

# ITIL 4, Part 1 of 5: Service Management

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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:** 01:21:09

**Course description:** ITIL 4 will enable IT professionals to support their organization on their journey to digital transformation. This course covers a welcome to ITIL and what you can expect, next it covers Service management and outcomes. 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:

### 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