

ITIL® 4 Foundations

Introduction to ITIL®

AGENDA

- Overview
 - What is ITIL®?
 - Why ITIL®?
 - Key Concepts Overview
- Learning Resources
- Best Practices for Studying
- Exam Scheduling
- Exam Day
- Topic 1- Key Concepts of Service Management
- What's Next

OVERVIEW - WHAT IS ITIL®?

- Supports organizations and individuals to gain optimal value from IT and digital services
- Helps define direction of service provider
 - Provides clear capability model and aligns to business strategy and customer needs
- Used by millions of professionals globally - Businesses are built on ITIL
- Professionally recognized certification scheme
 - Provides comprehensive, practical and proven guidance for establishing service management system, providing common glossary of terms for businesses using IT enabled services

OVERVIEW – WHY ITIL®?

- ITIL has led ITSM industry with guidance, training, and certification programs for 30+ years
- ITIL 4 re-shapes and brings up-to-date established ITSM practices in wider context of:
 - Customer Experience
 - Value Streams
 - Digital Transformation
 - Embracing new ways of working, such as:
 - Lean
 - Agile
 - DevOps

OVERVIEW – KEY CONCEPTS

- **Introduce** a holistic approach to service management and focus on ‘end-to-end service management from demand to value.’
- **Describes** an operating model for the delivery of tech-enable products and services
- **Reflects** recent trends in Software Development and IT Operations
- **Includes** advice on how to apply philosophies such as DevOps, Agile, Lean within service management
- **ITIL 4 Components**
 - Four dimensions model
 - Service value system (SVS)
- **Management Practices**
 - General management practices
 - Service management practices
 - Technical management practices

LEARNING RESOURCES

- UCertify
 - Main source of course material
 - Lesson 1 – Introduction and Overview (IT Service Management and ITIL)
 - Lesson 2 - Key Concepts of Service Management
 - Lesson 3 - Four Dimensions of Service Management
 - Lesson 4 - ITIL Service Value System
 - Lesson 5 - Service Value Chain
 - Lesson 6 - ITIL Management Practices
- Course Instructor
- Cohorts
- WGU Library
 - Search for ITIL4
- SkillPort
 - If needed to supplement uCertify

Business of IT - Applications – C846

Course Started - 8/1/20

Overview

Business of IT—Applications examines Information Technology Infrastructure Library (ITIL®) terminology, structure, policies, and concepts. Focusing on the management of information technology (IT) infrastructure, development, and operations, students will explore the core principles of ITIL practices for service management to prepare them for careers as IT professionals, business managers, and business process owners. This course has no prerequisites.

Learning

Welcome to Business of IT – Applications. Your competence in this course is assessed through one objective assessment: the AXELOS ITIL V4 Foundation certification exam. You will complete your learning in the uCertify platform. This includes readings, videos, interactive activities, flashcards, and practice tests. Use uCertify's Study Planner to pace your progress through the learning materials within 8 weeks, then schedule a week of review before you attempt the certification exam.

[GO TO COURSE MATERIAL](#)

WGU LIBRARY

How Do I? Databases [Ask Us](#)

IT Certifications: Home

Home	CompTIA's Project+ (PK0-004)	CompTIA's Security+ (SY0-501)	CompTIA's A+ Core 1/2 (220-1101) (220-1102)	CompTIA's Network+ (N10-007)
AXELOS ITIL (ITIL V4)	CompTIA's Cloud Essentials+ (CLO-002)	LPI Linux Essentials (010)	Linux+	
Certified Internet Web (CIW)(1D0-621)(1D0-620)(1D0-61B)	(ISC2) SSCP	(ISC2) CC SP (IJV1)	CV0-002 CompTIA Cloud+	
AWS Certified SysOps Administrator	Windows Server Certifications: 70-410, 70-411 & 70-412	Oracle Database SQL 12c-071 exam		
Oracle Database 12c: Installation & Administration 1Z0-062 exam	Cisco: CCNA 200-301			

