

093054 ITIL® 4 Foundation Revision 1.0 to 1.01

Released December 2019

Lesson/ Topic	Section	Changes Made (New wording in italics)
1B	Products and Services	Definition of Resource added <i>Resources are personnel, material finance or other entity required for the execution of an activity or the achievement of an objective.</i>
1B	Service Consumer Types	Definitions of Sponsor, Customer, and User All changed to start with <i>The role that...</i>
1B	Costs and Risks	Definition of Cost Added a student note that costs can also be non-monetary.
2A	Value Streams	Definition of Value Stream <i>A step in the value chain that an organization takes in the creation of value.</i>
2A	Processes	Definition of Process Removed the second sentence so now is: <i>A set of interrelated or interacting activities that transform inputs into outputs. Processes define the sequence of activities and their dependencies.</i>
2B	Service Management Practices	In the table, changed “Change Control” to “ <i>Change Enablement</i> ”. Also, updated the description for “Monitoring and Event Management” to add “and reporting”.
Lsn 2	Summary	In the answer to the 2 nd Reflective question, changed “Change Control” to “ <i>Change Enablement</i> ”.
3A	Customer Experience (CX)	<ul style="list-style-type: none"> • Definition of customer experience (CX) <i>The sum of functional and emotional interactions with a service and service provider as perceived by a customer.</i> • Definition of user experience (UX) added, pointing out that it’s similar but different from CX. <i>The sum of functional and emotional interactions with a service and service provider as perceived by a user.</i>
3C	The Progress Iteratively with Feedback Principle	In Progressing Iteratively with Feedback, added a 4 th bullet: <i>Improvements can be sequential or simultaneous</i>
4B	The Plan Activity	<ul style="list-style-type: none"> • Definition of vision added. <i>The aspirational goal for the future.</i> • Definition of mission added.

Lesson/ Topic	Section	Changes Made (New wording in italics)
		<i>The overall purpose and intentions of an organization.</i>
5A	ITIL Practices Redefined	In first bulleted list, 3 rd bullet, changed “Change Control” to <i>“Change Enablement”</i> .
5B	Service Level Management Heat Map and Value Chain	Corrected Figure for Service Level Management Heat Map Improve should be 3.
5C	Introduction and all Sections throughout Topic 5C	Change Control is now <i>Change Enablement</i> . Only the term has been changed. The definition is the same.
5D	Incident Management Heat Map and Value Chain	<ul style="list-style-type: none"> • In last sentence, “no relationship” changed to “low relationship”. • Corrected Figure for Incident Management Heat Map Plan should be 1.
5G	Problems and Known Errors	Definition of Problem <i>A cause, or potential cause, of one or more incidents.</i>
5G	Distinguishing Incidents from Problems	In the Distinguishing Problems from Incidents section, the following text was added at end of 2 nd para: <i>Not every problem needs to be investigated and analyzed. Making significant progress on resolving the highest-priority problems can be more valuable to the organization.</i>
5G	Practice Interactions	Changed “Change Control” to <i>“Change Enablement”</i> within the section.
Lsn 5	Summary	Changed “Change Control” to <i>“Change Enablement”</i>
6B	Monitoring and Event Management	In the Monitoring and Event Management section, the practice description was updated to be: <i>The purpose of the Monitoring and Event Management practice is to systematically observe services and service components, and record and report selected changes of state identified as events.</i>
6B	Discussing the Service Management Practices	In Step 3, changed “Change Control” to <i>“Change Enablement”</i> .
6C	Deployment Management	Changed “Change Control” to <i>“Change Enablement”</i> .
6C	Discussing the Technical Management Practices	In Step 1, changed “Change Control” to <i>“Change Enablement”</i> .
Lsn 6 Lab	Reviewing ITIL Foundation I	In Step 14 and 27, changed “Change Control” to <i>“Change Enablement”</i> .
Lsn 6	Summary	Changed “Change Control” to <i>“Change Enablement”</i> in first question.
Glossary		<ul style="list-style-type: none"> • Changed definition of “cost” by adding last sentence. • Changed definition of “customer by adding <i>“The role that...”</i>

Lesson/ Topic	Section	Changes Made (New wording in italics)
		<ul style="list-style-type: none"> • Changed definition of “CX” by changing “service consumer” to <i>“customer”</i>. • Changed definition of “problem” to <i>“A cause, or potential cause, of one or more incidents.”</i> • Deleted 2nd sentence of the “process” definition. • Changed definition of “sponsor” by adding <i>“The role that...”</i> • Changed definition of “user” by adding <i>“The role that...”</i> • Updated the definition of “value stream”. • Added new glossary terms: UX, mission, resource, and vision.

093054 components that were updated:

- Course dita files
- Overheads: OVs for Lessons 2, 5, and 6 updated for Change Enablement. OV 5 updated with new images in 5B & 5D (see above).
- Mapping document
- Data files
 - Sample papers 1 and 2
 - Glossary (2020)
- Assessment