ITIL 4, Part 4 of 5: Continual Improvement

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.

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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

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
• Summary

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