ITIL Foundation v4

1. Introduction to ITIL

2. Key Concepts of Service Management

3. ITIL Guiding Principles

4. Four Dimensions of Service Management

5. Service Value Chain (SVC)

6. Practices in ITIL

- o Continual Improvement
- o Change Control
- o Incident Management
- o Problem Management
- o Service Request Management
- o Service Desk
- o Service Level Management (SLM)
- o Information Security Management
- o Relationship Management
- o Supplier Management
- o Availability Management
- o Capacity & Performance Management
- o IT Asset Management
- o Service Configuration Management
- o Service Continuity Management
- o Monitoring and Event Management
- o Release Management
- o Deployment Management

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