

ITIL 4 Foundations

Exam Topics 6-7

AGENDA

- How Did We Get Here – Quick Review
- Topic 5- Service Value Chain
- Topic 6- 15 ITIL Practices
- Topic 7- 7 ITIL Practices
- What's Next

QUICK REVIEW:

TOPIC 1- KEY CONCEPTS OF SERVICE MANAGEMENT

1.1 Recall definition of:

- a) Service
- b) Utility
- c) Warranty
- d) Customer
- e) User
- f) Service management
- g) Sponsor

1.2 Describe key concepts of creating value with services:

- a) Cost
- b) Value
- c) Organization
- d) Outcome
- e) Output
- f) Risk
- g) Utility
- h) Warranty

1.3 Describe key concepts of service relationships:

- a) Service offering
- b) Service relationship management
- c) Service provision
- d) Service consumption

There will be 5 out of 40 questions on the exam based on this topic

uCertify Lesson: Module 2

QUICK REVIEW: TOPIC 2- ITIL GUIDING PRINCIPLES

- 2. Understand how the ITIL guiding principles can help an organization adopt and adapt service management
 - 2.1 Describe the nature, use, and interaction of the guiding principles (1)
 - 2.2 Explain the use of the guiding principles (5)
 - 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

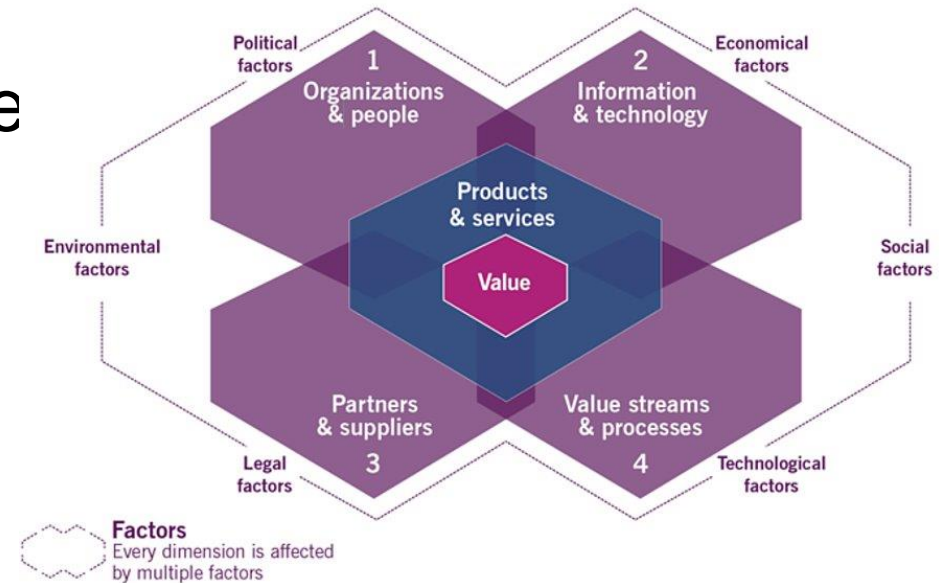
There will be 6 out of 40 questions on the exam based on this topic

QUICK REVIEW: TOPIC 3- FOUR DIMENSIONS OF SERVICE MANAGEMENT

3. Understand the four dimensions of service management

3.1 Describe the four dimensions of service management

- a) Organizations and people
- b) Information and technology
- c) Partners and suppliers
- d) Value streams and processes



