

ITIL® 4 Foundation

Course Outline

Module 1: Course Introduction

- Course Overview
- Course Learning Objectives
- Course Structure
- Introduction to IT Service Management in the Modern World
- Structure and Benefits of ITIL® 4
- Case Study: Axle Car Hire
- Exam Details

Module 2: Service Management: Key Concepts

- Intent and Context
- Value and Value Co-Creation
- Value: Services, Products, and Resources
- Service Relationships
- Value: Outcomes, Costs and Risks

Module 3: The Guiding Principles

- Identifying Guiding Principles
- Topics Covered
- The Seven Guiding Principles
- Applying the Guiding Principles

Module 4: The Four Dimensions of Service Management

- The Four Dimensions
- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes
- External Factors and the Pestle Model

Module 5: Service Value System

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

Module 6: Continual Improvement

- Introduction to Continual Improvement
- The Continual Improvement Model
- Relationship between Continual Improvement and Guiding Principles

Module 7: Overview of ITIL® Practices

- Purpose of ITIL® Practices
- The Continual Improvement Practice
- The Change Control Practice

- The Incident Management Practice
- The Problem Management Practice
- The Service Request Management Practice
- The Service Desk Practice
- The Service Level Management Practice

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