About this Guide

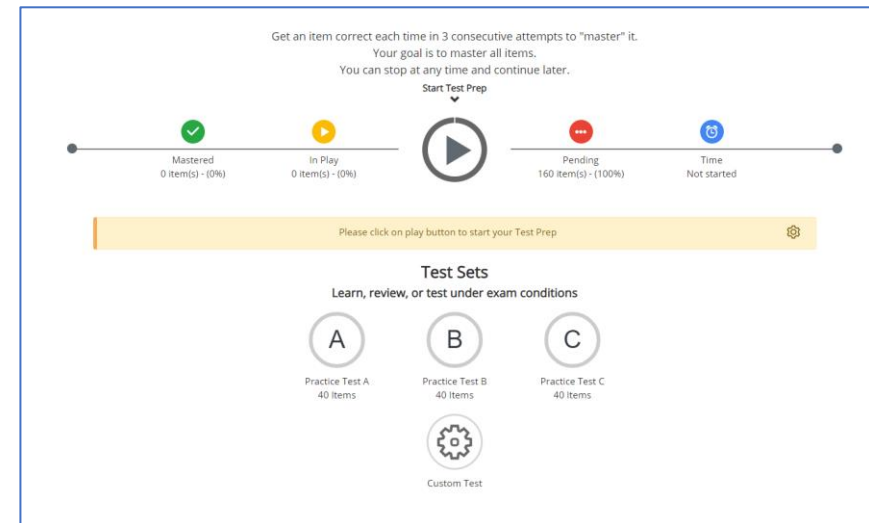
The WGU Library offers many resources which support the various IT certifications offered at the University. This guide provides a snapshot of those resources, and links to valuable study guides, practice tests, and videos. You can see examples of some of the available titles below. **These are supplementary resources, and should not be used to replace the resources found in your course.**

Certification Manuals



BEST PRACTICES FOR STUDYING

- *Lesson Summary*
 - Provides concise review of lesson
- *Quizzes at the end of each lesson*
 - **Learn Mode** concentrates your learning
 - **Test Mode** simulates the exam
- *Glossary (link at top of page)*
 - Provides refresher of terms and definitions
- *Practice Tests*
 - Practice Test A, B, and C
 - Custom Test
 - Question Mastery



EXAM COMPONENTS

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	

EXAM SCHEDULING

- Reach out to your Course Instructor (CI)
 - Hint: CI's have some great exam prep tips!
- Request Assessment Approval
- Schedule Exam
 - Follow provided directions for redeeming voucher
 - Exam Options:
 - Online Proctored Exam OR
 - PearsonVue testing center
- Exam provided by PeopleCert
- Two Attempts provided with tuition
- Score is automatically sent to WGU

