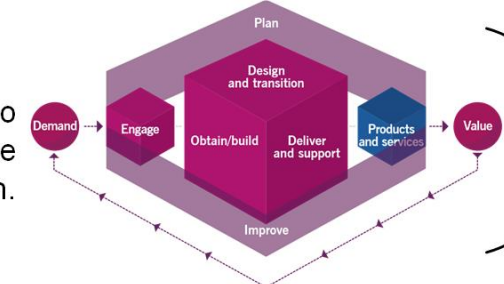
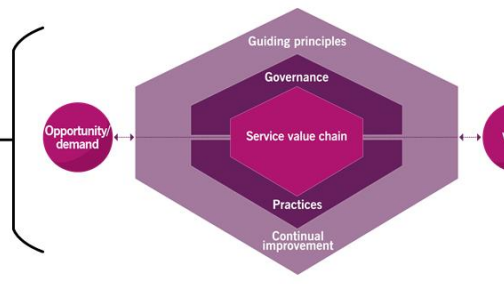


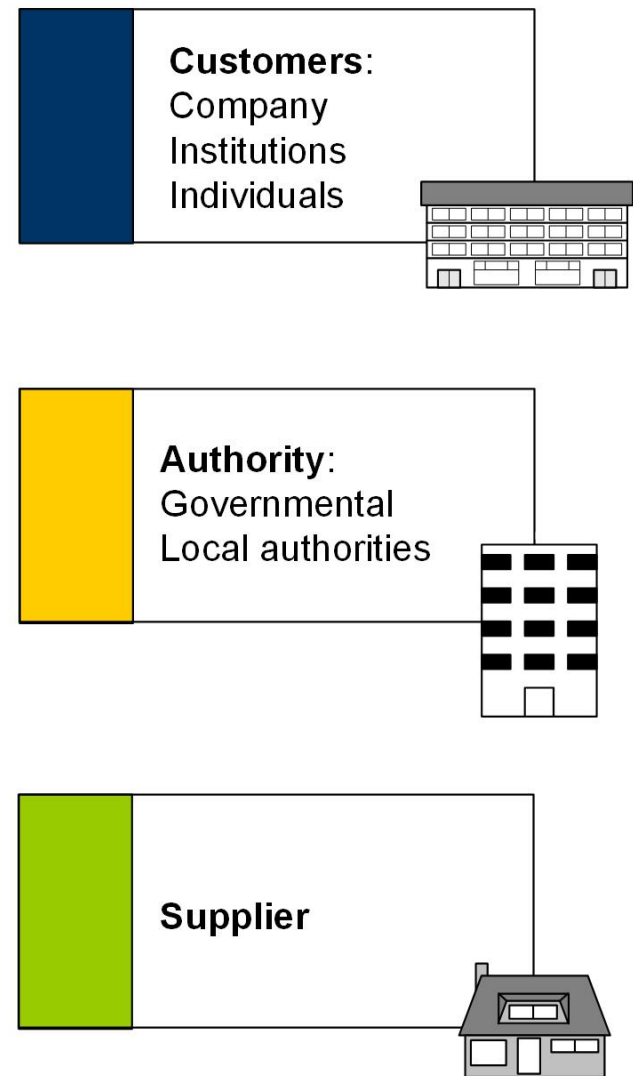
A set of interconnected activities that an organization performs to deliver a valuable product or service to its consumers and to facilitate value realization.



