1. Record Nr. UNINA9910813892803321 Autore Limited AXELOS **Titolo** ITIL®4 Pubbl/distr/stampa London:,: The Stationery Office Ltd,, 2020 ©2020 **ISBN** 0-11-331633-X Descrizione fisica 1 online resource (141 pages) 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 -- 1 Introduction -- 2 The evolution of professionalism in IT and service management -- 2.1 Organizations, people, and culture -- 2.2 Building effective teams -- 2.3 Developing team culture -- 2.4 Summary -- 3 Using information and technology to create, deliver, and support services -- 3.1 Integration and data sharing -- 3.2 Reporting and advanced analytics -- 3.3 Collaboration and workflow -- 3.4 Robotic process automation -- 3.5 Artificial intelligence -- 3.6 Machine learning -- 3.7 Continuous integration, continuous delivery, and continuous deployment -- 3.8 The value of an effective information model -- 3.9 Automation of service management -- 3.10 Summary -- 4 Value streams to create, deliver, and support services -- 4.1 ITIL service value streams -- 4.2 Model value streams for creation, delivery, and support -- 4.3 Using value streams to define a minimum viable practice -- 4.4 Summary -- 5 Prioritizing work and managing suppliers -- 5.1 Why do we need to prioritize work? -- 5.2 Commercial and sourcing considerations -- 5.3 Summary -- 6 Conclusion -- Examples of value streams -- End note: The ITIL story --

Sommario/riassunto

Part of the Managing Professional series, this publication provides higher-level guidance, following ITIL 4 Foundation. It is ideal for IT professionals who manage the operation of IT-enabled digital products

Further research -- Glossary -- Acknowledgements.

and services or end-to-end delivery. This publication helps you understand the Create, Deliver and Support module towards Managing Professional, as well as provide daily expert reference guidance for day-to-day problems.