
ITIL® 4 Foundation Syllabus

Trainer

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Course Overview

ITIL® is the world's leading best practice framework for implementing IT Service Management. ITIL 4 introduces IT Service Management through the lens of a Service Value System (SVS), which provides a holistic end-to-end view of how to successfully contribute to business value. This foundational course immerses you in the guiding principles, dimensions, and practices of ITIL® 4.

By completion of this course, you will have a deep understanding of the 7 Guiding Principles, 4 Dimensions of Service Management, 34 ITIL® Practices, and the new Value Service Chain that incorporate the core of ITIL® 4.

Target Audience

This course is designed for anyone who needs an understanding of IT Service Management to help deliver better value to customers. It is appropriate for all IT staff and management, as well as customers who work closely with IT to support business requirements. This course is also designed for anyone who wants to prepare for ITIL® 4 Foundation exam.

Key Topics

- Core concepts, definitions, and terminology of ITIL 4
- Structure and benefits of ITIL 4
- The ITIL Certification path
- Service Management: Key Concepts
- The Guiding Principles
- The Four Dimensions of Service Management
- Service Value System
- Continual Improvement
- Overview of ITIL Practices

Skills Gained

After completing this ITIL training course, you will:

- Understand the key concepts of ITIL service management
- Understand how ITIL guiding principles can help an organization to adopt and adapt ITIL service management
- Understand the four dimensions of ITIL service management
- Understand the purpose and components of the ITIL service value system, and 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

Prerequisites

No prerequisite is required.

Course Outline

Topic	Details
ITIL 4 OVERVIEW	Introduction to ITIL Key Concepts of ITIL
THE ITIL FRAMEWORK	The Four Dimensions of Service Management The ITIL Service Value System
THE ITIL GUIDING PRINCIPLES	Focus on Value Start Where You Are Progress Iteratively with Feedback Collaborate and Promote Visibility Think and Work Holistically Keep It Simple and Practical Optimize and Automate
THE ITIL SERVICE VALUE SYSTEM	Governance The Service Value Chain Continual Improvement
KEY ITIL PRACTICES	Continual Improvement

Topic	Details
OTHER ITIL PRACTICES	Service Level Management Change Control Incident Management Service Request Management Service Desk Problem Management
	General Management Practices Service Management Practices Technical Management Practices

Summary

Duration	Level	Technology	Delivery Method
18 Hours	Foundation	IT Service Management	