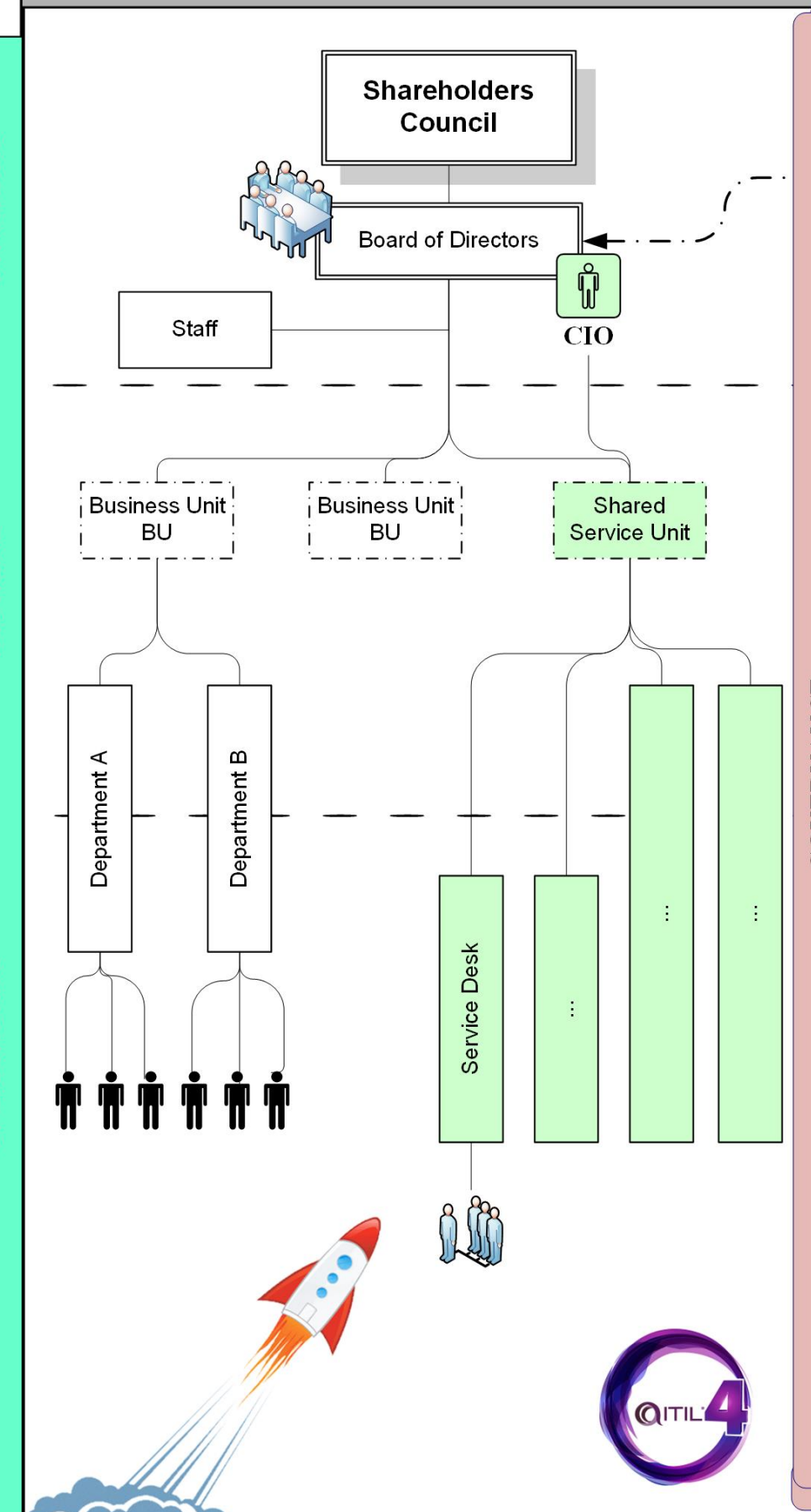
The ITIL SVS describes how all the components and activities of the organization work together as a system to enable value creation.



