AGENDA

- How Did We Get Here
  - Quick review of Exam Topic 1 – Key Concepts of Service Management

- Exam Topic 2- Guiding Principles

- Exam Topic 3- Four Dimensions of Service Management

- Exam Topic 4- ITIL Service Value System

- 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

TOPIC 2- ITIL GUIDING PRINCIPLES: OBJECTIVES

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 question)

   2.2 Explain the use of the 7 guiding principles (5 questions)

   1) Focus on value

   2) Start where you are

   3) Progress iteratively with feedback

   4) Collaborate and promote visibility

   5) Think and work holistically

   6) Keep it simple and practical

   7) Optimize and automate

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

uCertify Lesson: Module 4

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TOPIC 2 – ITIL GUIDING PRINCIPLES

- What is a Guiding Principle?
  - Recommendation that guides an organization in all circumstances

- Applying Guiding Principles

- Seven (7) Guiding Principles
  1. Focus on Value
  2. Start where you are
  3. Progress iteratively with feedback
  4. Collaborate and promote visibility
  5. Think and work holistically
  6. Keep it simple and practical
  7. Optimize and automate

TOPIC 3- FOUR DIMENSIONS OF SERVICE MANAGEMENT: OBJECTIVES

## 3. Understand the four dimensions of service management

3.1 Describe the four dimensions of service management (2)

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
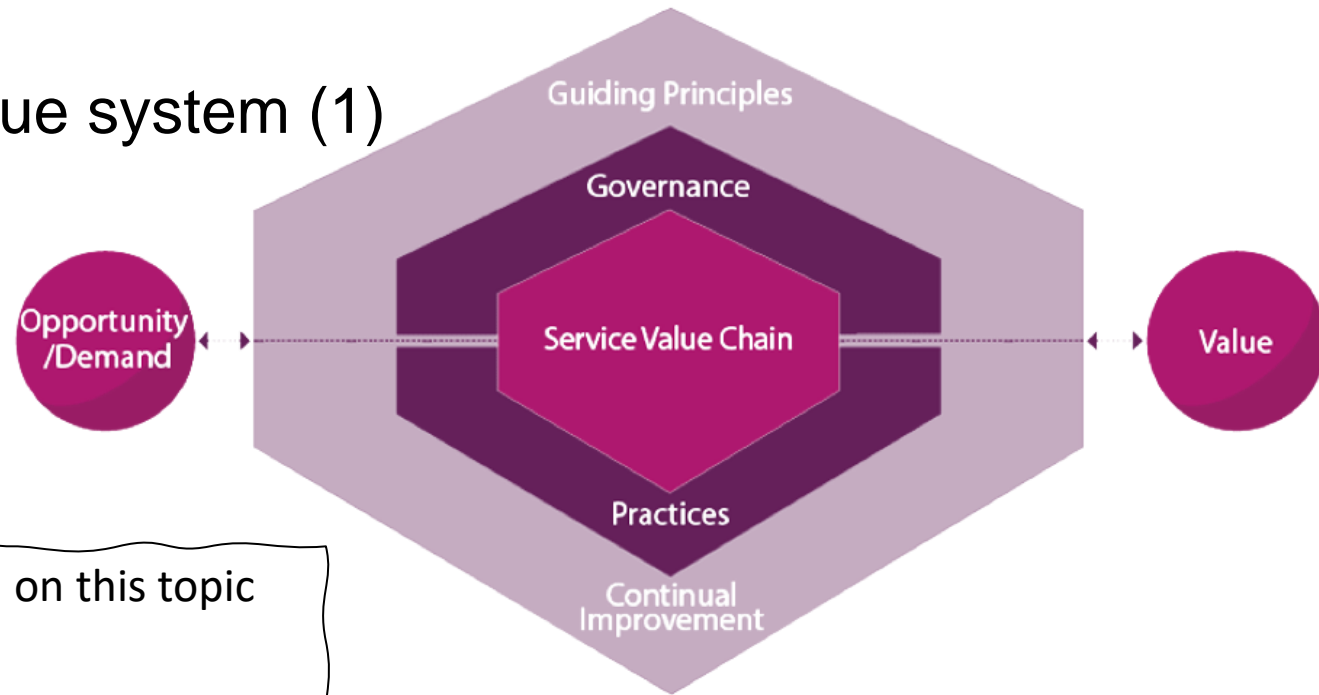
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Topic 3- Four Dimensions of Service Management
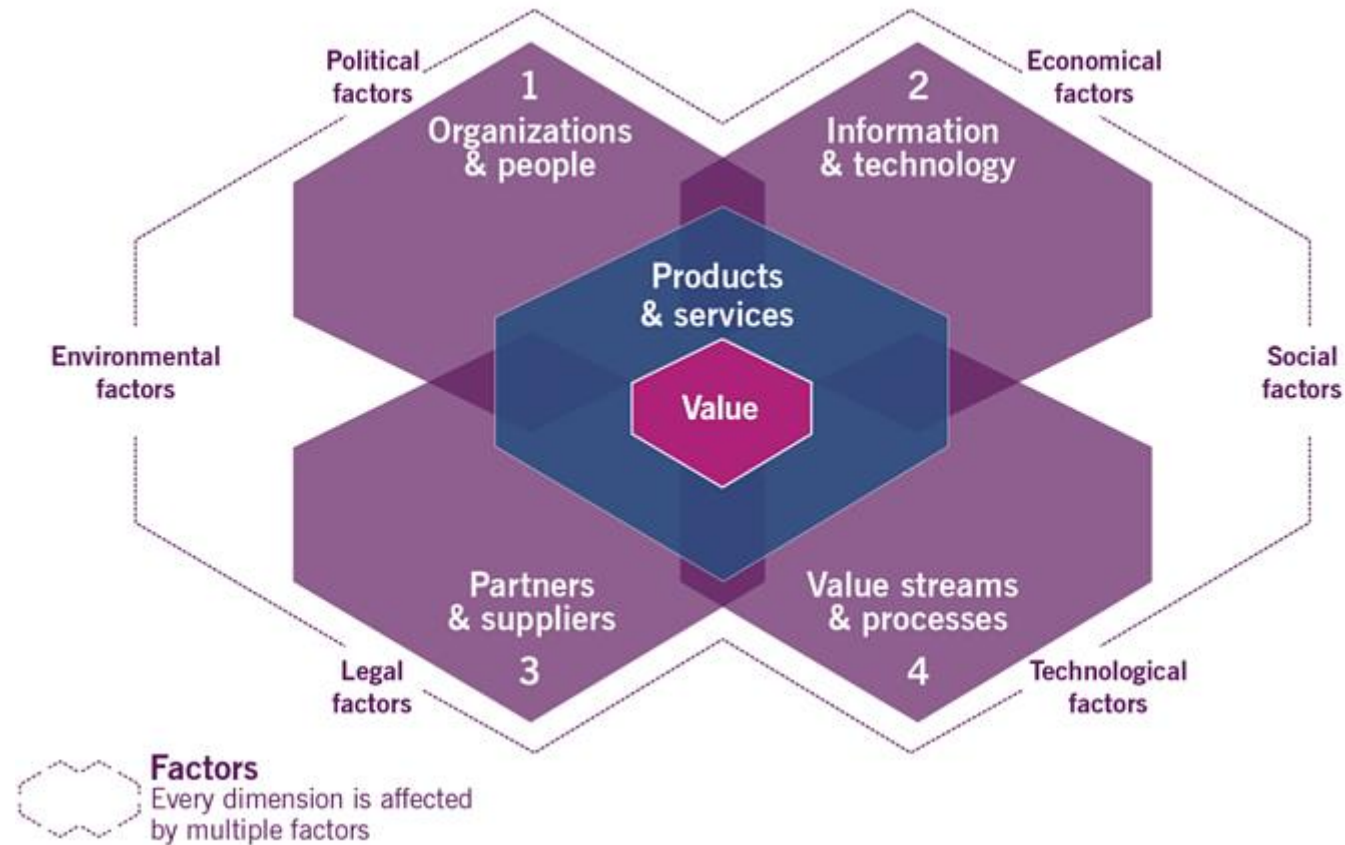
TOPIC 4- ITIL SERVICE VALUE SYSTEM: OBJECTIVE

