

# IT SERVICE MANAGEMENT

## based on ITIL 4

**Francesco Clabot**  
2023-2024



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Trainer profile

Trainees' profiles

Course objectives

Course materials

Final Exams



## FRANCESCO CLABOT

My keywords: **strategy** and **digital transformation**

### WORK EXPERIENCE

- I started my IT career as **Italian Army Officer**
- I teach in the **Master's Degree in Computer Science** at UniPD
- I'm a partner and CTO at **NETCOM**, where I coordinate **digital transformation** projects for the largest Italian companies

### STUDIES

- Master degree in **Computer Science**
- Master degree in **Strategic Science**
- Master in **Business Administration**
- **ITIL 3 Expert, ITIL 4 Managing Professional**
- 29+ other professional certifications

COURSE OVERVIEW > TRAINEES PROFILE



**AND WHAT ABOUT YOU?**

LET'S PRESENT YOURSELF

## Few questions for you

- Have you ever wondered how big IT companies work?
- Do you think computer science begins and ends with writing lines of code?
  - in this case, what kinds of specializations can we have?
  - Hospital: surgery, internal medicine, ophthalmology, orthopedics, dermatology, oncology, cardiology...
  - IT: ?
- What cultural backgrounds do the people who lead IT companies have?
- Do you agree that taking care of the organization with which people carry out their work can significantly improve company results?

# OBJECTIVES OF THIS COURSE



LinkedIn has developed a forecast of jobs on the rise, during 2022 and in the immediate future. Here are the positions that will be most sought after by companies in the next twelve months.

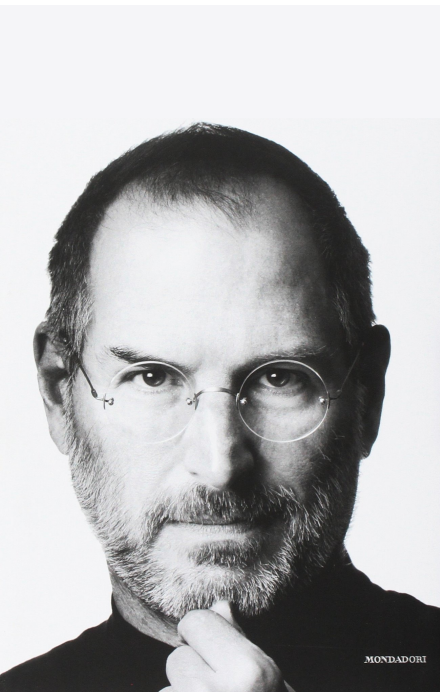
Robotic engineer	Machine learning engineer	Cloud architect
Data engineer	Sustainability manager	Data manager consultant
HR analyst	Talent acquisition specialist	Software account executive
Cyber security specialist	Banker	Data scientist
Back-end developer	Product manager	Clinic manager
Retail sales consultant	Business developer	Client manager
Investment manager	Full stack engineer	Infrastructure architect
Payroll specialist	Front-end developer	ERP consultant
Customer service agent		

# OBJECTIVES OF THIS COURSE



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WHO ARE THEY?



# OBJECTIVES OF THIS COURSE





# OBJECTIVES OF THIS COURSE

COURSE OVERVIEW > OBJECTIVES OF THIS COURSE



NOKIA

PAST

FUTURE



## Who said this?

Explain to me: you're suggesting we invest millions of dollars in a market that may or may not exist, but is definitely smaller than our current market, to develop a product that customers may or may not want, using a business model which would certainly give us smaller margins compared to our current product lines and we would certainly run into serious organizational problems as soon as this investment started... explain me better...

WHY SHOULD WE DO THIS?

# OBJECTIVES OF THIS COURSE



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A few months later



- After seeing what I've shown you, are you still so sure that running a business is just a matter of the number of lines of code written?
- Are you able to understand the dimension of the challenge?
- What will your role be in all of this?
- Is helping companies grow by developing the organizational component something that is studied or improvised?

# OBJECTIVES OF THIS COURSE



COURSE OVERVIEW > OBJECTIVES OF THIS COURSE

ITSM is a very broad subject, for this reason we are going to explore in particular one of the most famous methodologies

During this course, you will deal with organizational issues that you will find in the corporate world

I designed this course based on the official ITIL 4 Foundation textbook

You learn everything you need to know to be able to pass the ITIL 4 Foundation Exam, and a lot more

## THE COURSE OBJECTIVES

To provide attendees with  
the ITSM foundation,  
methods and concepts

In a practical workshop  
environment

Using Real life Scenarios  
and Exams



the slides used in class

ITIL 4 Foundation book (optional)

we will be using a lot of multimedia video material

web articles for further information



COURSE OVERVIEW > COURSE MATERIALS



<https://www.knowledgehut.com/tutorials/itil4-tutorial>



<https://www.youtube.com/watch?v=3IkJFntNtHQ>



<https://www.youtube.com/watch?v=PlwDm0oqljk>



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Francesco Clabot



## IT SERVICE MANAGEMENT 2022-2023 - SCQ0093638

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Attiva modifica

📅 2022-SC2598-000ZZ-  
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### SCQ0093638 - IT SERVICE MANAGEMENT 2022-2023 - PROF. FRANCESCO CLABOT

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#### COURSE DESCRIPTION

This course provides students with a practical understanding of the key concepts, common language, principles and practices that enables successful management of modern IT-enabled services. It also prepares the trainee for the ITIL Foundation Examination. The course is based on the ITIL 4 best practice service value system.

