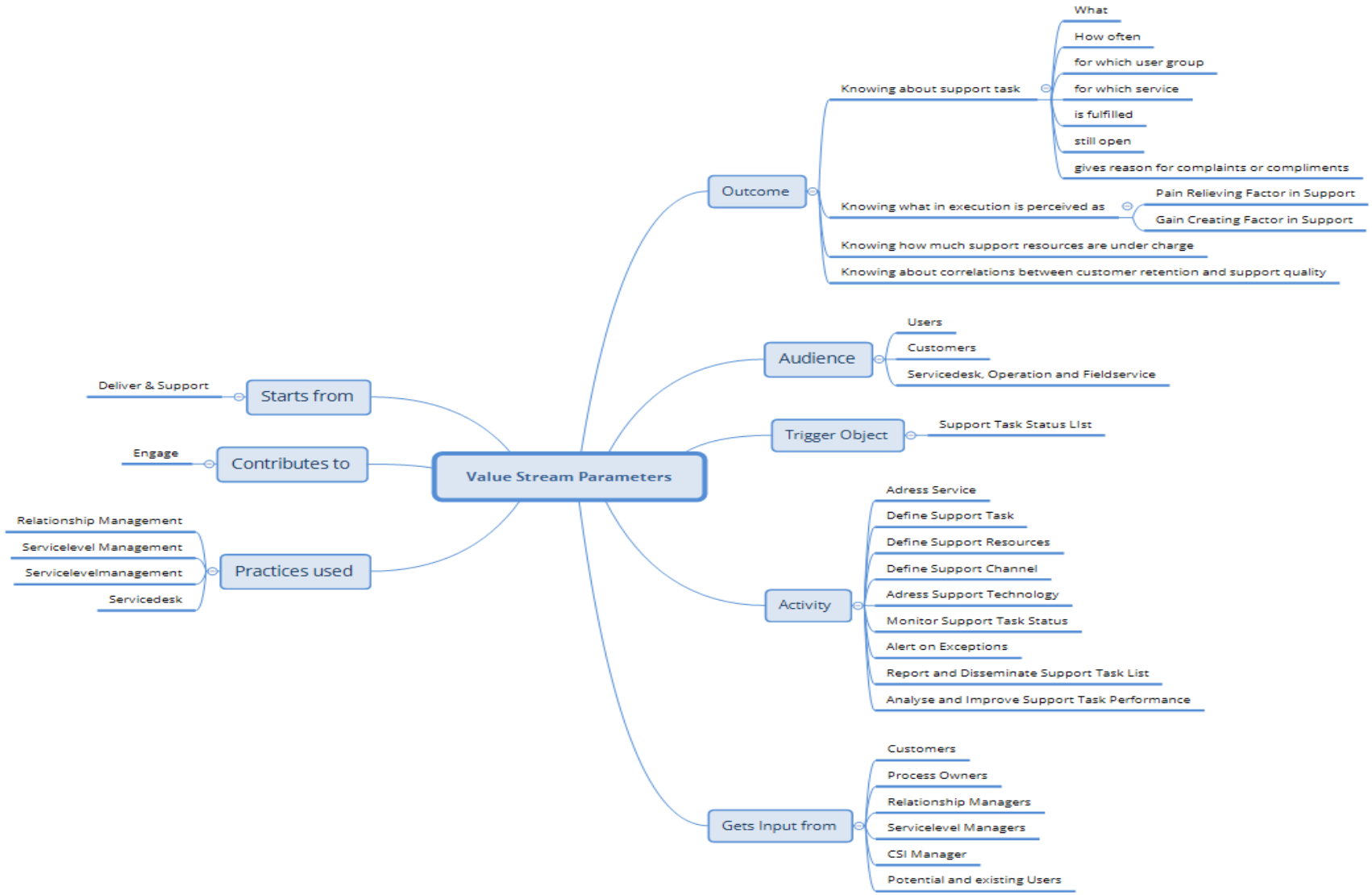
Disseminating Information on completion of user support tasks



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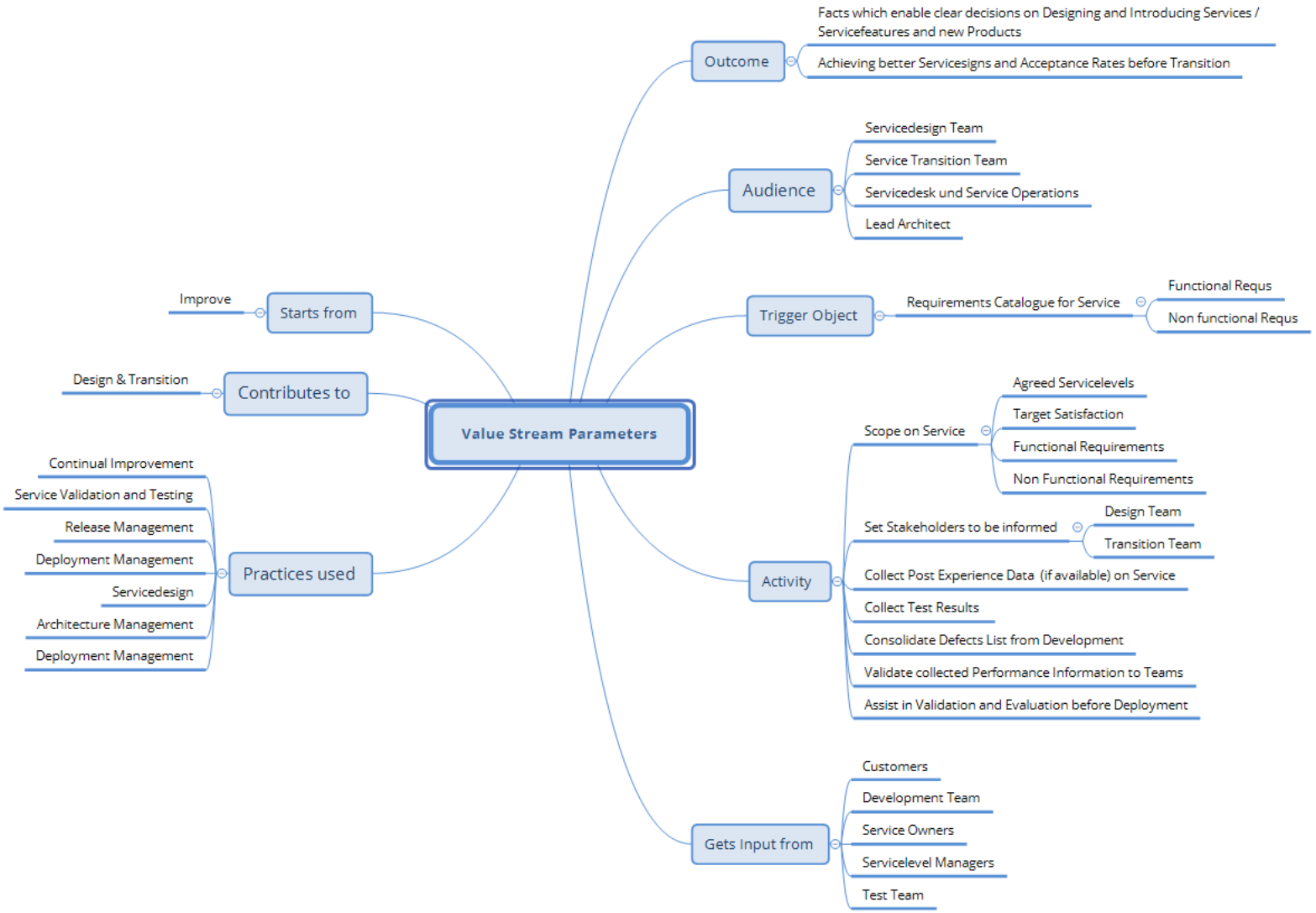
Distributing Service Performance Information before new Service Designs & Service Transitions