There will be 2 out of 40 questions on the exam based on this topic

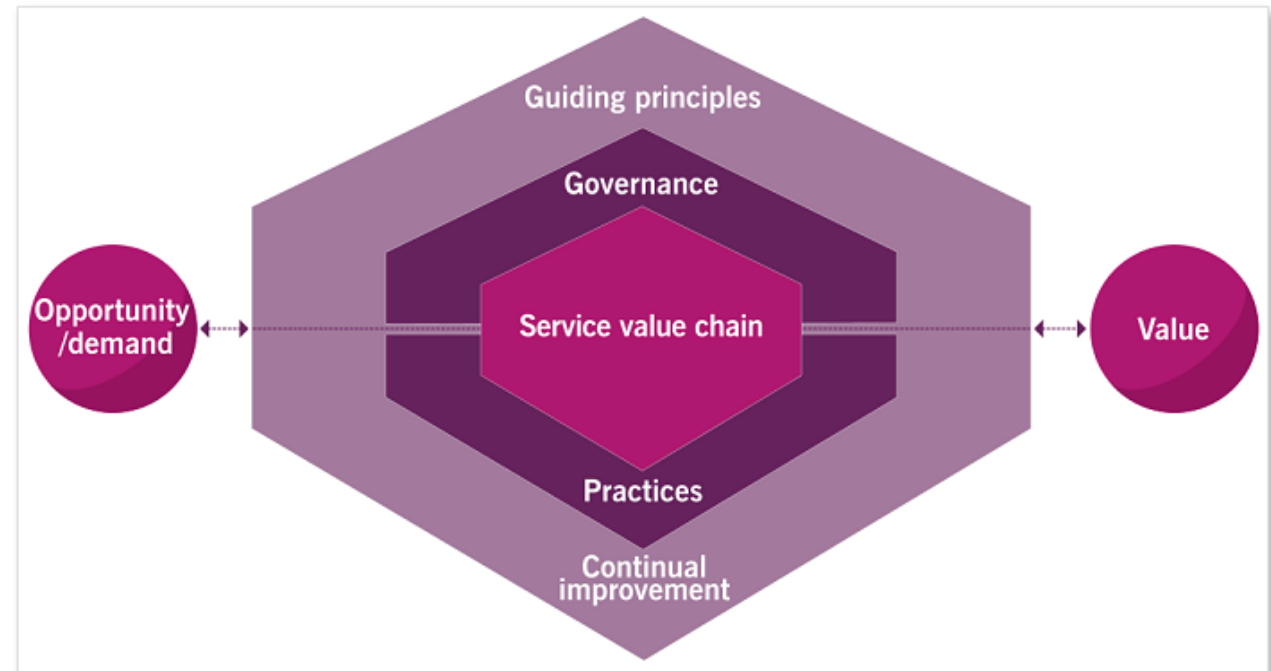
uCertify Lesson: Module 3

QUICK REVIEW: TOPIC 4- ITIL SERVICE VALUE SYSTEM

There will be 1 out of 40 questions
on the exam based on this topic

uCertify Lesson: Module 4

4. Understand the purpose and components of the ITIL service value system



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TOPIC 5- SERVICE VALUE CHAIN (SVC)

5. Understanding the activities of the service value chain, and how they interconnect

5.1 Describe the interconnected nature of the service value chain and how this supports value streams (1 mark)

5.2 Describe the purpose of each value chain activity (1 mark)

a) Plan

PIEDOD (Plan, Improve, Engage, Design, Obtain, Deliver)

