

ITIL® Poster Series #33

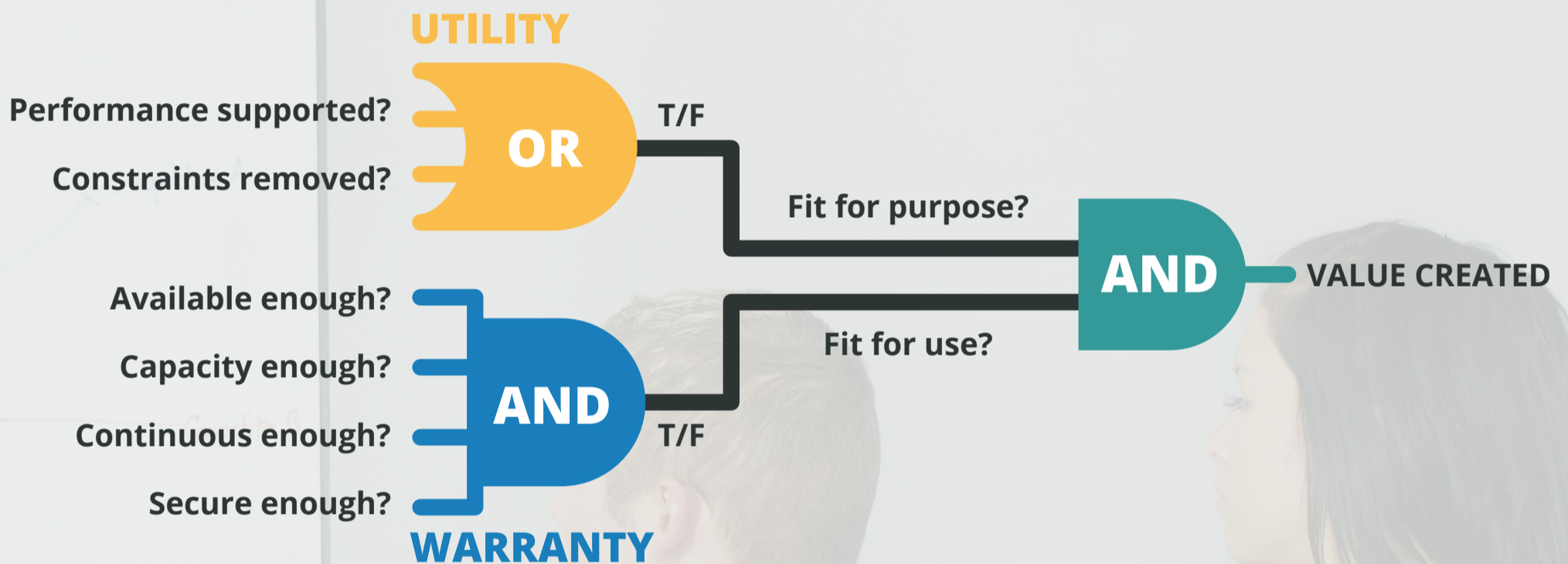
Utility and Warranty

Introduction

In this poster we provide a reminder of the important aspects of utility and warranty. Utility describes 'fit for purpose', and warranty describes 'fit for use', these are critical concepts that support the whole of the service lifecycle.

FIGURE 2.2

Services are designed, built and delivered with utility and warranty.



Utility

UTILITY COVERS:

- What does the service do?
- The features, inputs, outputs... is it "fit for purpose"
- This leads to functional requirements

Warranty

WARRANTY COVERS:

- How well does the service do it?
- Capacity, performance, availability... is it "fit for use"
- This leads to non-functional requirements

Customers cannot benefit from something that is fit for purpose but not fit for use, and vice versa. The value of a service is therefore only delivered when both utility and warranty are designed and delivered.