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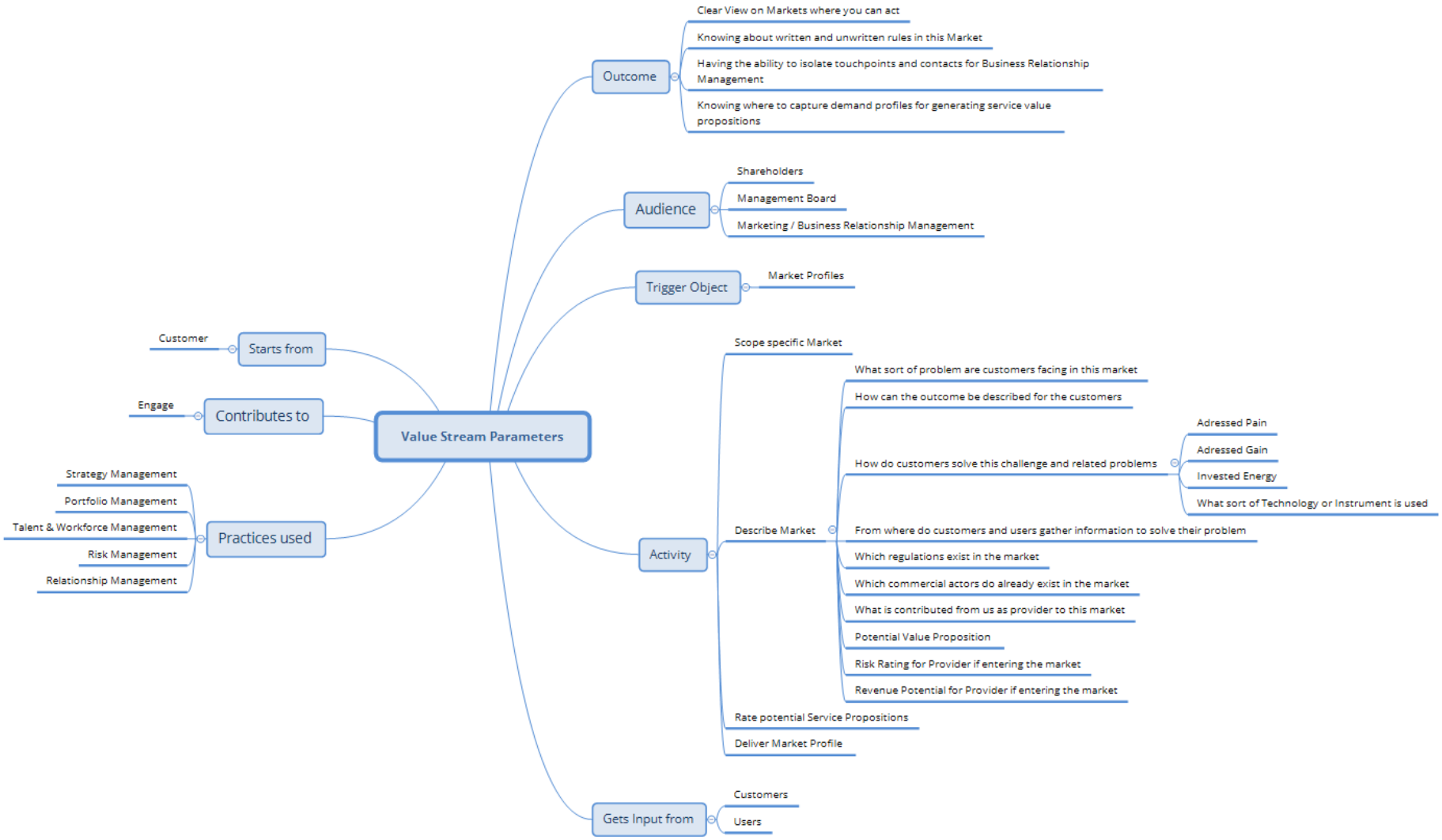
Capturing Market Opportunities



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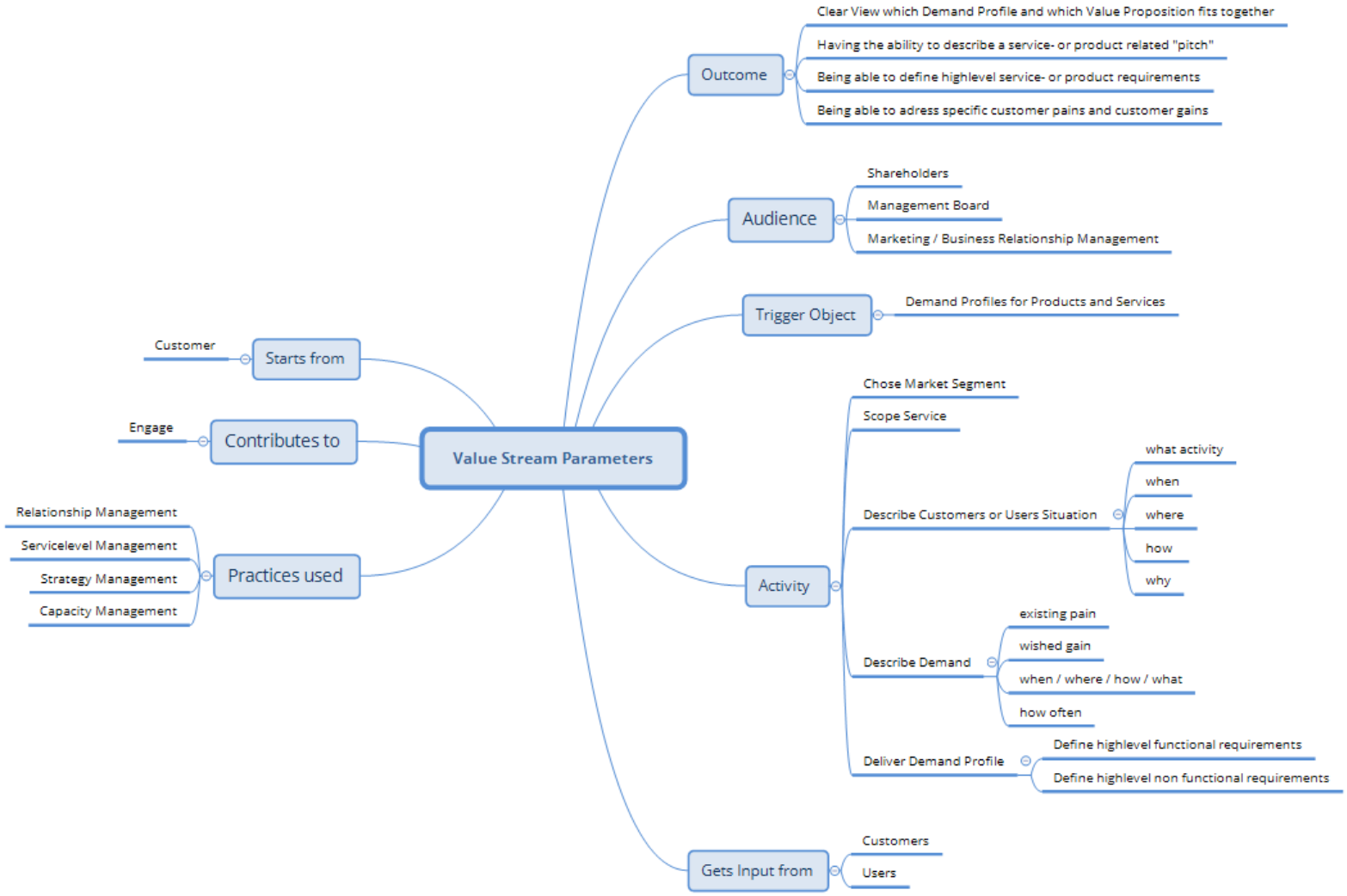
Defining highlevel Demand for Services & Products



