

## ITIL 4 Overview

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### Course Summary

#### Description

ITIL® is a set of best practices guidance that has become a worldwide-adopted framework for IT Service Management (ITSM) by many public & private organizations. Since early 1990, ITIL® has been evolving from focusing on functions and processes under versions 1 and 2 to a full Service Lifecycle Management (v3/2011) to now focusing on a Service Value System under the current version.

In addition to the existing benefits of aligning IT goals and objectives with the business, improving quality and reducing cost of operation; ITSM and ITIL® now emphasizes the following areas:

- The role of IT Service Management capabilities in digital transformation initiatives
- Value and value co-creation between the IT service provider and its customers
- Guiding principles that apply to all stakeholder relationships, all initiatives and in support of Continual Improvement activities
- The Four Dimensions of Service Management, used to ensure holistic service management
- The Service Value System approach to IT Service Management, and how the IT Management Practices enable service delivery
- IT Service Management's complementary fit with other popular IT best practices

This course introduces the latest ITIL® 4 concepts and explains the major differences with earlier versions of ITIL®.

#### Program Material

- A digital copy of the instructor's presentation will be distributed to the participants.

#### Topics

- The origins and evolution of ITIL®
- A few important concepts and definitions
- ITIL® Service Value System
- The Four Dimensions of Service Management
- The ITIL® Management Practices
- The major differences between ITIL® versions
- Critical success factors in the implementation of ITIL® best practices
- ITIL® training / education and documentation

#### Audience

This course is designed for IT professionals interested in understanding the content and concepts of the latest ITIL® 4, as well as understand the differences with previous ITIL® versions: Executives and key stakeholders, Process Owners and Managers, senior technical and operational staff, IT professionals and Consultants and IT customers.

#### Prerequisites

There are no prerequisite required for this program. There is no certification exam associated with this course.

#### Duration

One day

