

ITIL 4 Service Configuration Management

Service Configuration Management ensures that accurate and reliable information about the configuration of services, and the configuration items (CIs) that support them, is available when and where it is needed. This practice provides the "single source of truth" for the organization, mapping the complex relationships between hardware, software, and services to support informed decision-making and risk management.

Course Outline

Module 1: Introduction to Service Configuration Management

Module 2: Value Streams and Processes

Module 3: Organizations and People

Module 4: Information and Technology

Module 5: Partners and Suppliers

Module 6: Service Configuration Management Capability Development

Module 7: Exam Preparation & Next Steps