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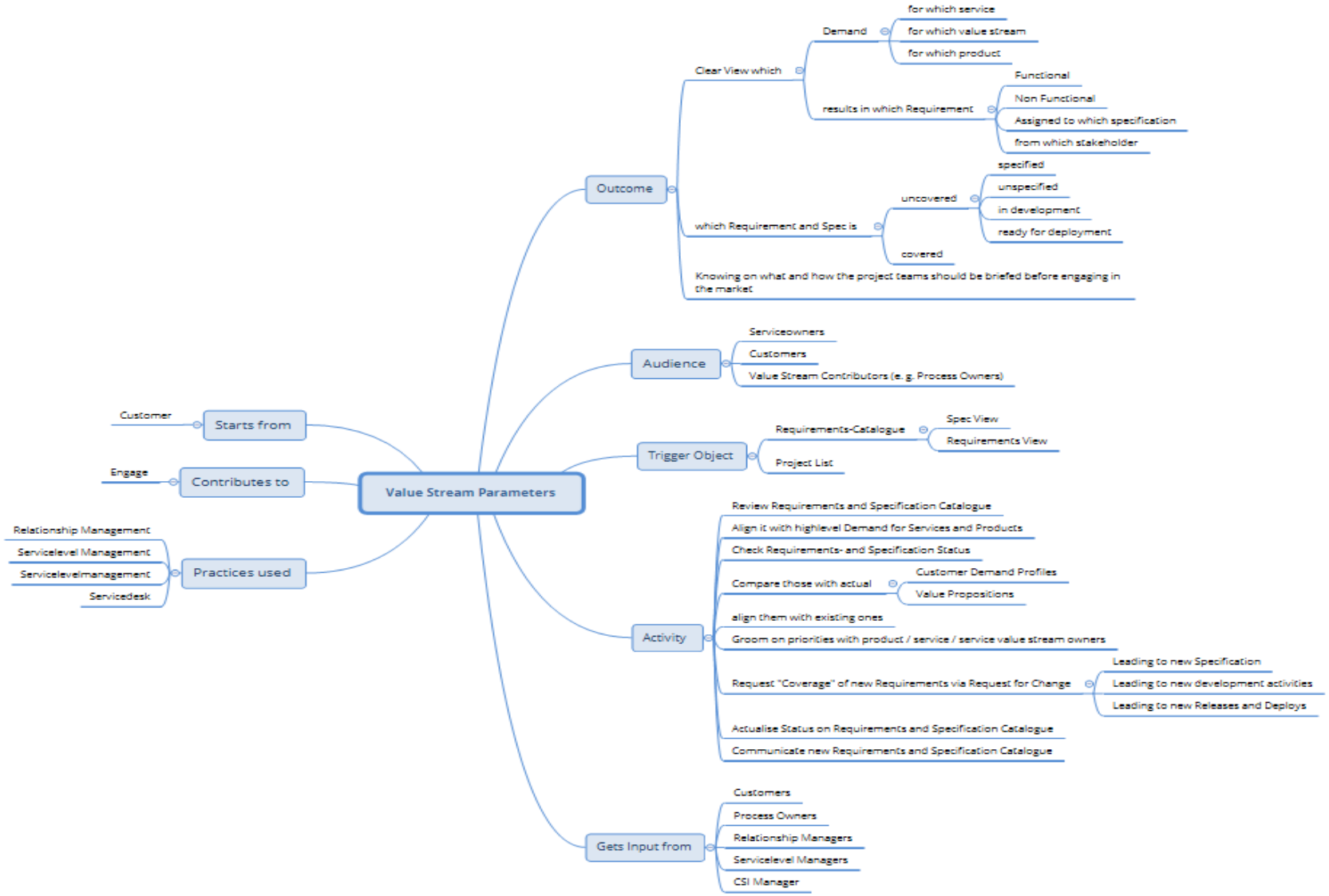
Managing detailed Requirements for Services & Products



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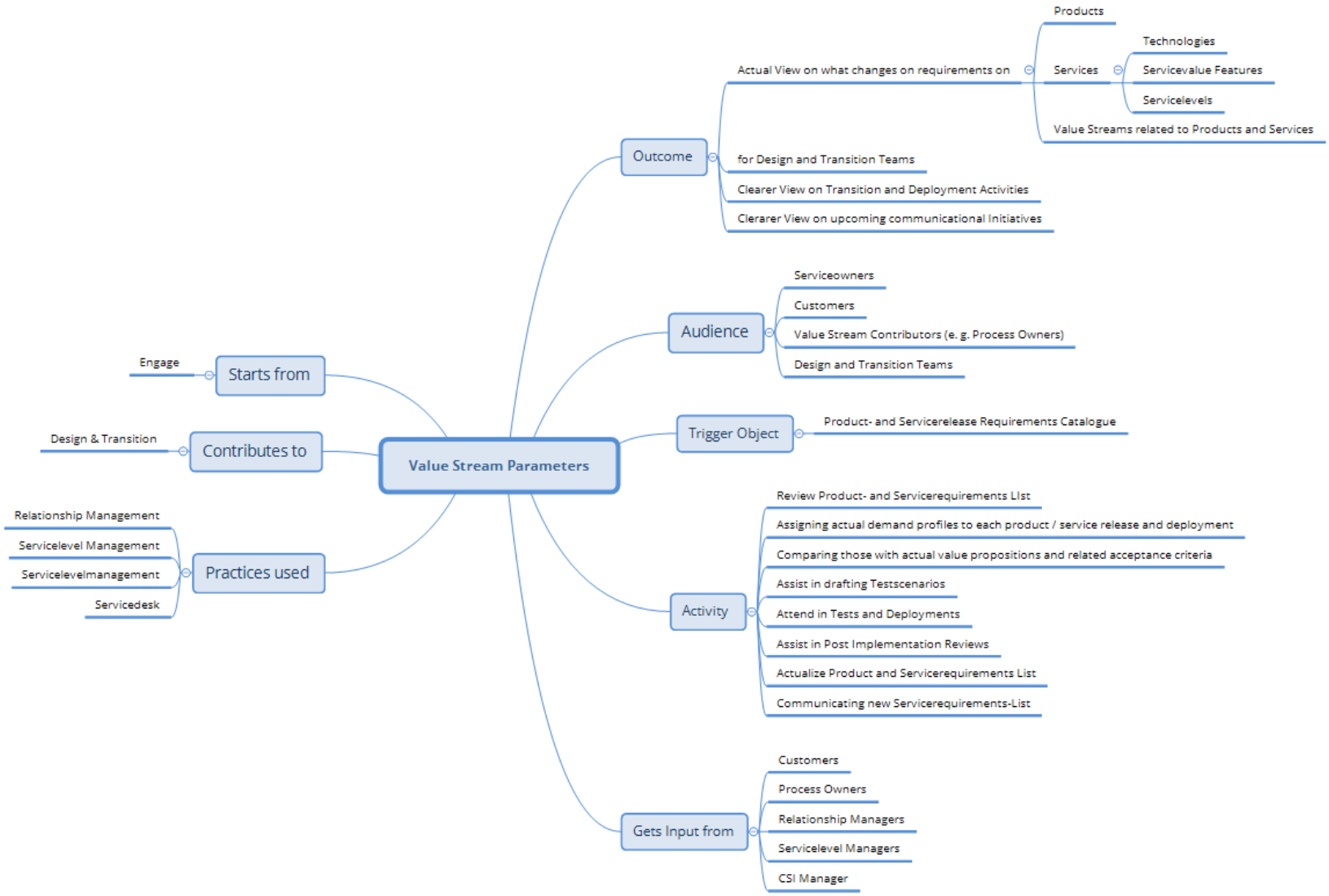
Managing Products and Services



