

# ITIL 4, Part 2 of 5: Four Dimensions

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**Meet the expert:** Jason Dion, CISSP No. 349867, is a professor at University of Maryland University College with multiple information technology professional certifications, including Certified Information Systems Security Professional (CISSP), Certified Ethical Hacker (CEH), Certified Network Defense Architect (CNDA), Digital Forensic Examiner (DFE), Digital Media Collector (DMC), CySA+, Security+, Network+, A+, PRINCE2 Practitioner, and ITIL. He holds a Masters of Science degree in Information Technology with a specialization in Information Assurance

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

**Runtime:** 50:04

**Course description:** ITIL 4 will enable IT professionals to support their organization on their journey to digital transformation. This course 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. The ITIL® course on this page is offered by Dion Training Solutions, LLC, an ATO of AXELOS Limited. ITIL, ITIL Foundation, and the Swirl logo are registered trademarks of AXELOS Limited. All rights reserved.

## Course outline:

### 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