

ITIL 4 the latest step in the evolution of IT best practice, equips your business to deal with the challenges currently faced by the industry. The adoption of ITIL as the most widely used guidance in the world on the IT service management (ITSM) ensures continuity with existing ways of working (where service management is already successful) by integrating modern and emerging practices with established and proven know-how

ITIL 4 also provides guidance on these new methods to help individuals and organizations to see their benefits and move towards using them with confidence focus and minimal disruption

ITIL 4 holistic approach raises the profile of service management in organizations and industries, setting it within a more strategic context. Its focus tends to be on end-to-end product and service management, from demand to value.

IT training provides individuals with a structured approach for developing their competencies in the current and future workplace. The accompanying guidance also helps organizations to take advantage of the new and upcoming technologies, succeed in making their digital transformations, and create value as needed for themselves and their customers

ITIL 4 Foundation will

Provide students with and understanding of the ITIL 4 service management framework and how it has evolved to adopt modern technologies and ways of working

Act as reference guide that practitioners can use in their work, further studies, and professional development

1. Introduction
2. Key Concepts of service Management
3. The four dimensions of service management
4. The ITIL service value system
5. ITIL Management practices
 - 5.1. General management practices
 - 5.1.1. Architecture management
 - 5.1.2. Continual improvement
 - 5.1.3. Information security management
 - 5.1.4. Knowledge management
 - 5.1.5. Measurement and reporting
 - 5.1.6. Organizational change management
 - 5.1.7. Portfolio management
 - 5.1.8. Project management
 - 5.1.9. Relationship management
 - 5.1.10. Risk management
 - 5.1.11. Service financial management
 - 5.1.12. Strategy management
 - 5.1.13. Supplier management
 - 5.1.14. Workforce and talent management
 - 5.2. Service management practices
 - 5.2.1. Availability management
 - 5.2.2. Business analysis
 - 5.2.3. Capacity and performance management
 - 5.2.4. Change control
 - 5.2.5. Incident management
 - 5.2.6. IT asset management
 - 5.2.7. Monitoring and event Management
 - 5.2.8. Problem management
 - 5.2.9. Release management
 - 5.2.10. Service catalogue management
 - 5.2.11. Service configuration management
 - 5.2.12. Service continuity management
 - 5.2.13. Service design
 - 5.2.14. Service desk
 - 5.2.15. Service level management
 - 5.2.16. Service request management
 - 5.2.17. Service validation and testing
 - 5.3. Technical management practices
 - 5.3.1. Deployment management
 - 5.3.2. Infrastructure and platform management
 - 5.3.3. Software development and management