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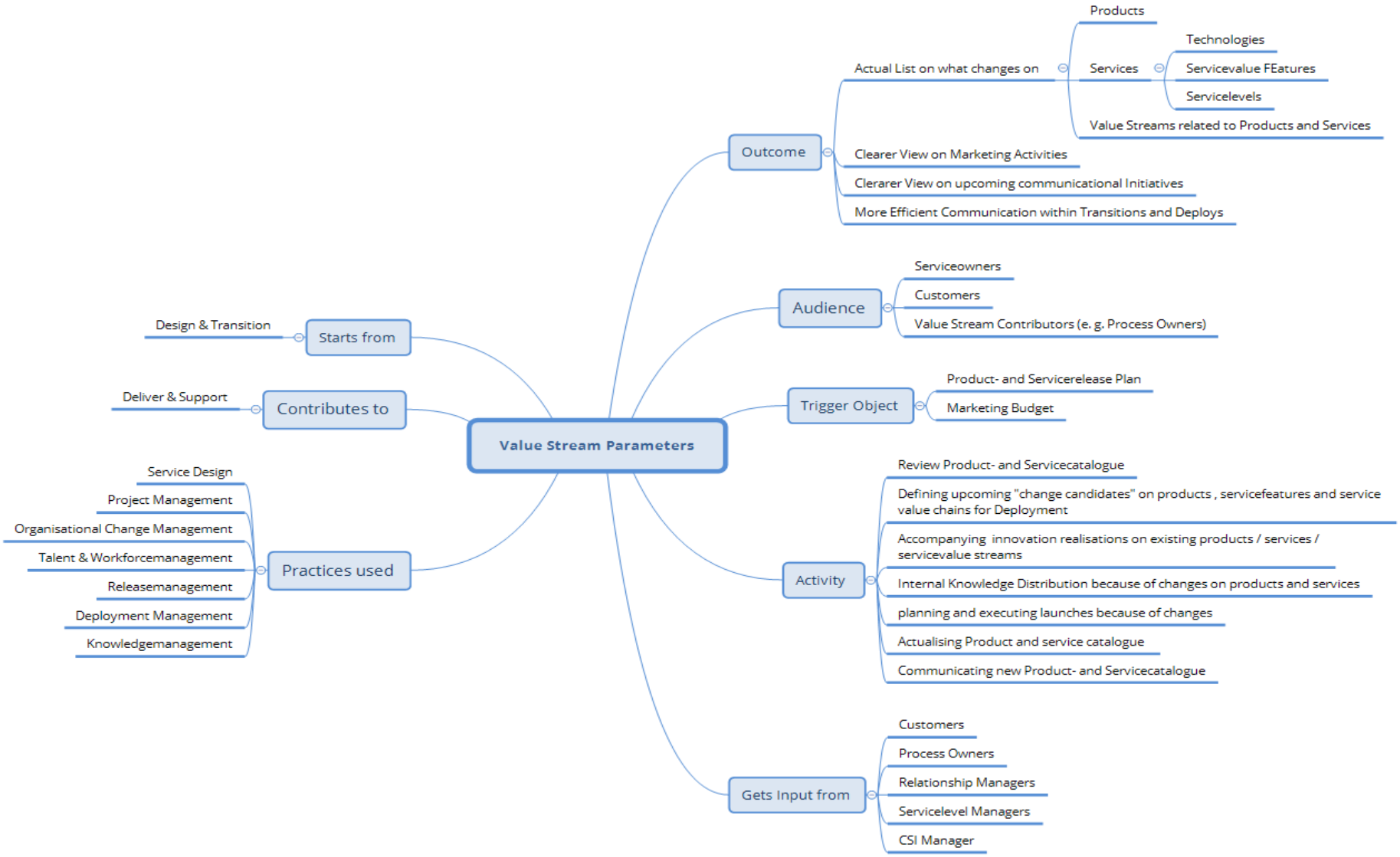
Communicating Products and Services Launch



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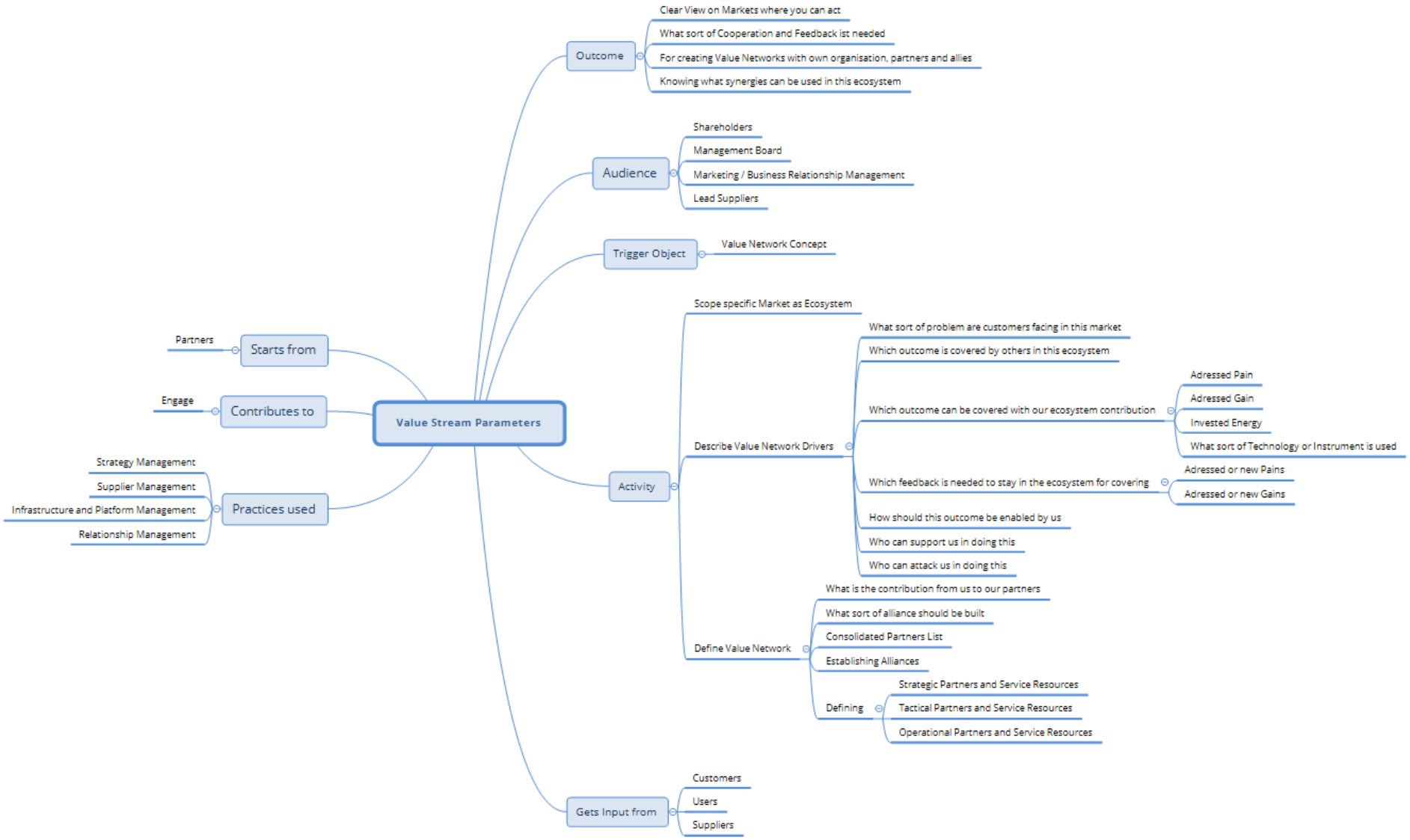
Cooperation Opportunities and Feedback



