



Course 65010B: ITIL® 4 Awareness

About this course

This half-day course provides a general introduction to the ITIL 4 conception of IT Service Management. The focus is on a general awareness of the key concepts of service management, the four dimensions of service management, the ITIL service value system, the ITIL guiding principles, the ITIL service value chain, and the ITIL management practices.

Audience

IT and business professionals who develop, support, operate, or provide IT services.

Prerequisites

There are no prerequisites for this course.

Duration

½ day (4 hours).

Learning Objectives

After completing this course, learners will be able to describe:

- Key concepts of service management
- The four dimensions of service management
- The ITIL Service Value System
- The ITIL Guiding Principles
- The ITIL Service Value Chain
- The ITIL Management Practices

Course Outline

Module 1: Key Concepts of Service Management

Module 2: The Four Dimensions of Service Management

Module 3: The ITIL Service Value System

Module 4: The ITIL Guiding Principles

Module 5: The ITIL Service Value Chain

Module 6: The ITIL Management Practices

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