

# COURSE OUTLINE

## ITIL® 4 Foundation (Exam Included)

DURATION	SKILL LEVEL	DELIVERY METHOD	TRAINING CREDITS	TECHNOLOGY
3 Day(s)	Foundation IT	In Class/VITL	N/A	Service Management

### Course Overview

ITIL® is the most adopted guidance in the world of IT Service Management, and as technology and business practices and challenges increase, so has ITIL® evolved.

The course aims at introducing the core concepts of ITIL 4. It covers the principles of ITIL 4 guidance, concepts, and terminology. IT helps in understanding the practices across IT Service Management.

At course completion

Upon successful completion of this course, students will be able to:

- Understand the key concepts of Service Management.
- Understand how ITIL® guiding principles can help an organization adopt and adapt ITSM.
- Understand the 4 dimensions of IT services management.
- Understand the purpose and components of the ITIL service value system, and the activities of the service value chain, and how they interconnect.
- Understand the key concepts of continual improvement.
- Learn the various ITIL® practices and how they contribute to value chain activities.

## Topics

### Service Management Key Concepts

- Value and Value Co-creation
- Value, Services, Products, Resources
- Service Relationships
- Value, Outcomes, Cost

### The Guiding Principles

- Identifying Guiding Principles
- The seven Guiding Principles
- Applying the Guiding principles

### The Four Dimensions of Service Management

- Overview of the Four Dimensions of ITSM
- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value stream and Processes
- External Factors and The Pestle Model

### The ITIL Service Value System

- Overview of Service Value System
- Overview of Service Value Chain

### Continual Improvement

- The Continual Improvement Model
- Relationship between Continual Improvement Model and the Guiding Principles

### The ITIL Practices

- ITIL Management Practices
  - The Continual Improvement Practice
  - The Change Control Practice
  - The Incident Management Practice
  - The Problem Management Practice
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- The Service Request Management Practice
- The Service Desk Practice
- The Service Level Management Practice
- Purpose of ITIL Practices®

*(Please note that PeopleCert examinations cannot be sold separately and are included in the course pricing)*

#### **ITIL Foundation exam format**

Multiple choice examination questions

40 questions

26 marks required to pass (out of 40 available) - 65%

60 minutes duration Closed

book.

#### **Vendor Annotation**

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## **Exams and Certifications**

## **Notes and Annotations**

## **What is Next**

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