

Lesson 0: Course Overview



About ITIL®



- ITIL® is a widely accepted best practice framework in IT Service Management (ITSM).
- It is adopted by a majority of world's organizations and professionals as a tool to facilitate business transformation and growth.

About ITIL®

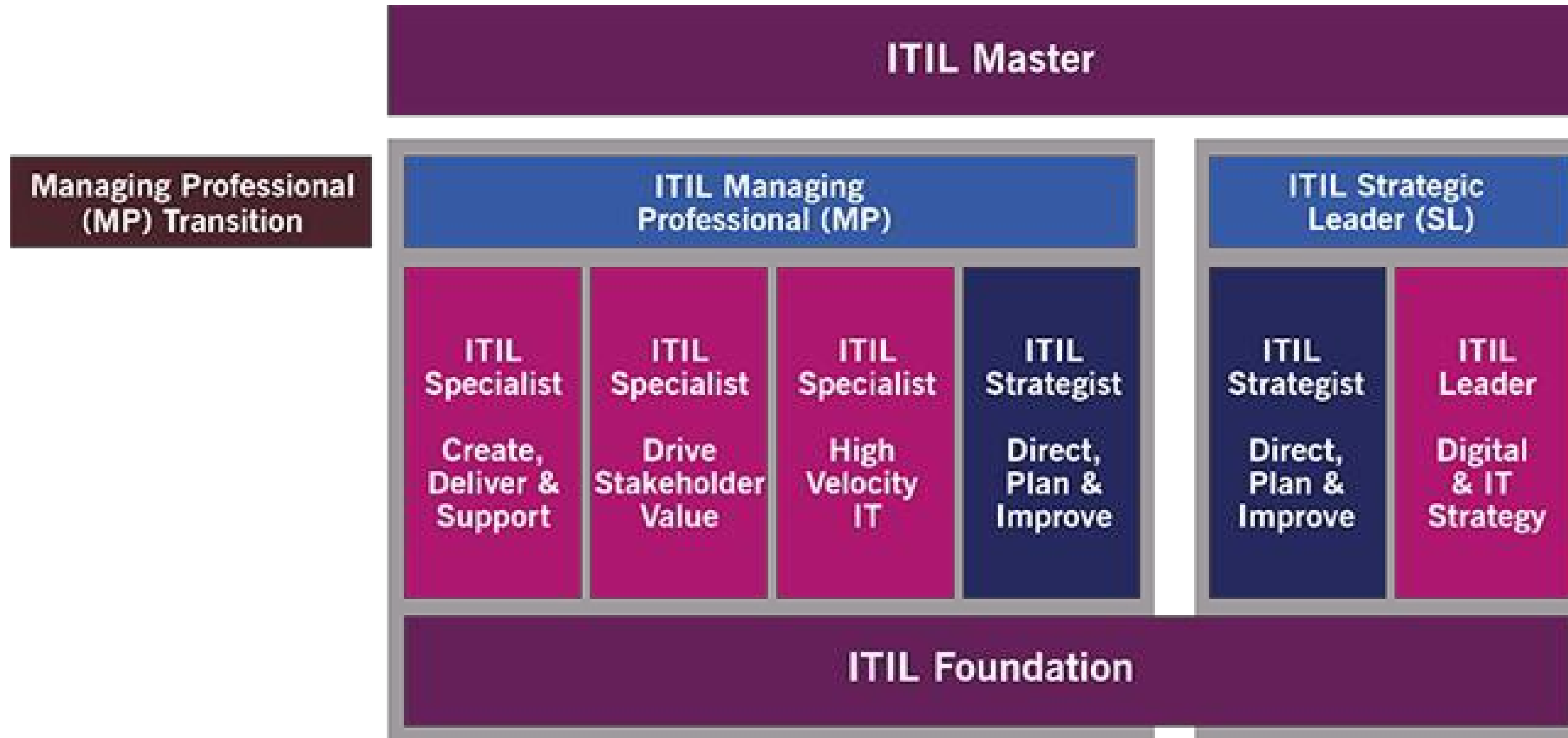


- ITIL is mapped in ISO 20000 Part 11.
- It recognizes the way ITIL can be used to meet the requirements set for ISO 20000 certification.
- This is the first such mapping that ISO has allowed to be part of its standards.



