

34 Practices

Architecture
Management

Continual
Improvement

Information
Security

Knowledge
Management

Measurement &
Reporting

Organizational
Change

Business
Analysis

Availability
Management

Change
Control

Capacity &
Performance

IT Asset
Management

Incident
Management

Problem
Management

Monitoring &
Event

Service
Catalogue

Release
Management

Service
Continuity

Service
Configuration

Service
Desk

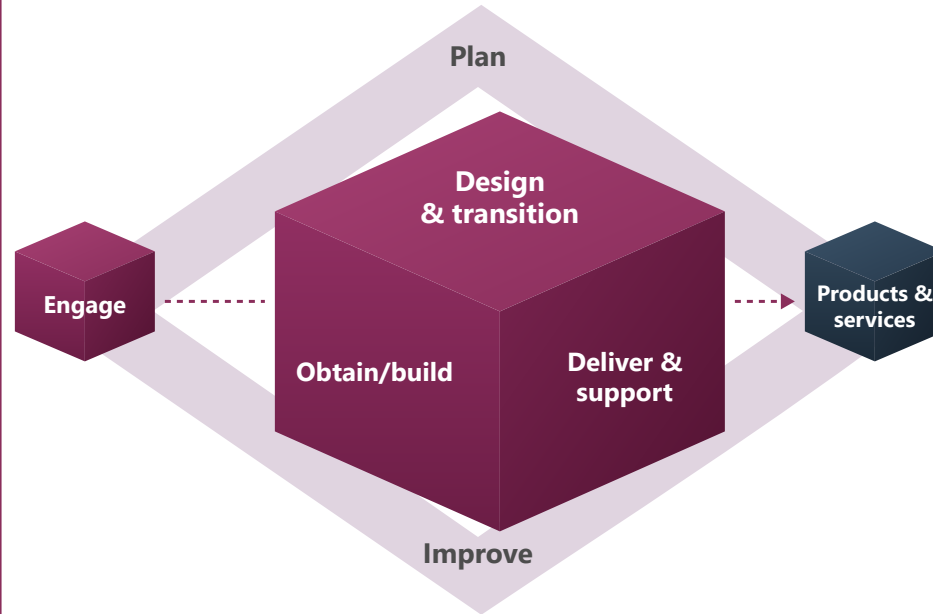
Service
Design

Service
Request

Service Level
Management

Service Validation
& Testing

6 Service Value Chain (SVC) Activities



Deployment
Management

Infrastructure and
Platform

Software
Development &
Management

Portfolio
Management

Project
Management

Risk
Management

Relationship
Management

Service Financial
Management

Strategy
Management

Supplier
Management

Workforce & Talent
Management

General Practices

Technical Management Practices

<https://mbaquickguide.com>

Service Management Practices