

Seven Guiding Principles of ITIL 4

ITIL 4 is a major overhaul to the entire framework and the biggest change since ITIL v3 was published in 2007. ITIL 4 offers a more agile, flexible and customizable version of ITIL that is updated for the modern workplace. ITIL 4 encourages less siloes, more collaboration, communication across the entire business and integrating Agile, DevOps, Lean, IT governance and leadership into ITSM strategies.



Source: <https://www.cio.com/article/2439501/itil/infrastructure-it-infrastructure-library-itil-definition-and-solutions.html>
Sarah White and Lynn Greiner, www.cio.com, 2019

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