

1. Record Nr.	UNINA9910819478103321
Titolo	ITIL® 4 foundation revision guide [[electronic resource] /] / AXELOS Limited
Pubbl/distr/stampa	Norwich, : The Stationery Office Ltd, 2019
ISBN	9780113316533 (e-book) 9780113316526 (pbk.)
Descrizione fisica	1 online resource (60 p.)
Disciplina	658.4038076
Soggetti	ITIL (Information technology management standard) Information technology - Management Support services (Management)
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Nota di contenuto	1 Introduction -- 1.1 IT service management in the modern world -- 1.2 ITIL 4 -- 1.3 Structure and benefits of ITIL 4 -- 2 Key concepts of service management -- 2.1 Key definitions -- 2.2 Creating value with services -- 2.3 Service relationships -- 3 The ITIL guiding principles -- 3.1 The nature of the guiding principles -- 3.2 Use of guiding principles -- 4 The four dimensions of service management -- 4.1 Organizations and people -- 4.2 Information and technology -- 4.3 Partners and suppliers -- 4.4 Value streams and processes -- 4.5 External factors -- 5 The ITIL service value system -- 5.1 Purpose -- 5.2 Overview of the SVS -- 6 Service value chain -- 6.1 Purpose -- 6.2 Overview of the service value chain -- 7 ITIL management practices -- 7.1 Purpose statements -- 7.2 Definition of terms -- 7.3 Understanding the ITIL management practices -- 8 Taking the Foundation examination -- 8.1 Purpose of the ITIL 4 Foundation examination -- 8.2 Examination overview -- 8.3 Question types -- 8.4 Examination modalities -- 9 The ITIL 4 certification scheme -- 9.1 ITIL Foundation -- 9.2 ITIL Managing Professional stream -- 9.3 ITIL Strategic Leader stream -- 9.4 ITIL Master -- 9.5 ITIL and the T-shaped individual -- 10 ITIL 4 Foundation syllabus -- Further information.
Sommario/riassunto	ITIL® 4 has evolved from the previous, ITIL v3, version by re-shaping

much of the established ITSM practices in the wider context of customer experience, value streams and digital transformation, as well as embracing new ways of working such as Lean, Agile, and DevOps. The ITIL 4 Foundation Revision Guide, written by experts and endorsed by itSMF UK, compliments the core content in the ITIL 4 Foundation Manual and enables candidates to focus on the areas that will be examined, understand the best ways to approach the questions, as well as provide exam hints and support to maximise ITIL 4 Foundation success. The Guide also serves as a summary reference document for practitioners wishing to look at the key elements of ITIL 4 examinable areas.
