

1. INTRODUCTION TO ITIL 4

- **About ITIL4**
- **Components of ITIL4 Framework**
- **Benefits of ITIL**

2. ITIL KEY CONCEPTS

- **Service and Service Management**
- **Components of Service Value**
- **Determine the Value of a Service or Product**
- **Stakeholders and Value Creation**
- **Products, Services and Service Offering**
- **Service Relationship**

3. Guiding principles of ITIL.

- **Focus on value**
- **Start where you are**
- **Progress iteratively with feedback**
- **Collaborate and promote visibility**
- **Think and work holistically**
- **Keep it simple and practical**
- **Optimize and automate**

4. The Four Dimensions of Service Management.

- **Organization and people**
- **Information and technology**
- **Partners and suppliers**
- **Value streams and processes**
- **External factors**

5. THE ITIL Service Value System

- **ITIL Service Value System**
- **Service Value Chain**
- **Service Value Streams**

6. ITIL 4 Practices.

- **Relationship Management**
- **Supplier Management**
- **Service Level Management**
- **IT Asset Management**
- **Service Configuration Management**
- **Change Enablement**
- **Release Management Practices**
- **Release Management**
- **Deployment Management**
- **Monitoring and Event Management**
- **Incident Management**
- **Problem Management**
- **Service Request Management**
- **Service Desk**
- **Continual Improvement**