b) Improve

c) Engage

d) Design & Transition

e) Obtain / Build

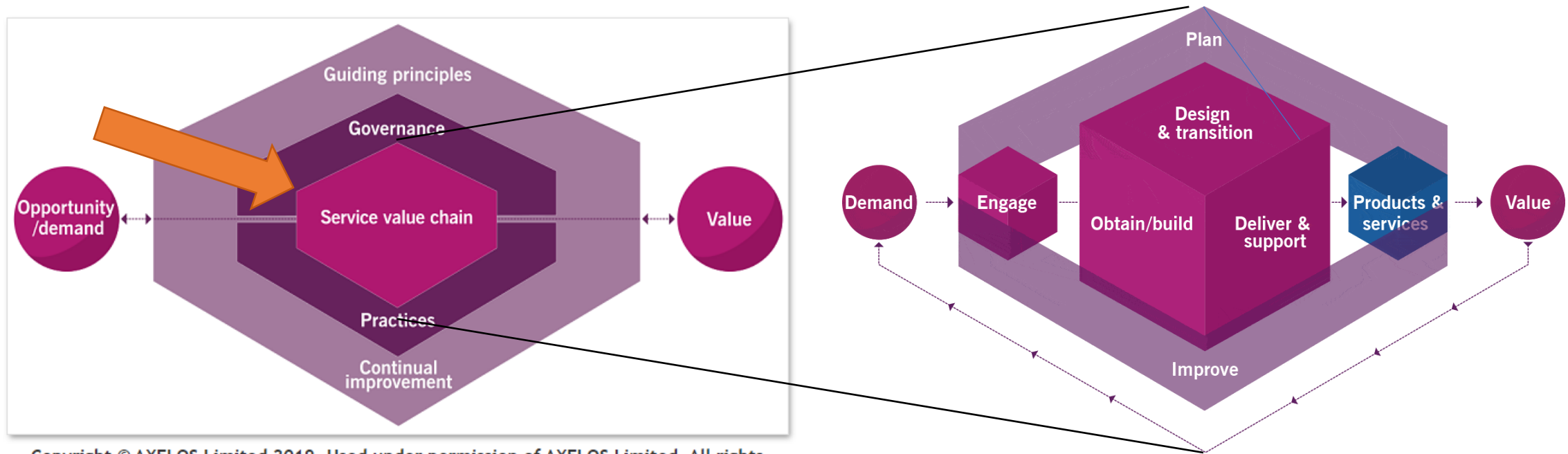
f) Deliver & Support

There will be 2 out of 40 questions on the exam based on this topic

uCertify Lesson: Module 5

TOPIC 5- SERVICE VALUE CHAIN (SVC)

Flexible model for the creation, delivery, and continual improvement of services



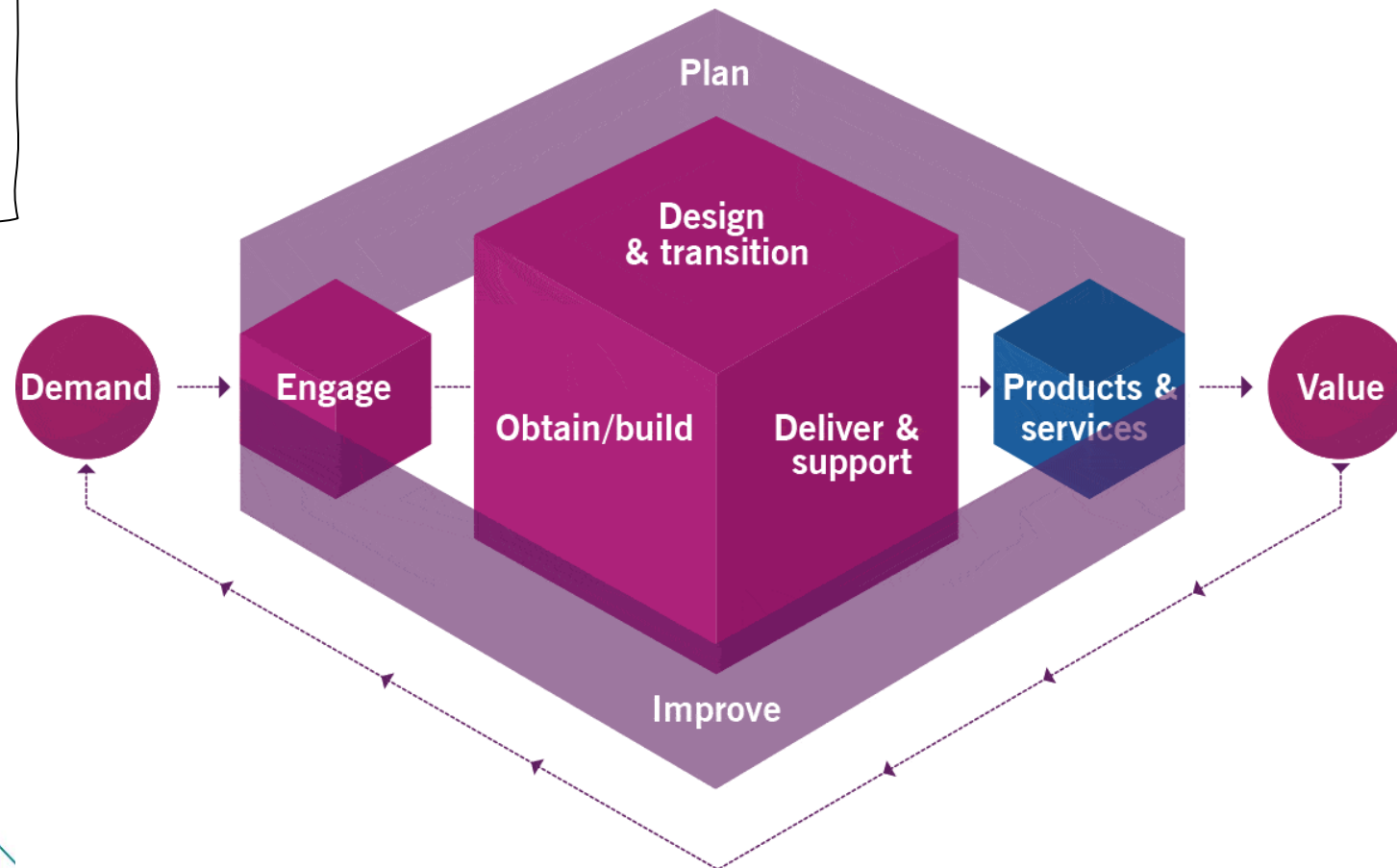
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There will be 2 out of 40 questions on the exam based on this topic
uCertify Lesson: Module 5

