

093062 ITIL® 4 Awareness Revision 1.0 to 1.01

Released December 2019

| Section/Lesson/Topic | Section Name | Change Type |
|----------------------|--|--|
| 1B | Products and Services | Added the official definition of “resource” to the beginning of the para following the bulleted list. |
| 1B | Service Consumers | Added the “role” terminology to the end of the introductory sentence prior to the table, as well as to beginning of each description in the table. |
| 1B | Costs and Risks | Added Note after 1st bulleted list regarding cost. |
| 2A | Value Streams | Revised the definition of “value stream” in the 1st sentence of the 2 nd para. |
| 2A | Processes | Revised the 1 st para to update the definition of “process”. |
| 3A | Service Management Practices | In the table, changed “Change Control” to “Change Enablement”. Also, updated the description for “Monitoring and Event Management” to add “and reporting”. |
| 3B | The Progress Iteratively with Feedback Principle | Added new bullet item to the end of the list. |
| 3 | Summary | Changed “Change Control” to “Change Enablement” in the answer to the first reflective question. |
| 4B | The Plan Activity | Added 2 nd para which includes new glossary terms “vision” and “mission”. |
| Glossary | Glossary | <ul style="list-style-type: none"> • Changed definition of “cost” by adding last sentence. • Changed definition of “customer by adding “The role that...” • Deleted 2nd sentence of the “process” definition. • Changed definition of “sponsor” by adding “The role that...” • Changed definition of “user” by adding “The role that...” • Updated the definition of “value stream”. • Added new glossary terms: CX, incident, mission, problem, resource, and vision. |
| Course Files | PowerPoints | Updated per changes made to lesson content. |