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Nota di contenuto	<p>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 Audience and scope -- 1.2 Background and context -- Chapter 2: Key concepts of high-velocity IT -- 2.1 High-velocity IT -- 2.2 Digital technology -- 2.3 Digital organizations -- 2.4 Digital transformation -- 2.5 High-velocity IT objectives and key characteristics -- 2.6 Adopting the ITIL service value system to enable high-velocity IT -- 2.7 Summary -- Chapter 3: High-velocity IT culture -- 3.1 Key behaviour patterns -- 3.2 Models and concepts of HVIT culture -- 3.3 ITIL guiding principles -- 3.4 Summary -- Chapter 4: High-velocity techniques -- 4.1 Techniques for valuable investments -- 4.2 Techniques for fast development -- 4.3 Techniques for resilient operations -- 4.4 Techniques for co-created value -- 4.5 Techniques for assured conformance -- 4.6 Summary -- Chapter 5: Conclusion -- End note: The ITIL story -- Further research -- Glossary -- Acknowledgements.</p>