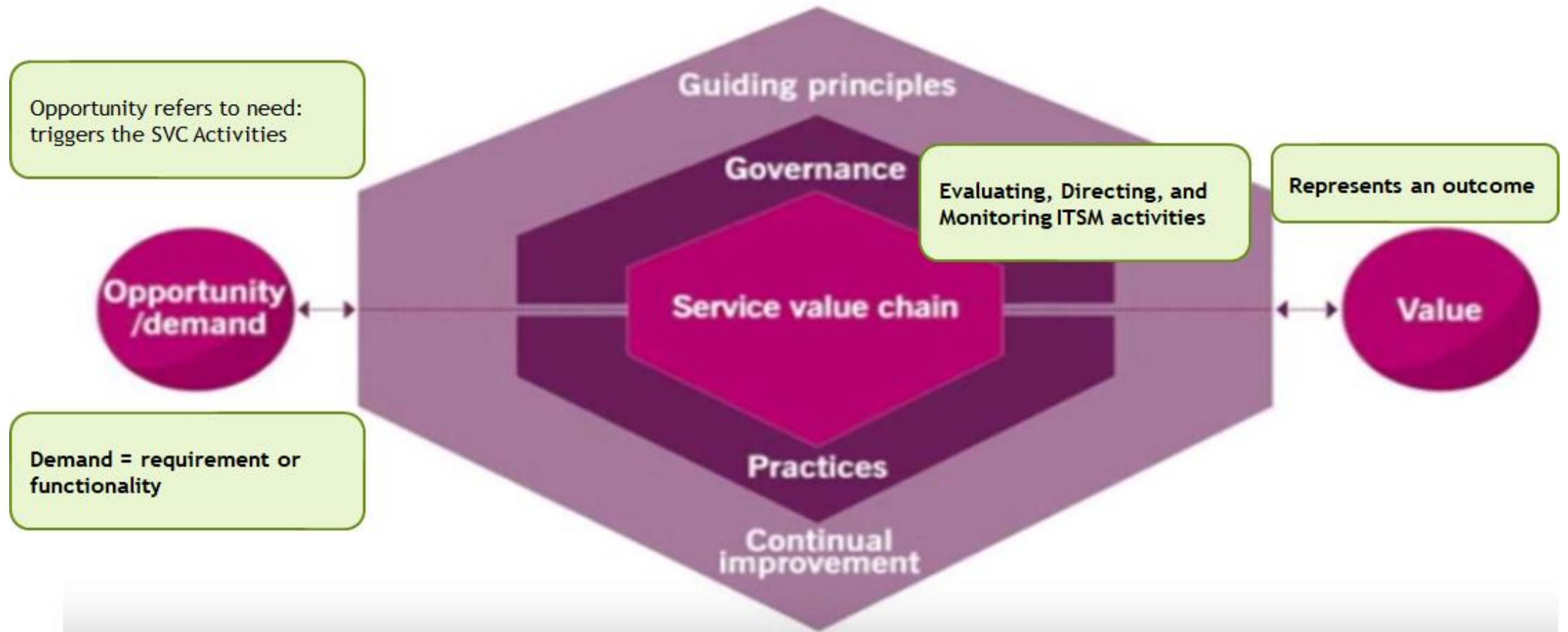## 4. Understand the purpose and components of the ITIL service value system

4.1 Describe the ITIL service value system (1)

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

uCertify Lesson: Module 4

TOPIC 4- ITIL SERVICE VALUE SYSTEM (SVS)

QUESTIONS

WHAT'S NEXT

- ITIL Exam topics 5-7

Exam Topic	Questions	Ucertify Lesson
Exam Topic 1 - Understand the key concepts of service management	5	Module 2
Exam Topic 2 - Understand how the ITIL guiding principles can help an organization adopt and adapt service management	6	Module 4
Exam Topic 3 - Understand the four dimensions of service management	2	Module 3
Exam Topic 4 - Understand the purpose and components of the ITIL service value system	1	Module 4
Exam Topic 5 - Understand the activities of the service value chain, and how they interconnect	2	Module 5
Exam Topic 6 - Know the purpose and key terms of 15 ITIL practices	7	Module 6
Exam Topic 7 - Understand 7 ITIL practices	17	Module 6
Total Questions	40	