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

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
• KnowledgeManagement
• Measurement and Reporting
• Organizational Change Management
• Portofilio Managment
• 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