Introduction to ITIL 4

Learning Objectives

Learn about ITIL4, its features, principles and benefits.

Topics

- About ITIL4
- Components of ITIL4 Framework
- Benefits of ITIL

ITIL Key Concepts

Learning Objectives

Explore key concepts on service, its management and value. Learn about stakeholders, products and service relationship.

Topics

- Service and Service Management
- Components of Service Value
- Determine the Value of a Service or Product
- Stakeholders and Value Creation
- Products, Services and Service Offering
- Service Relationship

ITIL Guiding Principles

Learning Objectives

Learn in detail about the guiding principles of ITIL.

Topics

- Focus on value
- Start where you are
- Progress iteratively with feedback
- Collaborate and promote visibility
- Think and work holistically
- Keep it simple and practical
- Optimize and automate

The Four Dimensions of Service Management

Learning Objectives

Learn more about ITIL service value system, chain and streams.

Topics

- Organization and people
- Information and technology
- Partners and suppliers
- Value streams and processes
- External factors

The ITIL Service Value System

Learning Objectives

Learn more about ITIL service value system, chain and streams.

Topics

- ITIL Service Value System
- Service Value Chain
- Service Value Streams

ITIL 4 Practices

Learning Objectives

Learn more about different types of ITSM.

Topics

- Information Security Management
- Relationship Management
- Supplier Management
- Service Level Management
- IT Asset Management
- Service Configuration Management
- Change Enablement
- Release Management Practices
- Release Management
- Deployment Management
- Monitoring and Event Management
- Incident Management

- Problem Management
- Service Request Management
- Service Desk
- Continual Improvement