

# ITIL® 4 – HOW IT ALL FITS TOGETHER

WE ARE IN A TIME OF UNPRECEDENTED CHANGE AND NEW CHALLENGES...

Organizations are facing increasingly fast-paced and complex IT and digital environments.

And now need to be more

AGILE

ADAPTABLE

DIGITALLY FOCUSED



# INTRODUCING ITIL® 4

A FLEXIBLE END-TO-END IT AND DIGITAL OPERATING MODEL FOR THE DELIVERY AND OPERATION OF TECH-ENABLED PRODUCTS AND SERVICES.



## The building blocks of ITIL 4 and step #1 of your ITIL 4 journey

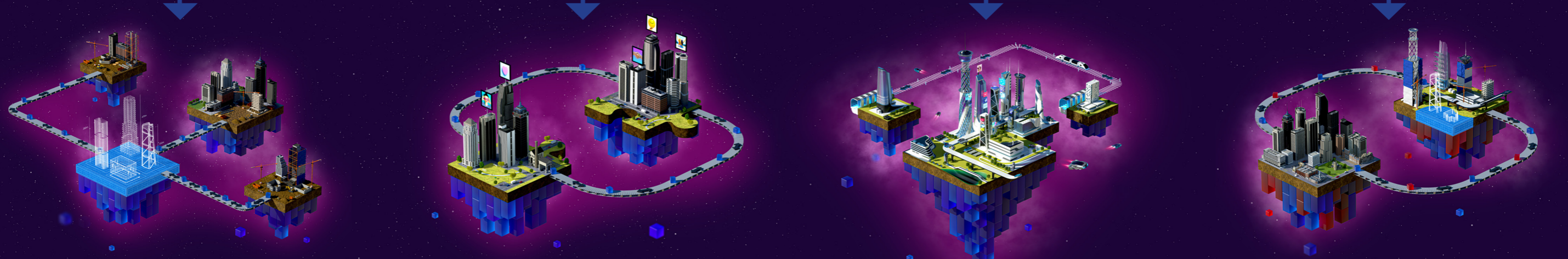
For anyone working in IT or digital streams...

Take this module to learn about these key concepts – the core of ITIL 4:

- 4 dimensions of service management
- 5 components of the service value system
- 5 activities in the service value chain
- 7 guiding principles
- And introduction to: all 34 ITIL management practice guides.

Gain the skills and knowledge to:

- Address digital service challenges
- Improve cross-team agility
- Understand how value streams increase speed and efficiency
- Integrate key concepts from Lean IT, Agile, and DevOps
- Use the common language of IT-enabled service delivery.



**ITIL 4 SPECIALIST**  
CREATE, DELIVER AND SUPPORT (CDS)

**ITIL 4 SPECIALIST**  
DRIVE STAKEHOLDER VALUE (DSV)

**ITIL 4 SPECIALIST**  
HIGH-VELOCITY IT (HVIT)

**ITIL 4 STRATEGIST**  
DIRECT, PLAN AND IMPROVE (DPI)

### The 'engine room' of the IT and digital function

For IT practitioners and leaders who manage the operation of IT-enabled and digital products and services...

Take this module to learn about these key concepts of CDS:

- 2 model value streams to create, deliver and support products / services
- 4 types of organizational structure
- 5 techniques to manage demand
- 10 steps to become a customer-orientated organization
- 10 techniques to prioritize work
- And introduction to: 12 ITIL management practice guides.

Gain the skills and knowledge to:

- Improve existing processes and effectively manage IT teams
- Optimize value streams and workflows
- Develop services to meet demand
- Integrate new technologies.

### Ensuring IT and digital services delight

For IT professionals responsible for managing and interfacing with stakeholders, and fostering valuable relationships...

Take this module to learn about these key concepts of DSV:

- 3 fundamental service relationship types
- 5 principles of service design thinking
- 5 Lean principles
- 7 steps of a customer journey
- 8 dimensions of culture
- And introduction to: 8 ITIL management practice guides.

Gain the skills and knowledge to:

- Effectively manage all stakeholders
- Build trusted relationships
- Shape customer demand
- Optimize customer experience
- Embed effective design thinking.

### The future of IT and digital services

For IT managers and practitioners working within or towards the delivery of digital products and services...

Take this module to learn about these key concepts of HVIT:

- 4 characteristics of high-velocity IT
- 5 key concepts of high-velocity IT
- 5 high-level digital objectives
- And introduction to: 17 ITIL management practice guides.

Gain the skills and knowledge to:

- Converge business goals with IT
- Embed complex and adaptive systems
- Bridge the development and operations gap
- Improve performance with Lean, Agile, and DevOps methods
- Increase the speed and quality of services.

### Bringing IT and digital strategies to life

For IT and digital managers involved in aligning work to organizational strategy or developing a continually improving team or service...

Take this module to learn about these key concepts of DPI:

- 4 activities in the planning and evaluation model
- 5 good communication principles
- 7 elements in the continual improvement model
- And introduction to: 7 ITIL management practice guides.

Gain the skills and knowledge to:

- Drive organizational change
- Encourage a culture of continual improvement
- Manage effective changes
- Minimize disruption
- Innovate while remaining compliant.