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Nota di contenuto	<p>Intro -- Copyright Page -- Contents -- Foreword --</p> <p>Acknowledgements -- About this guide -- 1 Introduction -- 2 Key terms and concepts -- 2.1 Key terms -- 2.2 Key concepts -- 3 Direction and control -- 3.1 Cascading objectives and requirements -- 3.2 Defining effective policies, controls, and guidelines -- 3.3 Decision-making at the right level -- 4 Governance, risk, and compliance -- 4.1 Role of risk management in direction, planning, and improvement -- 4.2 Governance -- 5 Continual improvement -- 5.1 Improving the SVS -- 5.2 The continual improvement model -- 5.3 Assessing for improvement -- 5.4 Prioritizing outcomes -- 5.5 Developing a business case -- 5.6 Learning from past experience -- 6 OCM and communication -- 6.1 Organizational change management -- 6.2 Communication and OCM -- 6.3 Interfaces across the value chain -- 7 Measurement and reporting -- 7.1 Basics of measurement and reporting -- 7.2 Types of measurements -- 7.3 Success factors and KPIs -- 8 Value streams and practices -- 8.1 Value stream mapping -- 8.2 Value streams, practices, and processes in the SVS -- 8.3 Methods and techniques to direct, plan, and improve value streams and practices -- 9 Taking the DPI examination -- 9.1 Purpose of the ITIL 4 DPI qualification -- 9.2 Examination overview -- 9.3 Question type examples -- 9.4 Examination modalities -- 10 The ITIL 4 certification scheme -- 10.1 ITIL Foundation -- 10.2 ITIL Managing Professional stream -- 10.3 ITIL Strategic Leader stream -- 10.4 ITIL Master -- 10.5 ITIL and the T-shaped individual -- 11 ITIL 4 Direct, Plan and Improve</p>