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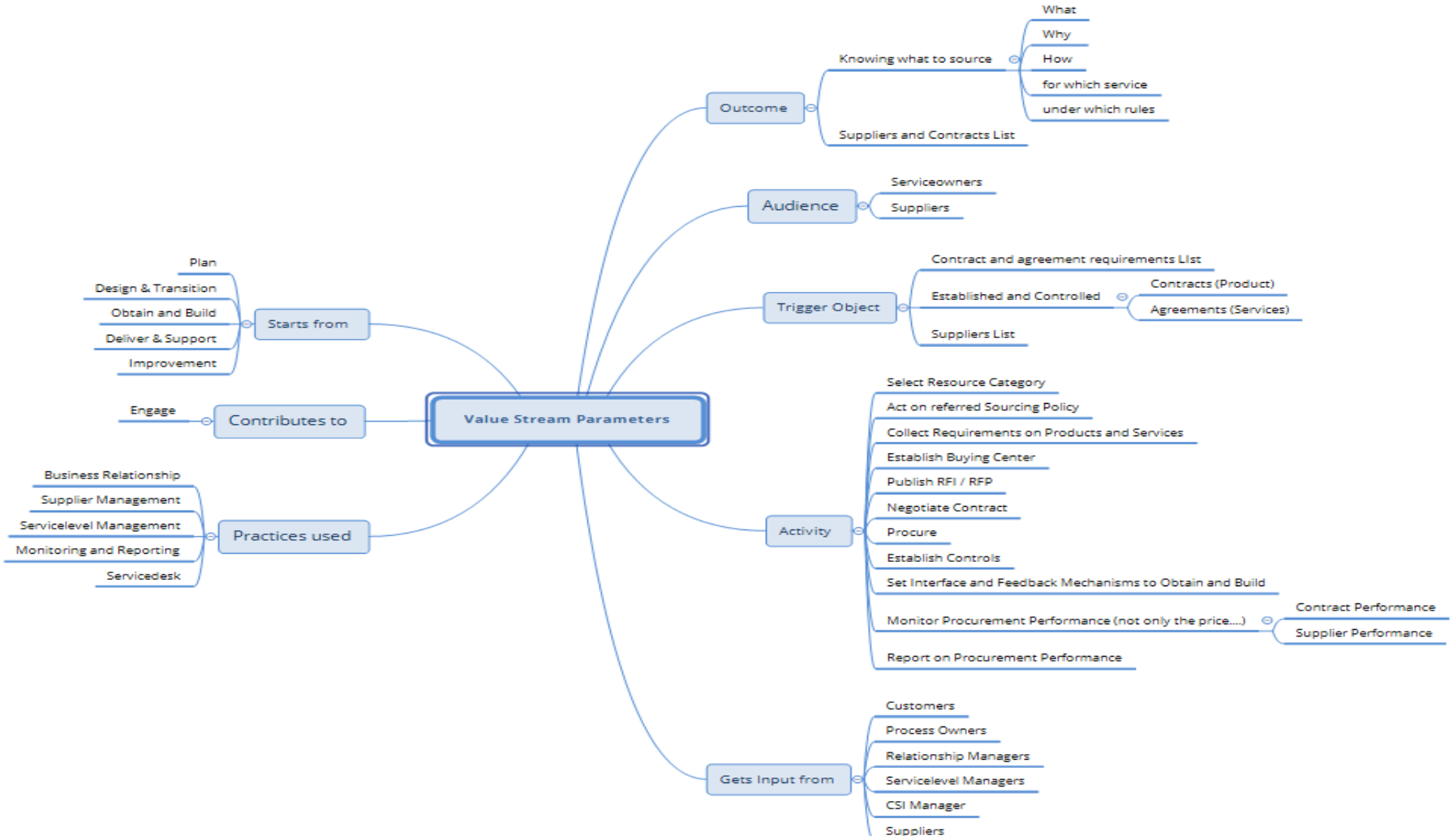
Establishing and Managing Contracts & Agreements



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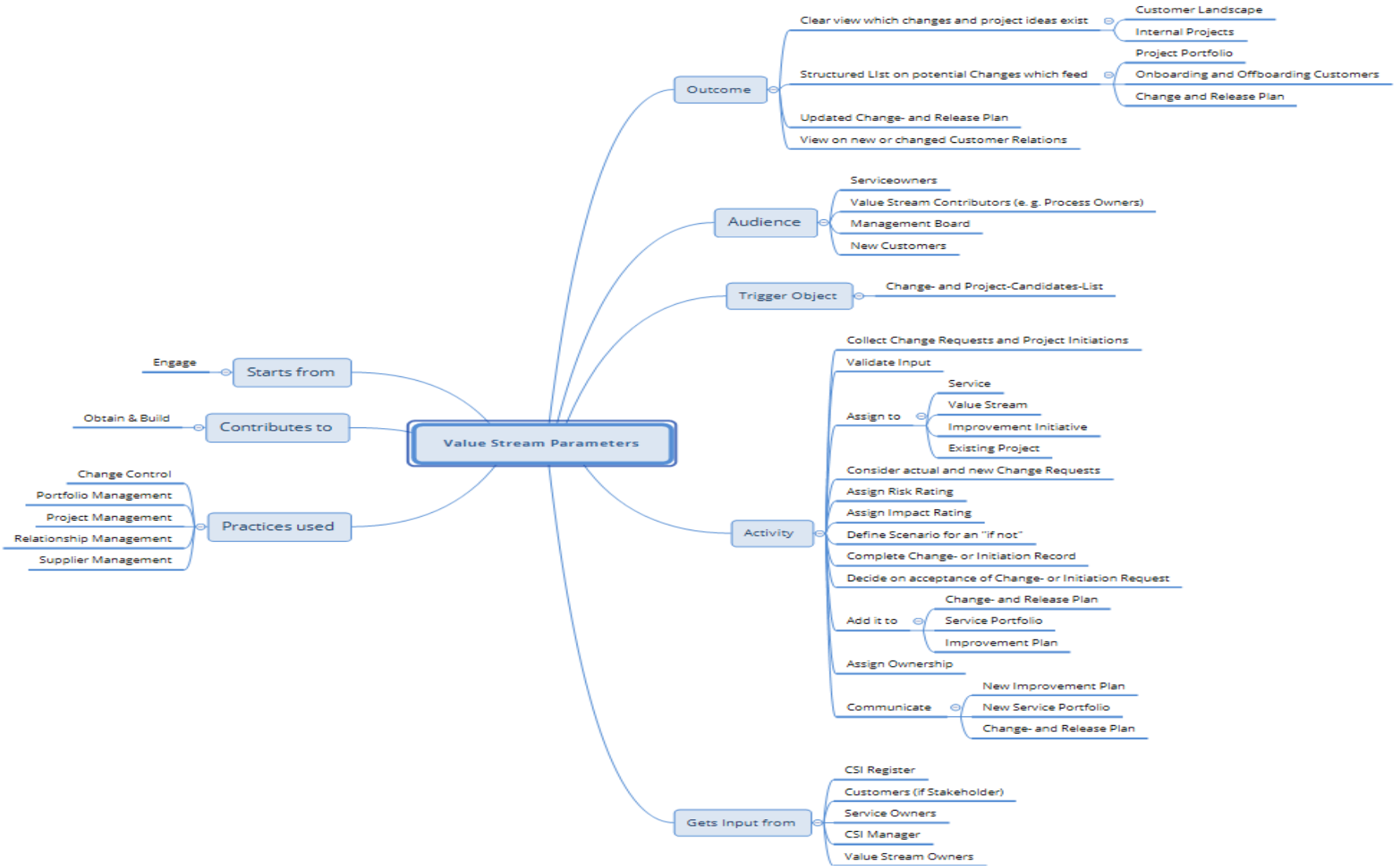
Managing Change or Project Initiation Requests



