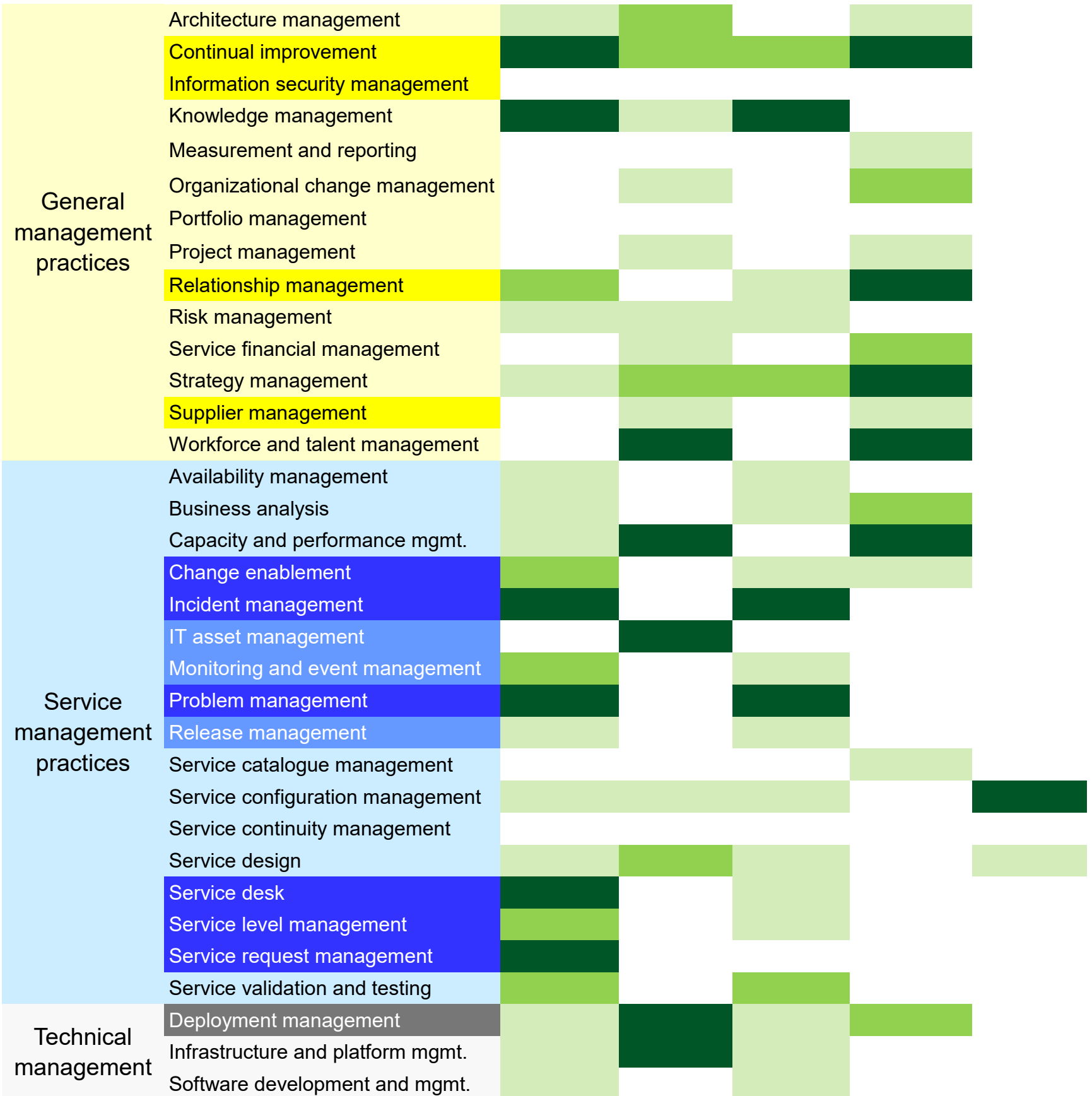


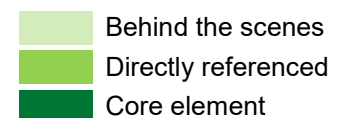
# Heatmap of ITIL® 4 practice coverage

## ITIL® 4 management practices \*

DELIVER! DEPLOY! Stabil-IT UPGRADE! CONFIG

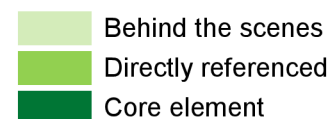


\* highlighted practices featured in foundation course



# Heatmap of ITIL® 4 practice coverage

ITIL® 4 management practices *		DELIVER!	DEPLOY!	Stabil-IT	UPGRADE!
General management practices	Architecture management	Behind the scenes	Directly referenced	Behind the scenes	Behind the scenes
	Continual improvement	Core element	Directly referenced	Directly referenced	Core element
	Information security management	Behind the scenes	Behind the scenes	Behind the scenes	Behind the scenes
	Knowledge management	Core element	Behind the scenes	Core element	Behind the scenes
	Measurement and reporting	Behind the scenes	Behind the scenes	Behind the scenes	Behind the scenes
	Organizational change management	Behind the scenes	Behind the scenes	Behind the scenes	Directly referenced
	Portfolio management	Behind the scenes	Behind the scenes	Behind the scenes	Behind the scenes
	Project management	Behind the scenes	Behind the scenes	Behind the scenes	Behind the scenes
	Relationship management	Directly referenced	Behind the scenes	Behind the scenes	Core element
	Risk management	Behind the scenes	Behind the scenes	Behind the scenes	Behind the scenes
	Service financial management	Behind the scenes	Behind the scenes	Behind the scenes	Directly referenced
	Strategy management	Behind the scenes	Directly referenced	Directly referenced	Core element
	Supplier management	Behind the scenes	Behind the scenes	Behind the scenes	Behind the scenes
	Workforce and talent management	Behind the scenes	Core element	Behind the scenes	Core element
	Service management practices	Availability management	Behind the scenes	Behind the scenes	Behind the scenes
Business analysis		Behind the scenes	Behind the scenes	Behind the scenes	Directly referenced
Capacity and performance mgmt.		Behind the scenes	Core element	Behind the scenes	Core element
Change enablement		Directly referenced	Behind the scenes	Behind the scenes	Behind the scenes
Incident management		Core element	Behind the scenes	Core element	Behind the scenes
IT asset management		Behind the scenes	Core element	Behind the scenes	Behind the scenes
Monitoring and event management		Directly referenced	Behind the scenes	Behind the scenes	Behind the scenes
Problem management		Core element	Behind the scenes	Core element	Behind the scenes
Release management		Behind the scenes	Behind the scenes	Behind the scenes	Behind the scenes
Service catalogue management		Behind the scenes	Behind the scenes	Behind the scenes	Behind the scenes
Service configuration management		Behind the scenes	Behind the scenes	Behind the scenes	Behind the scenes
Service continuity management		Behind the scenes	Behind the scenes	Behind the scenes	Behind the scenes
Service design		Behind the scenes	Directly referenced	Behind the scenes	Behind the scenes
Service desk		Core element	Behind the scenes	Behind the scenes	Behind the scenes
Service level management		Directly referenced	Behind the scenes	Behind the scenes	Behind the scenes
Service request management		Core element	Behind the scenes	Behind the scenes	Behind the scenes
Service validation and testing	Directly referenced	Behind the scenes	Directly referenced	Behind the scenes	