#### PREREQUISITES

There are no prerequisites: all the information necessary to understand the topics covered will be provided during the course. The goal is to become familiar with IT terminology and IT-related work experience.

#### WHO SHOULD ATTEND?

Anyone looking to understand how ITIL works and anyone interested in entering the professional world where the problems are aligning IT with the business, controlling or reducing IT costs, improving the quality of IT service and balancing IT resources in the most effective way. Anyone who aims to become an IT professional, IT project manager, IT manager, IT team or project member, coordinator, network operator, business process analyst, IT architect, consultant, system integrator, manager and help staff desks, planners, managed service providers, outsourcers, application developers, and other IT-related positions.

#### 25 FEBBRAIO - 3 MARZO

All lessons of this course will be held face-to-face. The registration of these will be activated only for students who are temporarily unable to participate.

- **Exam methods**

- Multiple choice test (crosses) -> ITIL 4 Foundation Test
- Production of a small thesis on a real case

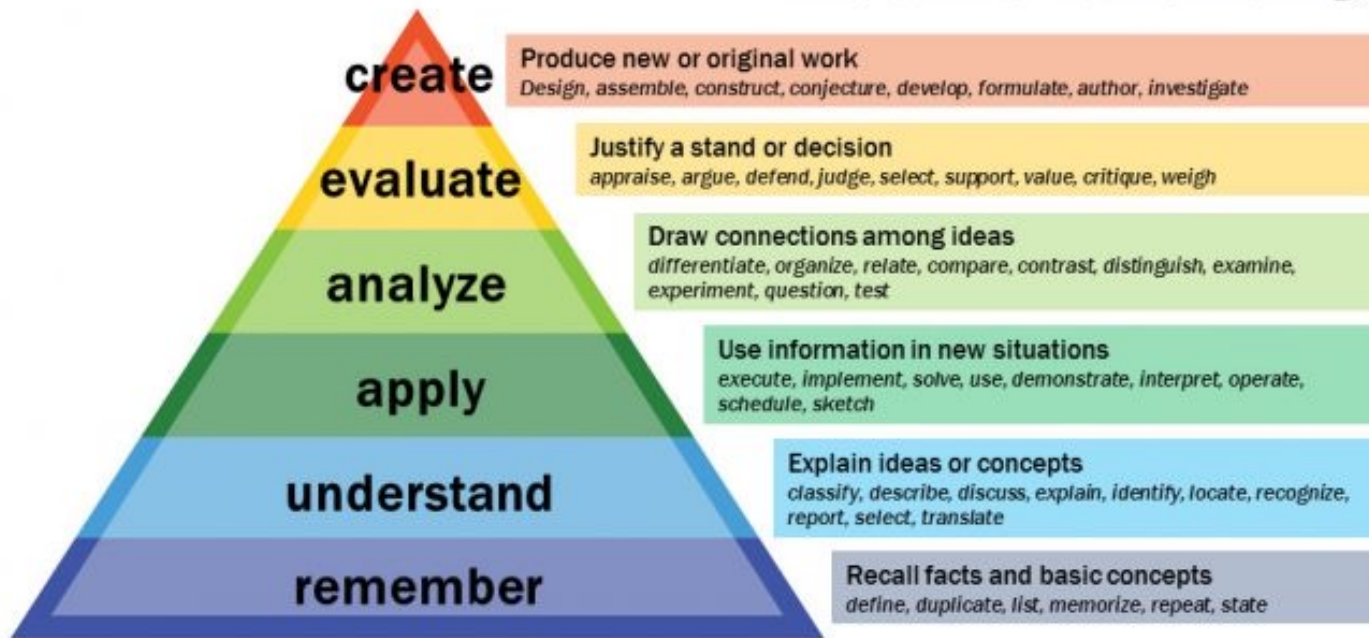
- **Evaluation criteria**

- The written test evaluates the student's acquisition of the foundational aspects addressed during the course
- The second test evaluates the student's ability to analyze and evaluate concrete aspects of the methodology taught and their application in real life cases

## ITIL 4 Foundation Test

- **60 minutes**
- **40 questions, each question is worth 1 mark**
  - 'standard'
  - 'missing word'
  - 'list' (2 correct items)
  - Very rarely, 'negative' ("what is NOT...")
- **Pass mark: 65% or higher (26 marks or above)**
- **levels 1 and 2 of Bloom's Taxonomy**
  - 9 questions at Level 1 (Recall) = 22.5%
  - 31 questions at Level 2 (Understand, Describe, Explain) = 77.5%

## Bloom's Taxonomy



## Why get the ITIL 4 Foundation Certification

### The Most Popular ITSM Framework

Forbesinsights

### Amongst the Highest Paying Certifications

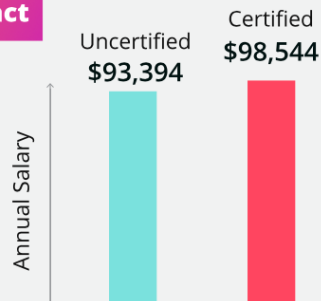
indeed

**70%**

Adoption Level of ITIL  
Across Industries

Sources: CompTIA, CIO, PayScale

### Career Impact



**12%**

Annual Salary  
Growth (2020-2024)

High demand  
across  
industries



Aerospace



Healthcare



Entertainment



Technology



Retail



Banking



Finance