

2. Start where you are
3. Progress iteratively
4. Be transparent
5. Keep it simple
6. Design for experience
7. Work holistically
8. Observe directly
9. Collaborate

It goes on to explain how these guiding principles are essential for ITSM and how they relate to philosophies, frameworks and methodologies such as DevOps, Lean, Agile etc.

The publication shows how following the CSI (continual service improvement) approach, and how the core skills of organizational change management, communication, metrics and measurement, can underpin successful ITSM improvement initiatives.

- Title: ITIL® Practitioner Guidance
 - Author:
 - Released:
 - Language:
 - Pages: 176
 - ISBN: 0113314876
 - ISBN13: 9780113314874
 - ASIN: 0113314876
-