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**The Future Of ITSM Is Agile - New Verve Consulting**

ITIL 4 Introduces The Concept Of A Service Value Chain, Which Represents The Activities That Anyone, From A Single Developer To An Entire Enterprise, Can Undertake To Create Valuable Products And Services Customers Use. ITIL® Foundation: ITIL 4 Edition, Figure 4.2, The ITIL Service Value Chain Mar 1th, 2024

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