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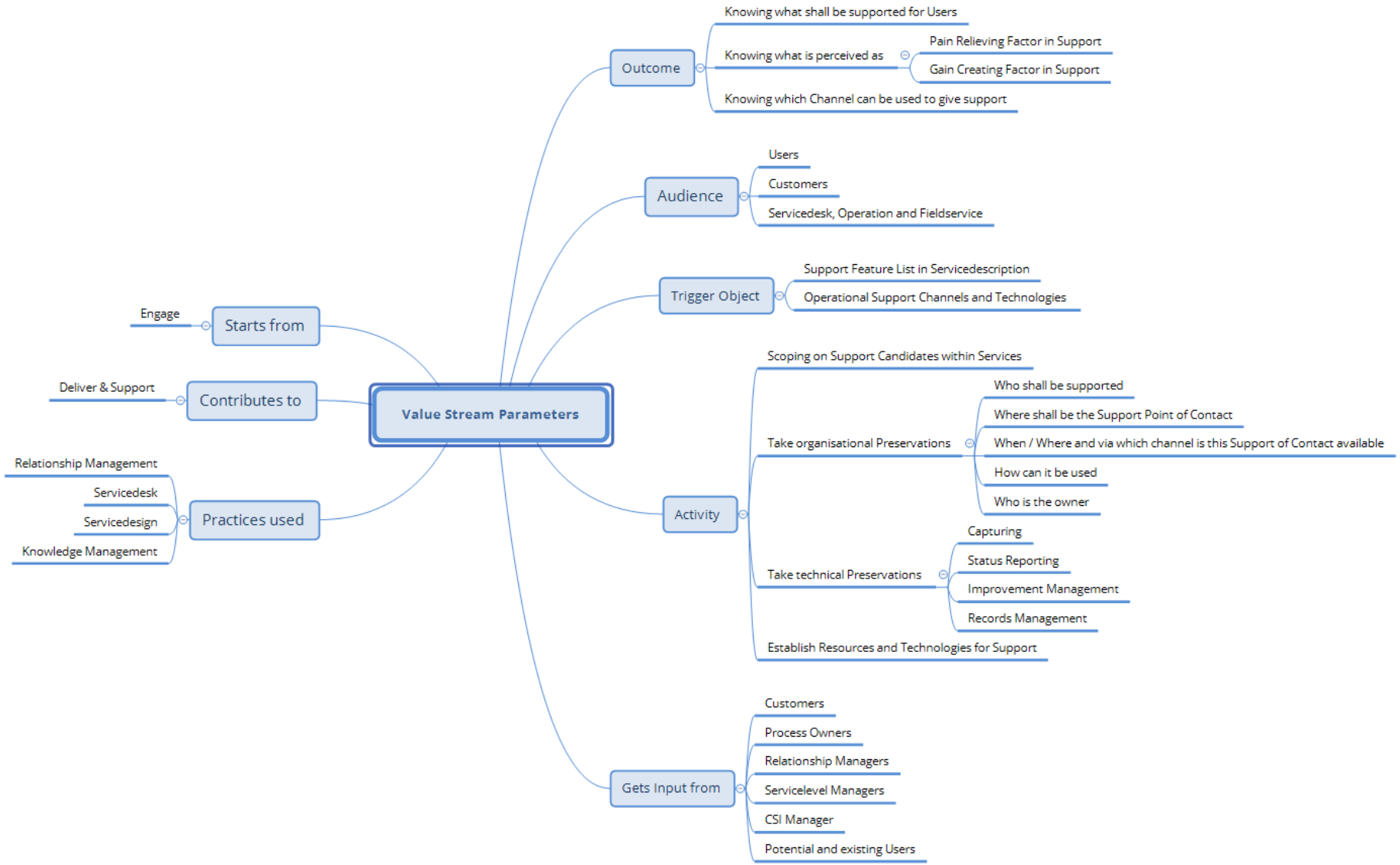
Specify User Support Tasks



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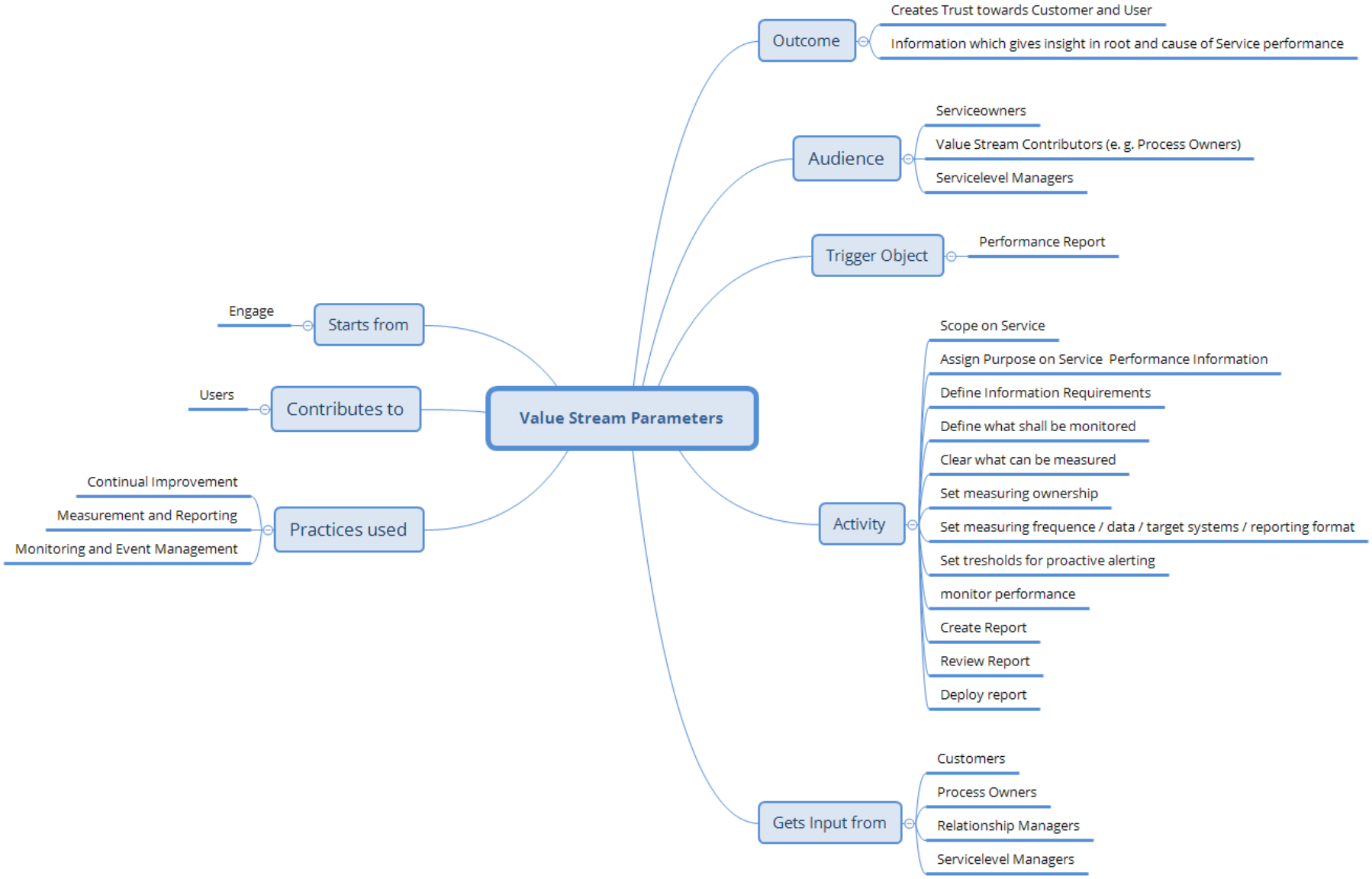
Inform Customer about Service Performance