TOPIC 5- SERVICE VALUE CHAIN

There will be 2 out of 40
questions on the exam
based on this topic

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TOPIC 5- SERVICE VALUE CHAIN

PLAN- a shared understanding of the vision

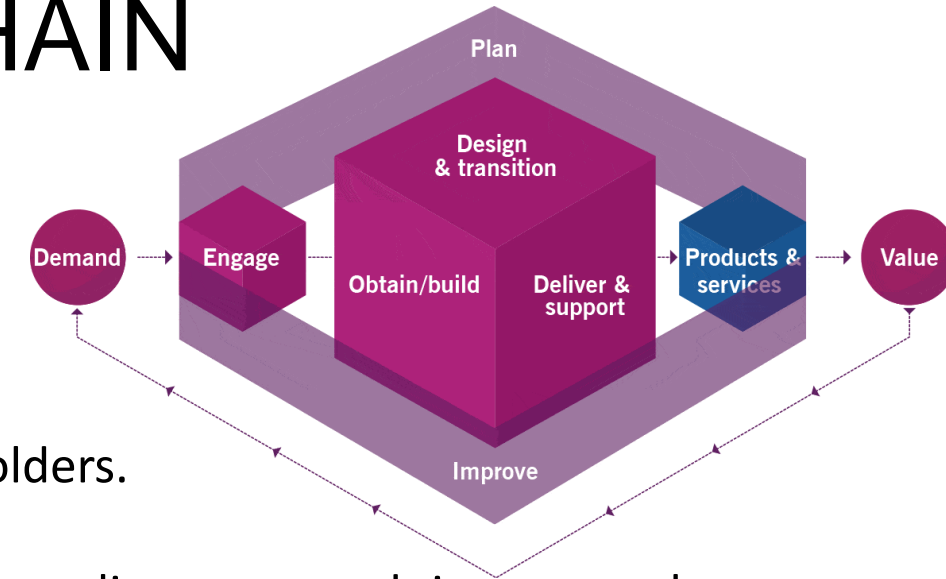
IMPROVE- continual improvement of products, services, and practices

ENGAGE- provide a good understanding of relationships with all stakeholders.

DESIGN AND TRANSITION- products and services meet expectations for quality, costs, and time to market.

OBTAIN/BUILD- Service components are available when and where they are needed, and that they meet agreed specifications.

DELIVER AND SUPPORT- Services are delivered and supported according to agreed specifications and stakeholders' expectations.



Topic 6- 15 ITIL Practices & ITIL Terms

6.1 Recall purpose of following ITIL practices

- Information security management
- Relationship management
- Supplier management
- IT asset management
- Monitoring and event management
- Release management
- Service configuration management
- Deployment management
- Continual improvement
- Change control
- Incident management
- Problem Management
- Service request management
- Service desk
- Service level management

6.2 Recall definitions of following ITIL terms

- IT asset
- Event
- Configuration item
- Change
- Incident
- Problem
- Known error

There will be 7 out of 40 questions on the exam based on this topic

uCertify Lesson: Module 6

TOPIC 6- FIFTEEN ITIL PRACTICES

Relationship Management - establishes and nurtures the links between the organization and its stakeholders at strategic and tactical levels. This includes the identification, analysis, monitoring, and continual improvement of relationships with and between stakeholders.

