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Beggiiner Level.

Learning ITIL® (79 m)

Learn the basics of both current versions of the world's most popular approach to IT service management: ITIL® v3 and ITIL® 4. Learn what ITIL® covers and why it matters to you and your organization. Learn the basics of ITIL® v3: the service lifecycle; processes and functions; and roles, technology and automation. Then compare the major differences in ITIL® 4: the four dimensions; the service value system; the service value chain; and the guiding principles, and practices. Instructor David Pultorak—an ITIL® contributor and consultant—also helps you learn the basics of ITIL® certification, including the ITIL® v3 and 4 certification schemes, and provides tips for passing the certification exam.

ITIL® Foundation 4 First Look (40m)

The release of ITIL® 4 modernizes the popular service management framework, adding coverage of topics such as lean, agile, and DevOps. In this course, get a first look at the ITIL® 4 Foundation exam. ITIL® Expert David Pultorak provides a high-level overview of ITIL® 4, as well as how updates to the framework affect the ITIL® Foundation certification exam. Learn about the similarities and differences between the ITIL 4® and ITIL® v3 Foundation exams and certification schemes, as well as what sparked the creation of ITIL® 4 in the first place. Plus, explore the seven guiding principles of ITIL® 4, the four dimensions of service management, the components of the ITIL® 4 service value system, and more.

Intro to Service Management with ITIL® 4 (98m)

The ITIL® framework was designed to help all organizations, regardless of their industry or business sector, provide IT services using the most efficient and economical methods. This course was designed to introduce you to the concepts of service management and the ITIL® 4 framework to help you determine if studying for the ITIL® 4 Foundation certification is right for you. Instead of providing an in-depth look at each of the exam objectives, instructor Jason Dion provides a high-level overview of the ITIL® concepts and practices. If you continue onwards and obtain your certification, you can show employers that you understand the key elements, concepts, and terminology used in ITIL, including how operations move between each activity and process to create value in the service value system, and their overall contribution to the service management best practices..

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Intermediate Level.

Putting ITIL® Into Practice: Applying ITIL® 3 Foundation Concepts (98m)

The Putting ITIL® Into Practice series is designed to help ITIL® Foundation-certified professionals apply the concepts they have learned. It offers a fresh, agile, and directly applicable approach to help individuals, teams, and organizations implement ITIL®. This course introduces the seven ways framework for applying ITIL® Foundation concepts, with all new content for ITIL® 4–the version that brings IT service management concepts into the cloud-based era. Instructor David Pultorak covers how to apply the topics covered in ITIL® 4 Foundation: the four dimensions of service management, the ITIL® service value system, ITIL® guiding principles, service value chain activities, and ITIL® service management practices. In each chapter, David provides tips for moving concepts into practice. He helps you think through dos and don'ts and provides valuable references and resources for learning more.

Putting ITIL® into Practice: DevOps for ITIL® Practitioners (94m)

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Putting ITIL® Into Practice: Applying ITIL® 4 Foundation Concepts (94m)

The Putting ITIL® Into Practice series is designed to help ITIL® Foundation-certified professionals apply the concepts they have learned. It offers a fresh, agile, and directly applicable approach to help individuals, teams, and organizations implement ITIL®. This course introduces the seven ways framework for applying ITIL® Foundation concepts, with all new content for ITIL® 4–the version that brings IT service management concepts into the cloud-based era. Instructor David Pultorak covers how to apply the topics covered in ITIL® 4 Foundation: the four dimensions of service management, the ITIL® service value system, ITIL® guiding principles, service value chain activities, and ITIL® service management practices. In each chapter, David provides tips for moving concepts into practice. He helps you think through dos and don'ts and provides valuable references and resources for learning more.

Advanced Level.

Putting ITIL® into Practice: Problem Management Techniques (112m)

Problem management is about preventing and resolving the problems underlying interruptions of IT services. A set of shared techniques can make the difference between success and failure. ITIL® mentions a set of techniques as best practice, but does not cover how to apply them. This course bridges the gap for IT pros, giving them a concise introduction to the seven problem management techniques endorsed by ITIL, including: Brainstorming, Ishikawa diagrams, Kepner-Tregoe root cause analysis, Fault tree analysis, Component failure impact analysis, Service outage analysis, Post-implementation and major problem review. ITIL trainer David Pultorak outlines the what, why, where, and how of each technique, and provide examples so you can practice with the goal of placing each technique into "muscle memory." He examines the 4 Ps that can contribute to or help resolve every problem–people, processes, products, and partners–and provides tips on where to go next.