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Nota di contenuto	<p>Intro -- Copyright Page -- Contents -- Foreword --</p> <p>Acknowledgements -- About this guide -- 1 Introduction -- 2 Plan and build a service value system -- 2.1 Key concepts and challenges -- 2.2 Shift-left approach -- 2.3 Plan and manage resources -- 2.4 Use and value of information and technology -- 3 Service value streams -- 3.1 Overview -- 3.2 Value stream for the development of a new service -- 3.3 Value stream for user support of an existing service -- 4 Create, deliver and support services -- 4.1 Managing work and activities -- 4.2 Key approaches -- 5 Taking the CDS examination -- 5.1 Purpose of the ITIL 4 CDS qualification -- 5.2 Examination overview -- 5.3 Question type examples -- 5.4 Examination modalities -- 6 The ITIL 4 certification scheme -- 6.1 ITIL Foundation -- 6.2 ITIL Managing Professional stream -- 6.3 ITIL Strategic Leader stream -- 6.4 ITIL Master -- 6.5 ITIL and the T-shaped individual -- 7 ITIL 4: Create, Deliver and Support syllabus -- Further information -- Footnotes.</p>