Supplier Management - ensures that the organization's suppliers and their performances are managed appropriately to support the seamless provision of quality products and services. This includes creating closer, more collaborative relationships with key suppliers to uncover and realize new value and reduce the risk of failure.

IT Asset Management - plans and manages the full life cycle of all IT assets, to help the organization:

Maximize value for stakeholders, controls costs, manages risks

Supports decision making about purchases, reuse, retirement, and disposal of assets

Meets regulatory and contractual requirements

There will be 7 out of 40 questions
on the exam based on this topic
uCertify Lesson: Module 6

TOPIC 6- FIFTEEN ITIL PRACTICES

Information Security Management - protects the information needed by the organization to conduct its business.

Monitoring and Event Management - systematically observes services and service components

Records and reports selected changes of state identified as events

Identifies and prioritizes infrastructure, services, business processes, and information security events

Establish the appropriate response to those events, including to conditions that could lead to potential faults or incidents

Deployment Management - moves new/changed hardware, software, documentation, processes, or any other component to live environments. It may also be involved in deploying components to other environments for testing or staging.

There will be 7 out of 40 questions
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TOPIC 6- FIFTEEN ITIL PRACTICES

Release Management - make new and changed services and features available for use.

Service Configuration Management - ensures that accurate and reliable information about the configuration of services—and the CIs that support them—is available when and where it's needed. This includes information on how CIs are configured and the relationship between them.

Continual Improvement –align the organization's practices and services with changing business needs through the ongoing identification and improvement of services, service components, practices, or any element involved in the efficient and effective management of products and services

Change Control - maximize the number of successful IT changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule

There will be 7 out of 40 questions
on the exam based on this topic
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TOPIC 6- FIFTEEN ITIL PRACTICES

Incident Management – minimize the negative impact of incidents by restoring normal service operation as quickly as possible

Problem Management – reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors

Service Request Management – support the agreed quality of a service by handling all agreed user-initiated service requests in an effective and user-friendly manner

Service Desk – capture demand for incident resolution and service requests. It should also be the entry point/single point of contact for the service provider with all of its users

Service Level Management – set clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets

There will be 7 out of 40 questions
on the exam based on this topic
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TOPIC 6 – ITIL TERMS FROM PRACTICES

IT Asset – any valuable component that can contribute to delivery of an IT product or service

Event – any change of state that has significance for the management of a configuration item (CI) or IT service

Configuration item (CI) – any component that needs to be managed in order to deliver an IT service

Change – addition, modification, or removal of anything that could have a direct or indirect effect on IT services

Incident – an unplanned interruption to a service, or reduction in the quality of service

Problem – cause, or potential cause, of one or more incidents

Known error – a problem that has been analyzed and has not been resolved

There will be 7 out of 40 questions
on the exam based on this topic
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TOPIC 7- SEVEN (7) ITIL PRACTICES

7.1 Explain the following ITIL practices in detail, excluding how they fit within the service value chain (SVC)

- Continual improvement, including Continual Improvement model
- Change control
- Incident management
- Problem management
- Service request management
- Service desk
- Service level management