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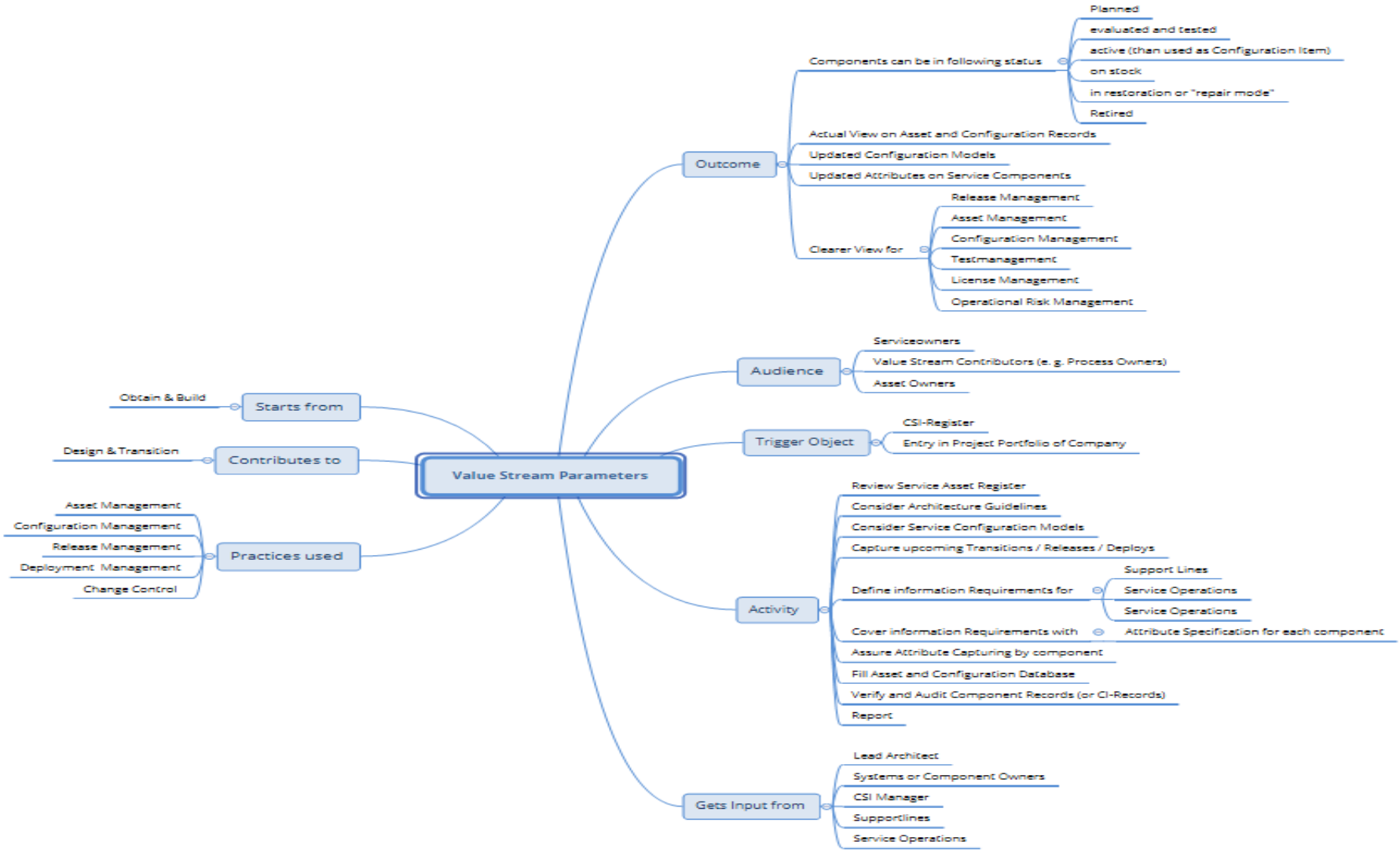
Get Service Components for Servicedesign



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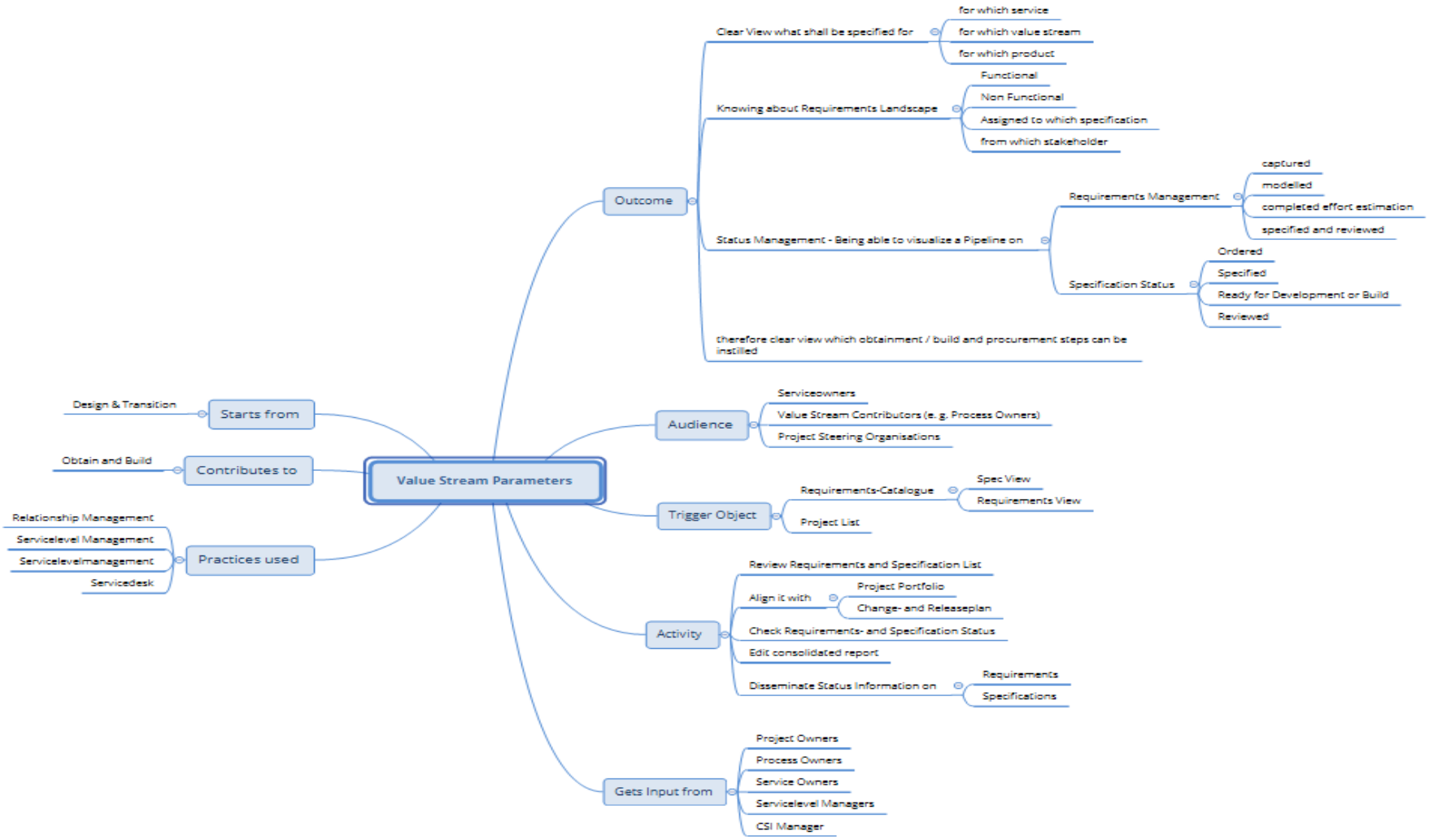
Manage Requirements & Specifications from Design to Build



