

ITIL 4, Part 3 of 5: Guiding Principles

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

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