

ITIL Foundation, ITIL 4 Edition



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著者:Axelos

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ITIL is a widely-adopted body of knowledge and best practices for successful IT service

management that links with training and certification. ITIL 4 has evolved from the current 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.

ITIL 4 provides the guidance organizations need to address new service management challenges and utilize the potential of modern technology. It is designed to ensure a flexible, coordinated and integrated system for the effective governance and management of IT-enabled services.

ITIL Foundation is the first ITIL 4 publication and the latest evolution of the most widely-adopted guidance for ITSM. Its audience ranges from IT and business students taking their first steps in service management to seasoned professionals familiar with earlier versions of ITIL and other sources of industry best practice.

The guidance provided in this publication can be adopted and adapted for all types of organizations and services. To show how the concepts of ITIL can be practically applied to an organization's activities, ITIL Foundation follows the exploits of a fictional company on its ITIL journey.

Key features

The guide covers key concepts of service management, the four dimensions of service management, the ITIL service value system, ITIL management practices.

ITIL Foundation, ITIL 4 Edition will:

- provide readers with an understanding of the ITIL 4 service management framework and how it has evolved to adopt modern technologies and ways of working
- explain the new holistic end-to-end view of service creation to support candidates studying for the ITIL 4 Foundation exam
- act as a reference guide that practitioners can use in their work, further studies and professional development.

作者介绍:

目录: Copyright Page.....	Page 3
Contents.....	Page 5
Welcome to ITIL 4.....	Page 8
About this publication.....	Page 10
1. Introduction.....	Page 12
1.2: About ITIL 4.....	Page 13
1.3.1: The ITIL SVS.....	Page 14
1.3.2: The four dimensions model.....	Page 15
2. Key concepts of service management.....	Page 17
2.1: Value and value co-creation.....	Page 19
2.1.1: Value co-creation.....	Page 20
2.2: Organizations, service providers, service consumers, and other stakeholders.....	Page 21
2.2.1: Service providers.....	Page 22

2.2.2: Service consumers.....	Page 23
2.2.3: Other stakeholders.....	Page 24
2.3.1: Configuring resources for value creation.....	Page 25
2.3.2: Service offerings.....	Page 26
2.4.1: The service relationship model.....	Page 28
2.5.1: Outcomes.....	Page 30
2.5.2: Costs.....	Page 32
2.5.3: Risks.....	Page 33
2.5.4: Utility and warranty.....	Page 34
2.6: Summary.....	Page 36
3. The four dimensions of service management.....	Page 37
3.1: Organizations and people.....	Page 40
3.2: Information and technology.....	Page 41
3.3: Partners and suppliers.....	Page 46
3.4: Value streams and processes.....	Page 48
3.4.1: Value streams for service management.....	Page 49
3.4.2: Processes.....	Page 50
3.6: Summary.....	Page 51
4. The ITIL service value system.....	Page 53
4.1: Service value system overview.....	Page 54
4.2: Opportunity, demand, and value.....	Page 57
4.3: The ITIL guiding principles.....	Page 58
4.3.1: Focus on value.....	Page 61
4.3.2: Start where you are.....	Page 65
4.3.3: Progress iteratively with feedback.....	Page 68
4.3.4: Collaborate and promote visibility.....	Page 70
4.3.5: Think and work holistically.....	Page 73
4.3.6: Keep it simple and practical.....	Page 75
4.3.7: Optimize and automate.....	Page 77
4.4.1: Governing bodies and governance.....	Page 80
4.4.2: Governance in the SVS.....	Page 81
4.5: Service value chain.....	Page 82
4.5.2: Improve.....	Page 87
4.5.3: Engage.....	Page 88
4.5.4: Design and transition.....	Page 89
4.5.5: Obtain/build.....	Page 90
4.5.6: Deliver and support.....	Page 91
4.6: Continual improvement.....	Page 92
4.6.1: Steps of the continual improvement model.....	Page 94
4.6.2: Continual improvement and the guiding principles.....	Page 101
4.8: Summary.....	Page 103
5. ITIL management practices.....	Page 104
5.1.1: Architecture management.....	Page 107
5.1.2: Continual improvement.....	Page 110
5.1.3: Information security management.....	Page 114
5.1.4: Knowledge management.....	Page 117
5.1.5: Measurement and reporting.....	Page 119
5.1.6: Organizational change management.....	Page 122
5.1.7: Portfolio management.....	Page 125
5.1.8: Project management.....	Page 128
5.1.9: Relationship management.....	Page 130
5.1.10: Risk management.....	Page 132
5.1.11: Service financial management.....	Page 135
5.1.12: Strategy management.....	Page 139

5.1.13: Supplier management.....	Page 142
5.1.14: Workforce and talent management.....	Page 147
5.2.1: Availability management.....	Page 150
5.2.2: Business analysis.....	Page 154
5.2.3: Capacity and performance management.....	Page 157
5.2.4: Change control.....	Page 159
5.2.5: Incident management.....	Page 163
5.2.6: IT asset management.....	Page 167
5.2.7: Monitoring and event management.....	Page 171
5.2.8: Problem management.....	Page 174
5.2.9: Release management.....	Page 179
5.2.10: Service catalogue management.....	Page 183
5.2.11: Service configuration management.....	Page 186
5.2.12: Service continuity management.....	Page 190
5.2.13: Service design.....	Page 193
5.2.14: Service desk.....	Page 199
5.2.15: Service level management.....	Page 202
5.2.16: Service request management.....	Page 207
5.2.17: Service validation and testing.....	Page 209
5.3.1: Deployment management.....	Page 212
5.3.2: Infrastructure and platform management.....	Page 215
5.3.3: Software development and management.....	Page 219
End note: The ITIL story, one year on.....	Page 222
Appendix A: Examples of value streams.....	Page 224
Further research.....	Page 230
Glossary.....	Page 233
Acknowledgements.....	Page 255
Back Cover.....	Page 260
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