# Appendix – ITIL Principles Applied in Freshservice Sandbox Testing

This appendix outlines how sandbox testing environments in Freshservice align with key ITIL practices and value chain activities. By applying these principles, organizations can validate service quality, manage change risk, and continuously improve system performance.

## Relevant ITIL Practices

* Service Validation and Testing: Ensures that changes function correctly in simulated real-world conditions before deployment in production.
* Change Enablement: Reduces risk by allowing iterative refinement and stakeholder buy-in.
* Knowledge Management: Enables trainers and subject matter experts (SMEs) to utilize the sandbox during documentation and guide creation.
* Continual Improvement: Defects and test failures in the sandbox help fine-tune automation, templates, and workflows.

## ITIL Service Value Chain Alignment

Sandbox environments support multiple steps in the ITIL value chain by allowing structured and secure experimentation:

* Plan: Define policies, training materials, and test plans before rollout.
* Design & Transition: Model and refine workflows and automations in the sandbox.
* Obtain/Build: Prototype new functionality and confirm integrations using near-production data.
* Deliver & Support: Confirm SLAs, user experience, and resolution flows under load and role conditions.