

# ITIL 4, Part 4 of 5: Continual Improvement

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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 Continual improvement, categories of practices and knowledge management. 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:

### 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
- Risk Management
  - Service Financial Management
  - Strategy Management
  - Workforce and Talent Management
  - 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