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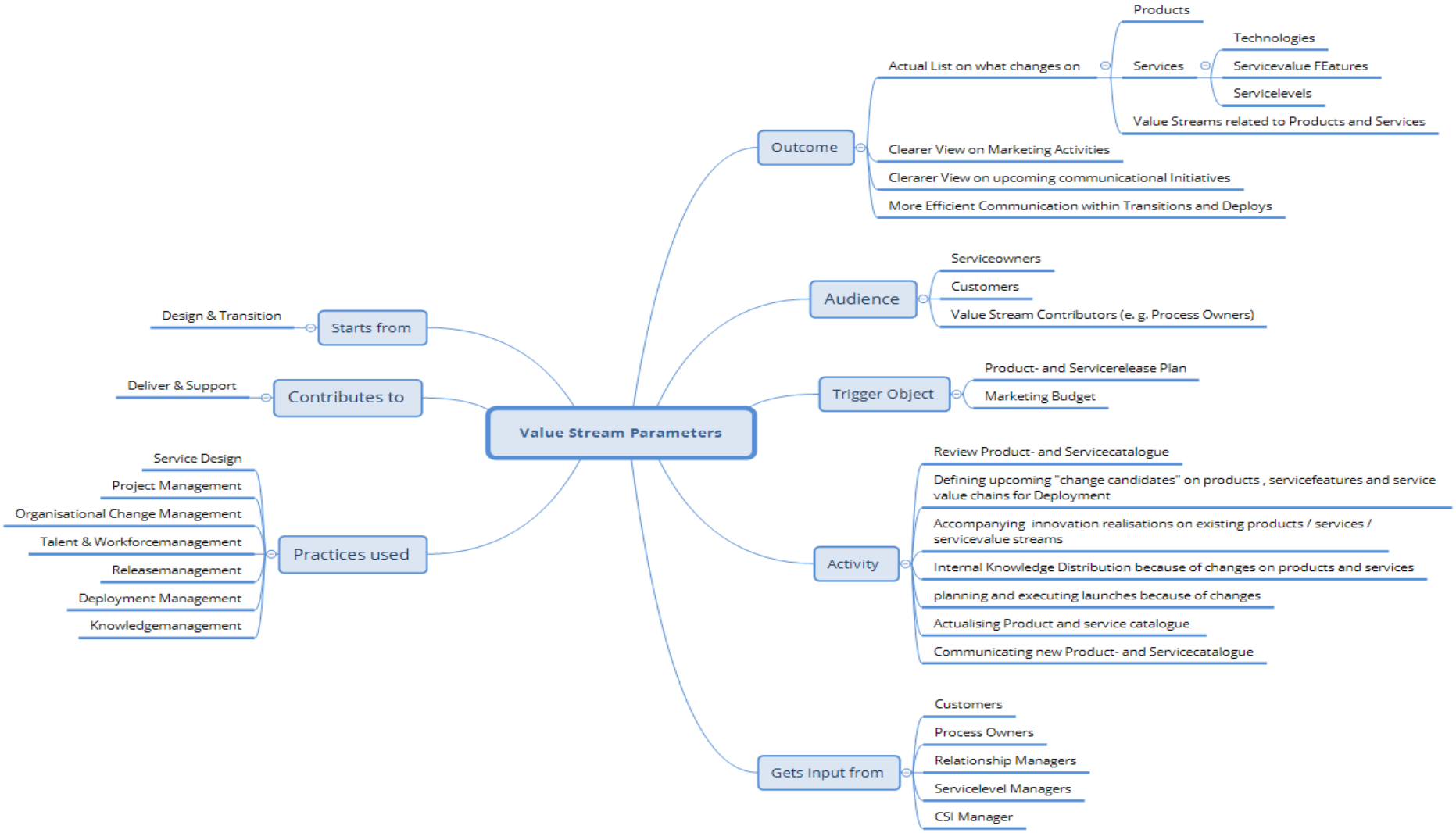
Inform on new or changed Products and Services via Transition



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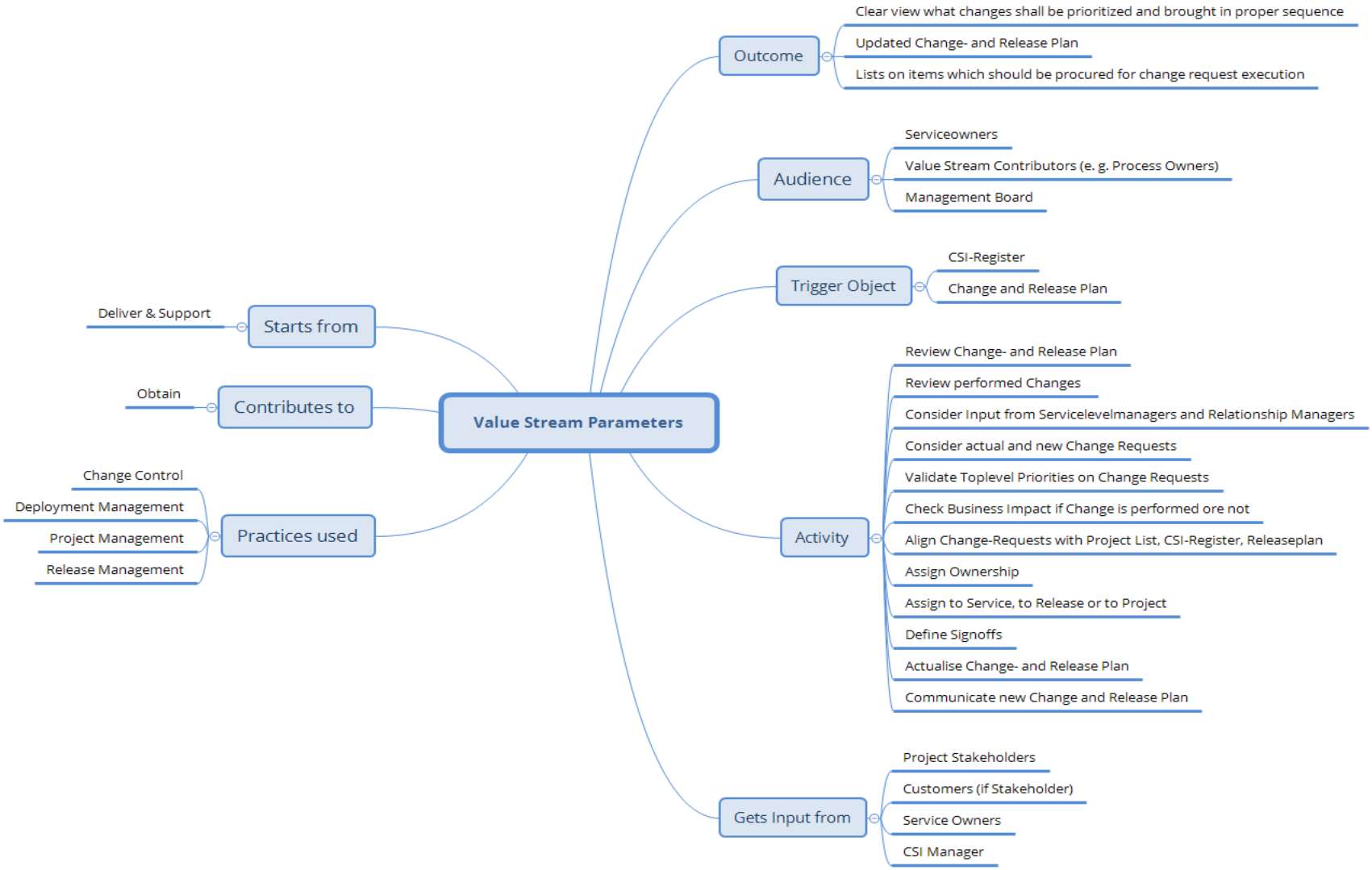
Manage Change Requests



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