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Sommario/riassunto	This book provides a comprehensive guide on implementing ITIL 4 for value co-creation within organizations. It targets consultants, executives, and managers, emphasizing the importance of service management across all organizational units. The author, David Cannon, utilizes his extensive experience in IT service management to explain how ITIL 4 adapts to the digital and agile age. The book aims to clarify ITIL's key concepts and illustrate the principles of value co-creation, making it suitable for both seasoned IT professionals and newcomers. It serves as both an introductory text and a detailed study companion for those interested in ITIL 4.