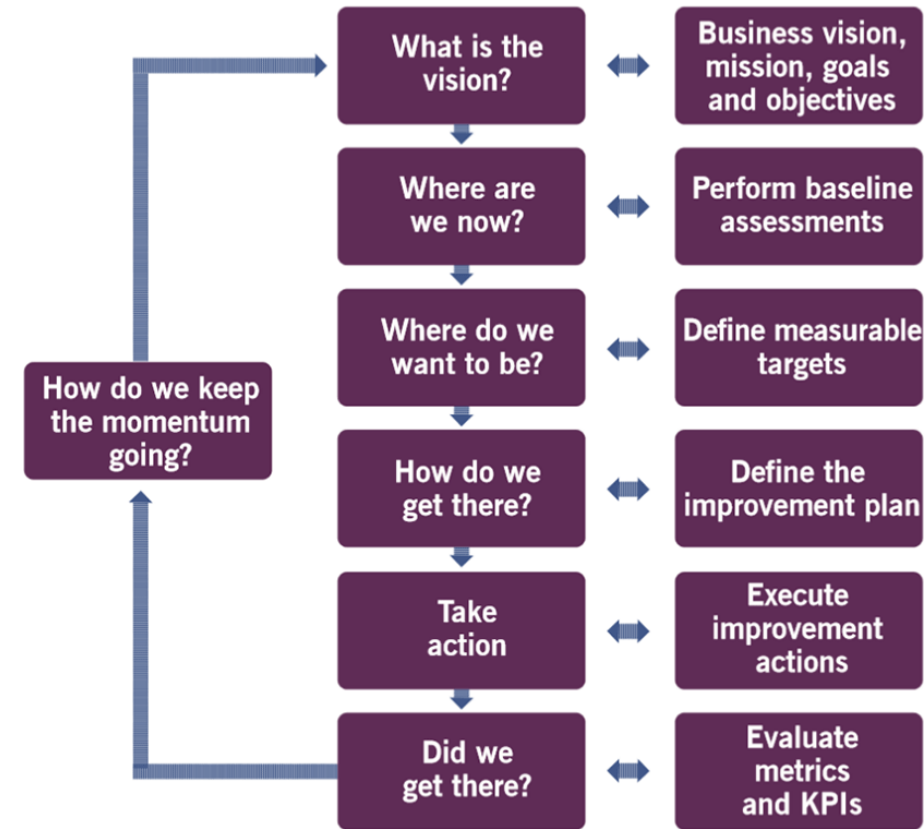
There will be 17 out of 40 questions on the exam based on this topic

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TOPIC 7- SEVEN (7) ITIL PRACTICES

Continual Improvement – aligns the organization's practices and services with changing business needs through the ongoing improvement of products, services, and practices, or any element involved in the management of products and services.

Continual improvement model - provides the required approach for continual improvement, which applies to SVS in entirety.



There will be 17 out of 40 questions on the exam based on this topic
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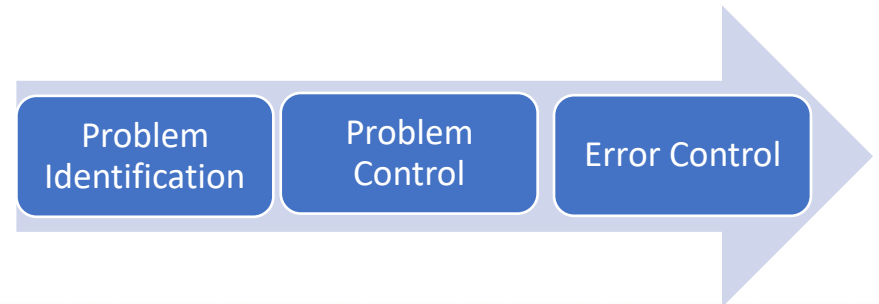
TOPIC 7- SEVEN ITIL PRACTICES

Change Control- maximizes number of successful service and product changes by ensuring risks are properly assessed, authorizing changes to proceed, and managing change schedule

Incident Management- minimize negative impact of incidents by restoring normal service operation as quickly as possible

Problem Management- Reduce likelihood and impact of incidents by identifying actual and potential causes of incidents, manages workarounds and known errors

There will be 17 out of 40 questions
on the exam based on this topic
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TOPIC 7- SEVEN ITIL PRACTICES

Service Request Management- support the agreed quality of a service by handling all predefined, user-initiated service requests in an effective and user-friendly manner.

Service Desk- capture demand for incident resolution and service requests. It should also be the entry point and single point of contact for the service provider with all of its users.

Service Level Management- sets clear business-based targets for service levels, and to ensure that delivery of services is properly assessed, monitored, and managed against these targets.

There will be 17 out of 40 questions on the exam based on this topic

uCertify Lesson: Module 6

QUESTIONS?



What's Next?

Take exam, pass exam, be ITIL 4 Foundations certified!

EXAM TOPIC MATCHING

Exam Topic /Objective	Topic	No. Marks	UCertify Content Ref.
1	Understanding the key concepts of service management	5	Module 2
2	Understand how the ITIL guiding principles can help an organization adopt and adapt service management	6	Module 4
3	Understand the four dimensions of service management	2	Module 3
4	Understand the purpose and components of the ITIL service value system	1	Module 4
5	Understand the activities of the service value chain, and how they interconnect	2	Module 5
6	Know the purpose and key terms of 15 ITIL practices	7	Module 6
7	Understand 7 ITIL practices	17	Module 6
	Pass Mark 26 (65%)	40	