Assessments

© Objective Assessment: Business of IT - Applications

STATUS: Not Attempted TIME ALLOTTED: 120 minutes

OF ITEMS: CODE: LUV1

ASSESSMENT CENTER

Assessments

© Objective Assessment: Business of IT - Applications

STATUS: Ready to Schedule TIME ALLOTTED: 120 minutes

OF ITEMS: CODE: LUV1

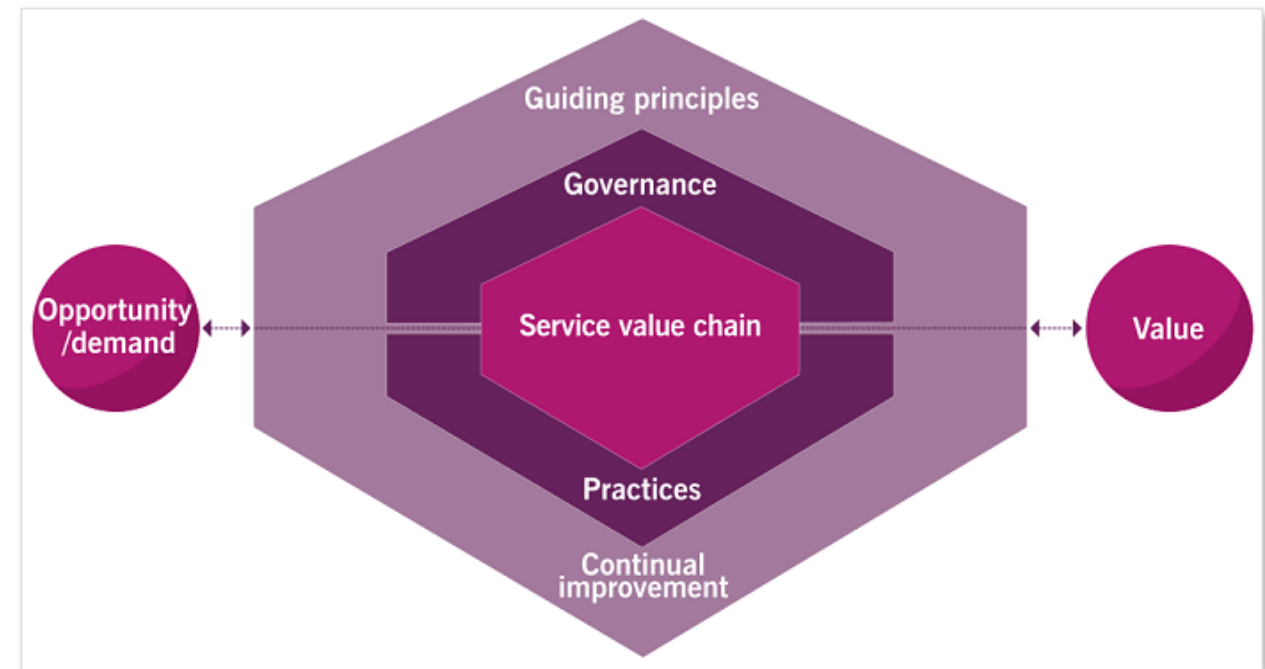
ASSESSMENT CENTER SCHEDULE NOW

EXAM DAY

- Doublecheck your exam day/time
- Have quiet and uncluttered space to test in
- Have photo ID ready
- Multiple choice examination questions
- 40 questions
- 26 marks required to pass (out of 40 available) - 65%
- 60 minutes' duration
- Closed book

ITIL SERVICE VALUE SYSTEM (SVS)

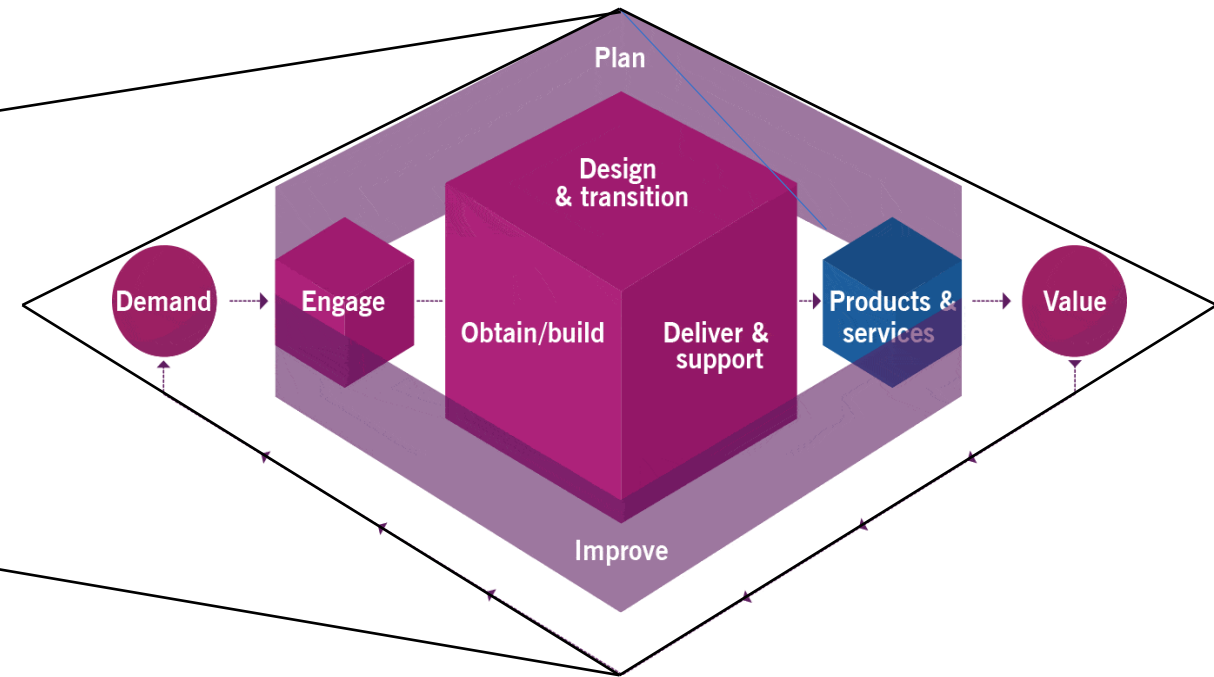
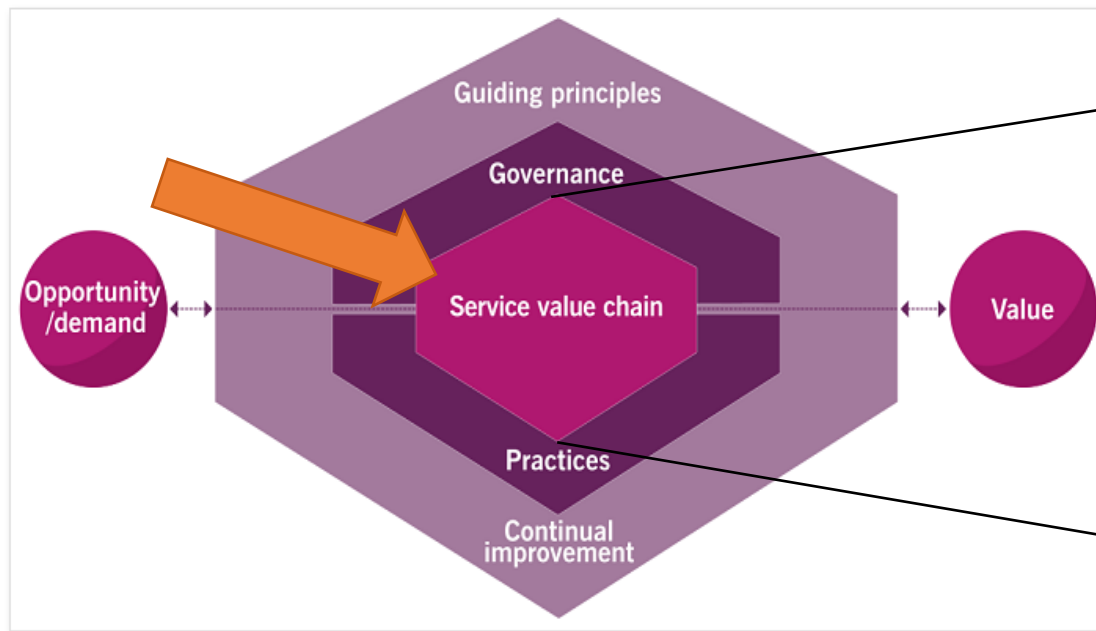
Describes how components and activities of organization interact to create value through IT-enabled services