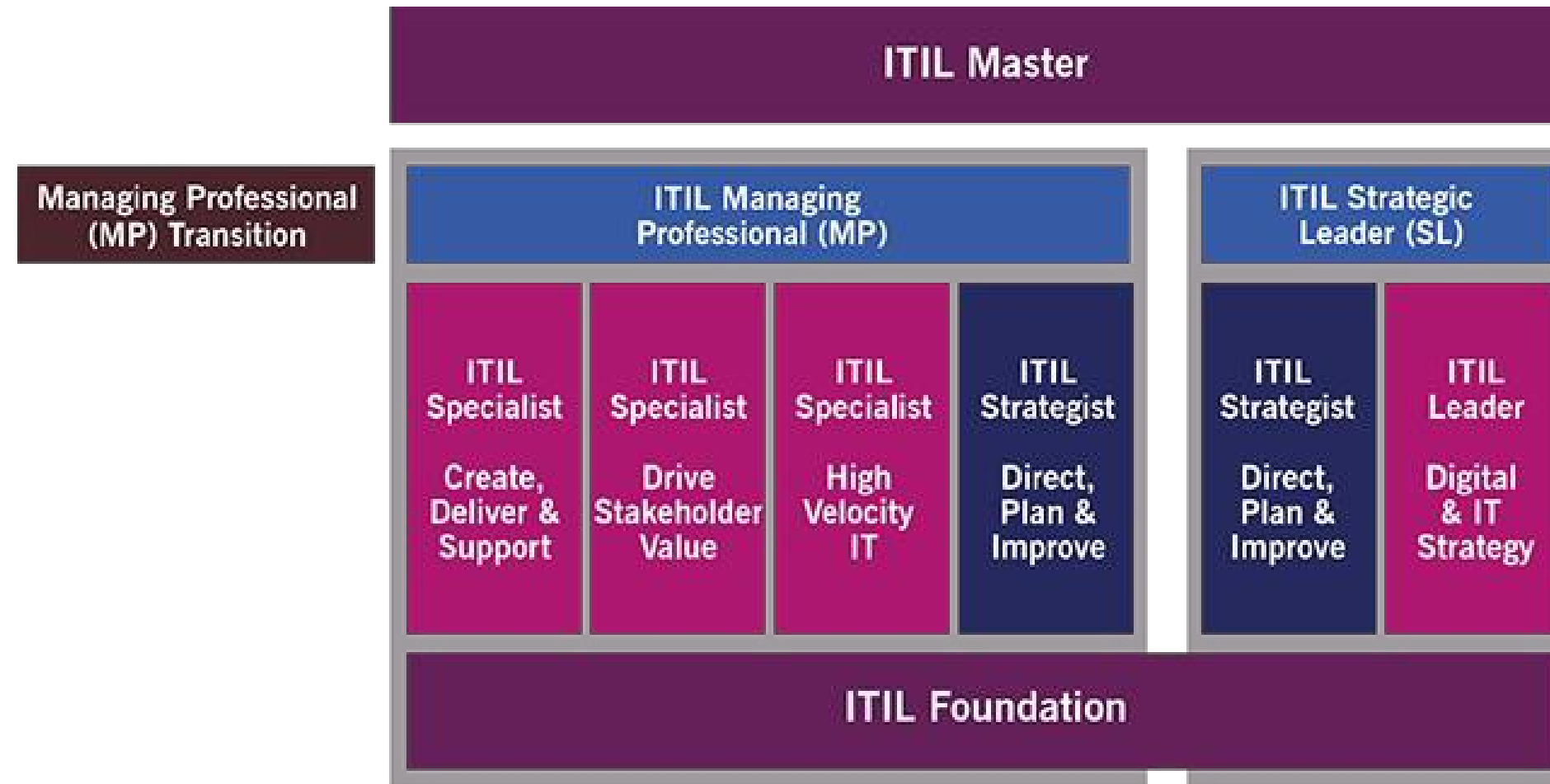
- The ITSM best practice set by ITIL is supported by a certification scheme.
- It enables ITIL practitioners to demonstrate their abilities in adopting and adapting the framework to address their specific needs.