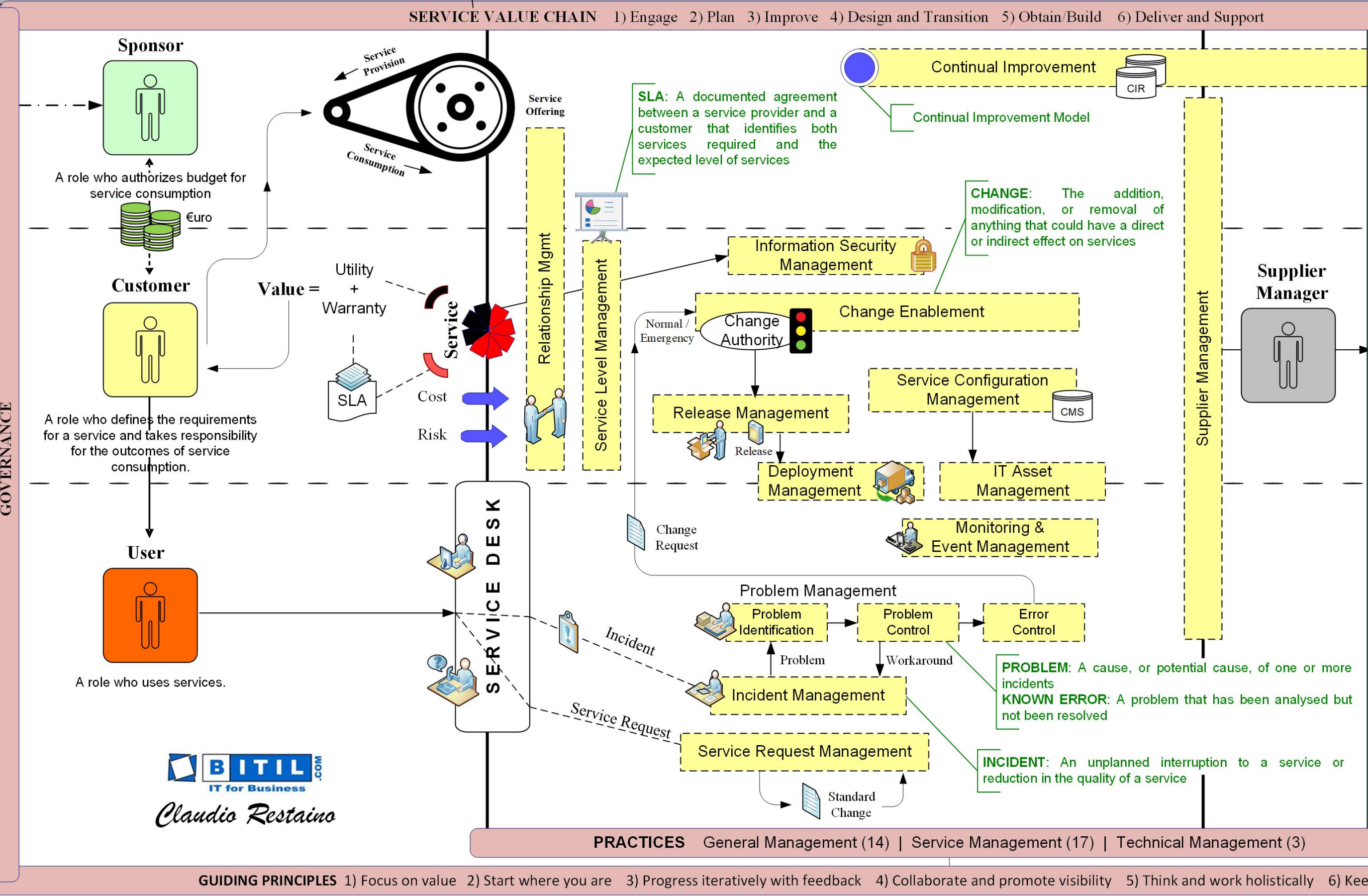
**Market**  
**Business Customer**



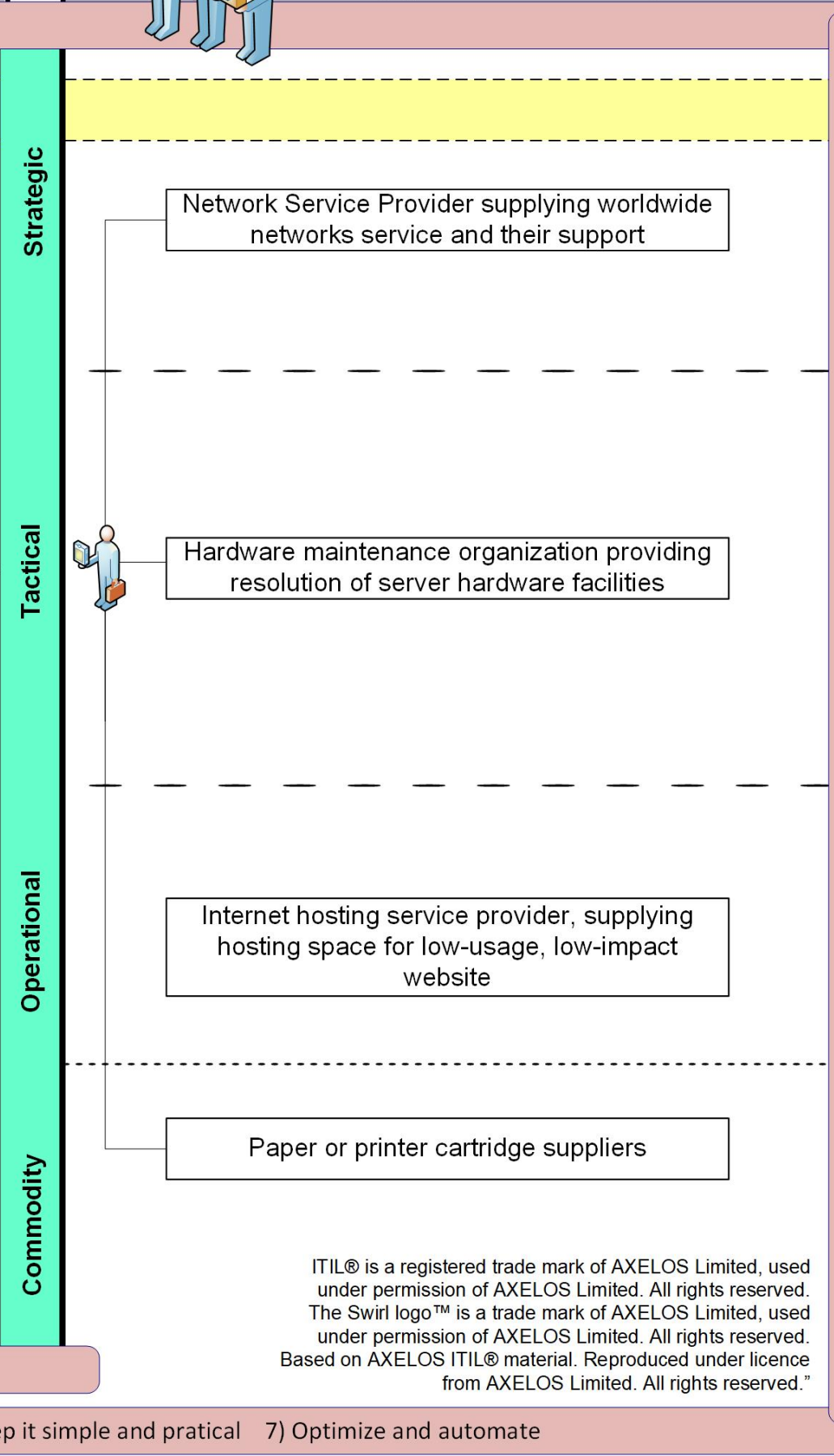
**Business | Corporate**  
**IT Consumer**



**Service Provider**  
**Interface** **Service Value System** **Interface**



**Partner = Collaboration**  
**Supplier = Cooperation**



Title: ITIL 4 Foundation Map  
Description: Derived from ITIL 4 Foundation Book 2019 (by Axelos)  
Visualization created by Claudio Restaino BITIL.COM  
Version 0.91 Oct 2019

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**CRM** **Four Dimensions of Service Management** 1) Organizations & People 2) Information & Technology 3) Value Streams & Processes 4) Partners & Suppliers