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ITIL SVS- SERVICE VALUE CHAIN

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



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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

1.1 RECALL DEFINITIONS

- a) **Service-** Facilitates outcomes for customer with limited costs to them.
- b) **Utility-** What the service does
- c) **Warranty** - How the service performs
- d) **Customer-** Person who defines requirement for a service
- e) **User-** End user of services
- f) **Service management-** Set of service capabilities
- g) **Sponsor-** Person who authorizes budget for service

1.2 DESCRIBE KEY CONCEPTS OF CREATING VALUE WITH SERVICES

- a) **Cost-** Amount spent
- b) **Value-** PERCEIVED benefit, usefulness, or importance
- c) **Organization-** Person or group with its own functions
- d) **Outcome-** Result for stakeholder
- e) **Output-** Deliverable of an activity
- f) **Risk-** Possible events that could cause harm or loss
- g) **Utility-** Functionality to meet a need
- h) **Warranty-** Assurance that requirements will be met

1.3 DESCRIBE KEY CONCEPTS OF SERVICE RELATIONSHIPS

- a) **Service offering-** may include goods, resources, and service actions
- b) **Service relationship management-** Joint activities performed by providers and consumers
- c) **Service provision-** Providing services
- d) **Service consumption-** Consuming services

WHAT'S NEXT

- Complete uCertify's Module 2 (today's topic)
 - Read Lesson Material
 - Take notes
 - Flash Cards
 - Review uCertify's flash cards
 - Make your own flash cards
 - Take end of lesson quiz in Learn Mode
 - Take end of lesson quiz in Test Mode
- Cohort Session #2
 - Exam Topic 2- Guiding Principles (uCertify Module 4)
 - Exam Topic 3- Four Dimensions of Service Management (uCertify Module 3)
 - Exam Topic 4- ITIL Service Value System (uCertify Module 4)