

1. Record Nr.	UNINA9910793942903321
Autore	Limited AXELOS
Titolo	ITIL®4
Pubbl/distr/stampa	London : , : The Stationery Office Ltd, , 2020 ©2020
ISBN	0-11-331645-3
Descrizione fisica	1 online resource (161 pages)
Disciplina	658.40380760000005
Soggetti	ITIL (Information technology management standard)--Examinations--Study guides Information technology--Management--Examinations--Study guides Information technology projects--Management--Examinations--Study guides
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Nota di contenuto	Intro -- Copyright Page -- Contents -- List of figures -- List of tables -- Foreword -- Preface -- About the ITIL 4 publications -- About the ITIL story -- ITIL Foundation recap -- Chapter 1: Introduction -- 1.1 Why direction, planning, and improvement matter -- 1.2 Direction -- 1.3 Planning -- 1.4 Improvement -- 1.5 The role of measurement and reporting -- 1.6 Direction, planning, and improvement of the ITIL SVS -- 1.7 Applying the guiding principles -- 1.8 alue, outcomes, costs, and risks in direct, plan, and improve -- 1.9 Direction, planning, and improvement for everyone -- Chapter 2: Strategy and direction -- 2.1 Strategy management -- 2.2 Defining the structures and methods used to direct behaviours and make decisions -- 2.3 The role of risk management in direction, planning, and improvement -- 2.4 Portfolio management: a key decision-making practice -- 2.5 Direction via governance, risk, and compliance -- 2.6 Summary -- Chapter 3: Assessment and planning -- 3.1 Basics of assessment -- 3.2 Basics of planning -- 3.3 Introduction to value stream mapping -- 3.4 Summary -- Chapter 4: Measurement and reporting -- 4.1 Basics of measurement and reporting -- 4.2 Types of measurements -- 4.3 Measurement and the four dimensions -- 4.4 Measurement of products and services -- 4.5 Summary -- Chapter 5: Continual improvement --

5.1 Creating a continual improvement culture -- 5.2 Continual improvement of the service value chain and practices -- 5.3 Continual improvement in organizations -- 5.4 The continual improvement model -- 5.5 Using measurement and reporting in continual improvement -- 5.6 Summary -- Chapter 6: Communication and organizational change management -- 6.1 Basics of effective communication -- 6.2 Identifying and communicating with stakeholders -- 6.3 Basics of OCM -- 6.4 Summary -- Chapter 7: Developing a service value system. 7.1 Adopting the guiding principles -- 7.2 Centre of excellence for service management -- 7.3 The four dimensions of service management in the SVS -- 7.4 Summary -- Chapter 8: Bringing it together -- 8.1 Modern leadership -- 8.2 Using the guiding principles for direction, planning, and improvement -- 8.3 Summary -- Chapter 9: Conclusion -- The ITIL story -- End note: The ITIL story -- Further research -- Glossary -- Acknowledgements.
