ITIL Practitioner: Service Desk

- 1 About this document
- 1.1 ITIL® 4 qualification scheme
- 2 General information
- 2.1 Purpose and description
- 2.2 Terms and concepts
- 2.3 Scope
- 2.4 Practice success factors
- 2.5 Key metrics
- 3 Value streams and processes
- 3.1 Processes
- 3.2 Value stream contribution
- 4 Organizations and people
- 4.1 Roles, competencies, and responsibilities
- 4.2 Organizational structures and teams
- 5 Information and technology
- 5.1 Information exchange
- 5.2 Automation and tooling
- 6 Partners and suppliers
- 7 Capability assessment and development
- 7.1 The practice capability levels
- 7.2 Capability self-assessment
- 7.3 Incident management capability development
- 8 Recommendations for practice success