Technical management	Deployment management	Behind the scenes	Core element	Behind the scenes	Directly referenced
	Infrastructure and platform mgmt.	Behind the scenes	Core element	Behind the scenes	Behind the scenes
	Software development and mgmt.	Behind the scenes	Behind the scenes	Behind the scenes	Behind the scenes



\* highlighted practices featured in foundation course

# Heatmap of ITIL® 4 practice coverage

ITIL® 4 management practices \*

		DELIVER!	DEPLOY!	Stabil-IT	UPGRADE!	CONFIG	
General management practices	Architecture management	Behind the scenes	Core element	Core element	Core element		
	Continual improvement	Core element	Core element	Core element	Core element		
	Information security management	Core element	Core element	Core element	Core element		
	Knowledge management	Core element	Core element	Core element	Core element		
	Measurement and reporting	Core element	Core element	Core element	Core element		
	Organizational change management	Core element	Core element	Core element	Core element		
	Portfolio management	Core element	Core element	Core element	Core element		
	Project management	Core element	Core element	Core element	Core element		
	Relationship management	Core element	Core element	Core element	Core element		
	Risk management	Core element	Core element	Core element	Core element		
	Service financial management	Core element	Core element	Core element	Core element		
	Strategy management	Core element	Core element	Core element	Core element		
	Supplier management	Core element	Core element	Core element	Core element		
	Workforce and talent management	Core element	Core element	Core element	Core element		
	Service management practices	Availability management	Core element	Core element	Core element	Core element	
		Business analysis	Core element	Core element	Core element	Core element	
Capacity and performance mgmt.		Core element	Core element	Core element	Core element		
Change enablement		Core element	Core element	Core element	Core element		
Incident management		Core element	Core element	Core element	Core element		
IT asset management		Core element	Core element	Core element	Core element		
Monitoring and event management		Core element	Core element	Core element	Core element		
Problem management		Core element	Core element	Core element	Core element		
Release management		Core element	Core element	Core element	Core element		
Service catalogue management		Core element	Core element	Core element	Core element	Core element	
Service configuration management		Core element	Core element	Core element	Core element		
Service continuity management		Core element	Core element	Core element	Core element		
Service design		Core element	Core element	Core element	Core element		
Service desk		Core element	Core element	Core element	Core element		
Service level management		Core element	Core element	Core element	Core element		
Service request management		Core element	Core element	Core element	Core element		
Technical management	Service validation and testing	Core element	Core element	Core element	Core element		
	Deployment management	Core element	Core element	Core element	Core element		
	Infrastructure and platform mgmt.	Core element	Core element	Core element	Core element		
	Software development and mgmt.	Core element	Core element	Core element	Core element		

■ Behind the scenes  
■ Directly referenced  
■ Core element

\* highlighted practices featured in foundation course