ITIL® Certification



- Designation achieved once completed all relevant examinable modules in each stream
- Examinable modules towards ITIL Managing Professional and ITIL Strategic Leader
- Examinable module applicable to both ITIL Managing Professional and ITIL Strategic Leader
- Transition module for v3 ITIL Experts or those with 17 credits or more to gain ITIL Managing Professional designation

ITIL® Certification



- The ITIL certification scheme provides a modular approach to the ITIL framework.
- It is comprised of a series of certifications focused on different aspects of ITIL best practices to various degrees of depth and detail.
- There are five certification levels within the scheme: foundation, practitioner, intermediate, expert, and master.

ITIL® Foundation Certification

ITIL Foundation

- ITIL Foundation is an entry level certification.
- It ensures general awareness of the key elements, concepts, and terminologies used in the ITIL service lifecycle.
- It covers information on lifecycle stages, the processes used, and their contribution to service management practices.

ITIL® 4 Foundation Certification

Introduces readers to the management of modern IT enabled services

Provides professionals an understanding of the common language and key concepts



Provides learners an understanding of ITIL 4 service management framework

Explains the evolution of service management through adoption of modern technologies

Shows professionals how to utilize ITIL 4 guidance to improve their and their organization's work

Learning Objectives of ITIL® 4 Foundation

Service management as a practice

ITIL service lifecycle

Generic concepts and definitions

Key principles and models



Selected processes, functions, and roles

Technology and architecture

Competence and training

Who Is This Certification For?

ITIL 4 Foundation certification can help:

- Those who require a basic understanding of the ITIL framework
- Those who want to understand how ITIL can be used to enhance IT service management
- IT professionals or others working within an organization that has adopted ITIL
- Professionals with ITIL certification wishing to update their knowledge
- Individuals beginning their journey in service management
- Individuals working in other parts of IT like digital, product, and development with a strong interface with service delivery
- Existing and aspiring ITSM Managers



Course Agenda

Unit 1 Introduction to Service Management and ITIL

Unit 2 Key Concepts of Service Management

Unit 3 Four Dimensions of Service Management

Unit 4 ITIL Service Value System

Unit 5 ITIL Management Practices

Unit 6 ITIL 4 Foundation Examination Format

Course Agenda

Unit 1 Introduction to Service Management and ITIL

- IT service management in the modern world
- About ITIL 4
- The structure and benefits of the ITIL 4 framework
- The ITIL SVS
- The four dimensions model

Course Agenda

Unit 2 Key Concepts of Service Management

- Value and value creation
- Organizations, service providers, service consumers, and other stakeholders
- Products and services
- Service relationships
- Value or outcomes, costs, and risks

Course Agenda

Unit 3 Four Dimensions of Service Management

- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes
- External factors

Course Agenda

Unit 4 ITIL Service Value System

- Service value system overview
- Opportunity, demand, and value
- ITIL guiding principles
- Governance
- Service value chain
- Continual improvement
- Practices

Course Agenda

Unit 5 ITIL Management Practices

- General management practices
- Service management practices
- Technical management practices

Course Agenda

Unit 6 ITIL 4 Foundation Examination Format

- Assessment criteria
- Examination administration
- Question types
- Scoring
- Weightings by Bloom's level
- Weightings by learning outcome

Learning Outcomes

- Understand the key service concepts
- Understand how the ITIL guiding principles can help an organization adopt and adapt service management
- Understand the four dimensions of service management
- Understand the purpose and components of the ITIL service value system
- Understand the activities of the service value chain and how they interconnect
- Know the purpose and key terms of 15 ITIL practices
- Understand 7 ITIL practices

Let's Begin!

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Thank You

