

ITIL 4, Part 5 of 5: Asset Management

page 1

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: 01:16:13

Course description: ITIL 4 will enable IT professionals to support their organization on their journey to digital transformation. This course covers Service management practices, asset management and technical management practices. 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:

- Service Management Practices**
- Introduction
 - Service Management Practices
 - Change Control
 - Incident Management
 - Problem Management
 - Summary
 - Infrastructure and Platform Management
 - Software Development and Management
 - Putting It All Together
 - Conclusion
 - ITIL Certification Path
 - 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