

# ITIL 4: Parts 1 through 5 Exam Only

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**Prerequisites:** none. Knowledge of previous versions of ITIL will be helpful.

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**Course description:** ITIL 4 will enable IT professionals to support their organization on their journey to digital transformation.

Part 1: covers a welcome to ITIL and what you can expect, next it covers Service management and outcomes.

Part 2: discusses the four dimensions of Service Management: Organizations, IT, Partners and Value streams. Next it covers value streams and processes as well as the service value system.

Part 3: covers the Guiding principles of ITIL. next it discusses how to collaborate and promote visibility, the service value chain as well as design transition.

Part 4: covers Continual improvement, categories of practices and knowledge management.

Part 5: covers Service management practices, asset management and technical management practices

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## Course outline:

### Welcome

- Introduction
- Welcome
- Exam Fundamentals
- 4th Industrial Revolution
- Service Organizations
- Summary

### Service Management

- Introduction
- Service Management
- Value
- Organizations and People
- Services and Products
- Service Offerings
- Service Relationships
- Summary

### Outcomes

- Introduction
- Outcomes
- Costs
- Risks
- Utility and Warranty
- Summary

### Four Dimensions of Service Management

- Introduction
- Four Dimensions of Service Management

- Organizations and People
- Information and Technology
- Partners and Suppliers
- Summary

### Value Streams and Processes

- Introduction
- Value Streams and Processes
- PESTLE
- Applying Four Dimensions
- Summary

### Service Value System

- Introduction
- Service Value System
- Opportunity Demand and Value
- Governance
- Summary

### Guiding Principles

- Introduction
- Guiding Principles
- Focus on Value
- Start Where You Are
- Progress Iteratively with Feedback
- Summary

### Collaborate and Promote Visibility

- Introduction
- Collaborate and Promote Visibility
- Think and Work Holistically

- Keep it Simple
- Optimize and Automate
- Summary

### Service Value Chain

- Introduction
- Service Value Chain
- Plan
- Improve
- Engage
- Summary

### Design Transition

- Introduction
- Design and Transition
- Obtain and Build
- Deliver and Support
- Value Streams
- Summary

### Continual Improvement

- Introduction
- Continual Improvement
- Continual Improvement Model
- What is the Vision
- Where are we Now
- Where do We Want to Be
- How do We Get There
- Take Action

- Did We Get There
- How Do We Keep the Momentum Going
- Continual Improvement and the Guiding Principles
- Summary

### Categories of Practices

- Introduction
- Categories of Practices
- Management Practices
- Continual Improvement
- Information Security Management
- Relationship Management
- Supplier Management
- Architecture Management
- Summary

### Knowledge Management

- Introduction
- Knowledge Management
- Measurement and Reporting
- Organizational Change Management
- Portfolio Management
- Project Management
- Risk Management
- Service Financial Management
- Strategy Management
- Workforce and Talent Management

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- Summary

## **Service Management Practices**

- Introduction
- Service Management Practices
- Change Control
- Incident Management
- Problem Management
- Summary

## **Service Desk**

- Introduction
- Service Desk
- Service Level Management
- Service Request Management
- Summary

## **Asset Management**

- Introduction
- Asset Management
- I4F\_09\_09 Monitoring and Event Management
- Release Management
- Service Configuration Management
- Availability Management
- Business Analysis
- Capacity and Performance Management
- Service Catalog Management
- Service Continuity Management
- Service Design
- Service Validation and Testing
- Summary

## **Technical Management Practices**

- Introduction
- Technical Management Practices
- Deployment Management
- Infrastructure and Platform Management
- Software Development and Management
- Putting It All Together
- Conclusion
- ITIL Certification Path
- Summary