

Examination

ITIL® 4 (2019)

ITIL® v3/2011 edition

- 40 multiple choice questions
- One-hour exam
- 26/40 or 65% to pass

How ITIL® 4 Foundation Compares to ITIL® V3: Syllabus/Exam Specification

ITIL® 4	ITIL® V3/2011 Edition
Service management (four dimensions)	Services, service management, the four Ps
Service value chain	Service lifecycle
Service value system	No real equivalent
Terminology, seven guiding principles	Terminology, key principles, and models
18 ITIL® practices	26 processes, 4 functions
No real equivalent	Roles
Principle #7: Optimize and automate	Technology and architecture

Syllabus/Exam Specification

ITIL® 4	ITIL® V3/2011 Edition
Services, service management (four dimensions) <ol style="list-style-type: none"> 1. Organizations and people 2. Information and technology 3. Partners and suppliers 4. Value streams and processes 	Services, service management, the four Ps <ol style="list-style-type: none"> 1. People 2. Process 3. Products (technology) 4. Partners (suppliers)
Service value chain	Service lifecycle
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Principle #7: Optimize and automate	Technology and architecture

Syllabus/Exam Specification

ITIL® 4	ITIL® V3/2011 Edition
Services, service management (four dimensions)	Services, service management, the four Ps
Service value chain 1. Plan. 2. Improve. 3. Engage. 4. Design and transition. 5. Obtain and build. 6. Deliver and support.	Service lifecycle 1. Service strategy 2. Service design 3. Service transition 4. Service operation 5. Continual service improvement
Service value system	No real equivalent
Terminology, seven guiding principles	Terminology, key principles, and models
18 ITIL® practices	26 processes, 4 functions
No real equivalent	Roles
Principle #7: Optimize and automate	Technology and architecture

Syllabus/Exam Specification

ITIL® 4	ITIL® V3/2011 Edition
Services, service management (four dimensions)	Services, service management, the four Ps
Service value chain	Service lifecycle
Service value system 1. Guiding principles 2. Governance 3. Service value chain 4. Practices 5. Continual improvement	No real equivalent
Terminology, seven guiding principles	Terminology, key principles, and models
18 ITIL® practices	26 processes, 4 functions
No real equivalent	Roles
Principle #7: Optimize and automate	Technology and architecture

Syllabus/Exam Specification

ITIL® 4	ITIL® V3/2011 Edition
19 key terms and 7 guiding principles	34 key terms, principles, and models

Output risk, service, and service management

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Service management (four dimensions)	Services, service management, the four Ps
Service value chain	Service lifecycle
Service value system	No real equivalent
Terminology, seven guiding principles	Terminology, key principles, and models
18 ITIL® practices	26 processes, 4 functions
No real equivalent/first dimension of service management "organization and people"	Roles 1. Service owner 2. Process owner 3. Process manager 4. Process practitioner

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Seven Guiding Principles	Nine Guiding Principles
1. Focus on value 2. Collaborate and promote visibility 3. Start where you are 4. Think and work holistically 5. Progress iteratively with feedback 6. Keep it simple and practical 7. Optimize and automate	1. Focus on value 2. Design for experience 3. Start where you are 4. Work holistically 5. Progress iteratively 6. Observe directly 7. Keep it simple 8. Collaborate 9. Be transparent

1. Focus on Value

- Everything we do must add value from the stakeholders' perspective

2. Start Where You Are

- Don't start from scratch—leverage what's already available
- Observe directly and fully understand the current state first

3. Progress Iteratively with Feedback

- Don't try to do everything at once
- Organize work into smaller, manageable chunks done more often
- Use feedback in each iteration to ensure actions are appropriate

around having many feedback loops,

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4. Collaborate and Promote Visibility

- Work together across boundaries for more buy-in and success
- Share information and build understanding and trust
- Make work and consequences visible

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5. Think and Work Holistically

- Work on the service, not just its parts
- Integrate information, technology, organization, people, practices, partners, and agreements

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6. Keep It Simple and Practical

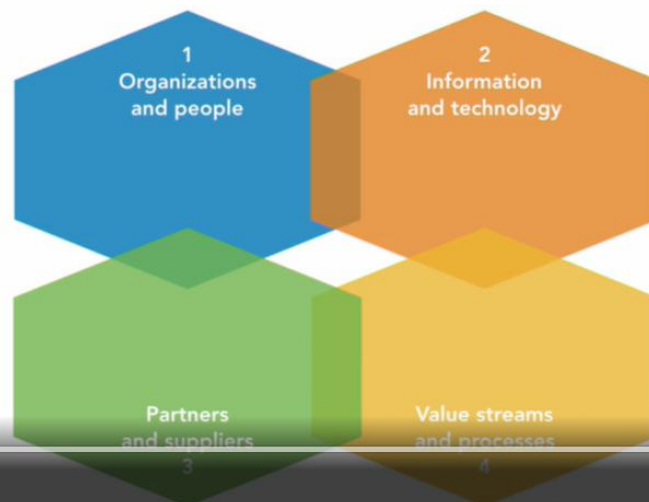
- Eliminate anything that provides no value
- Use the minimum number of steps to accomplish objective(s)
- Use outcome-based thinking for practical solutions and results

® 4 Optimize and Automate

- Use resources, particularly human resources, to best effect
- Eliminate anything wasteful
- Use technology to achieve whatever it can do
- Only use human intervention where it adds value

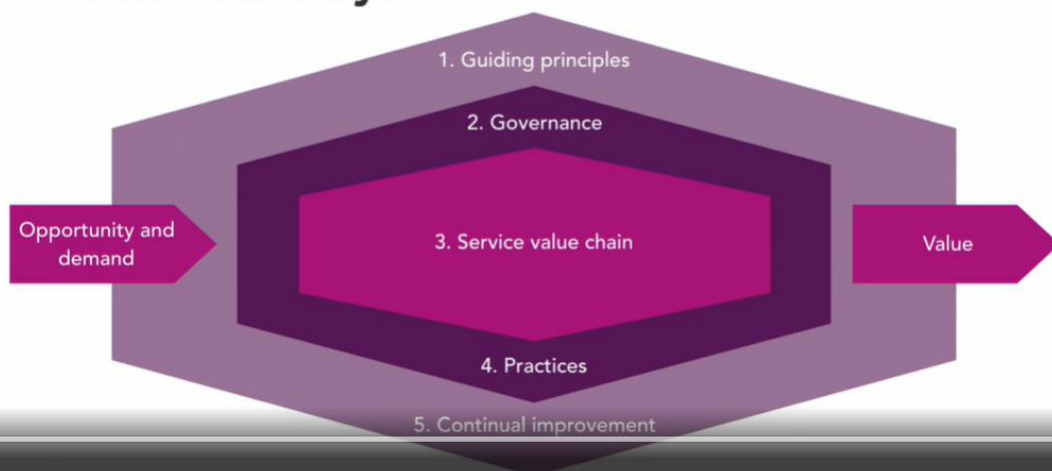
management in ITIL® 4

ITIL®: Four Dimensions of Service Management

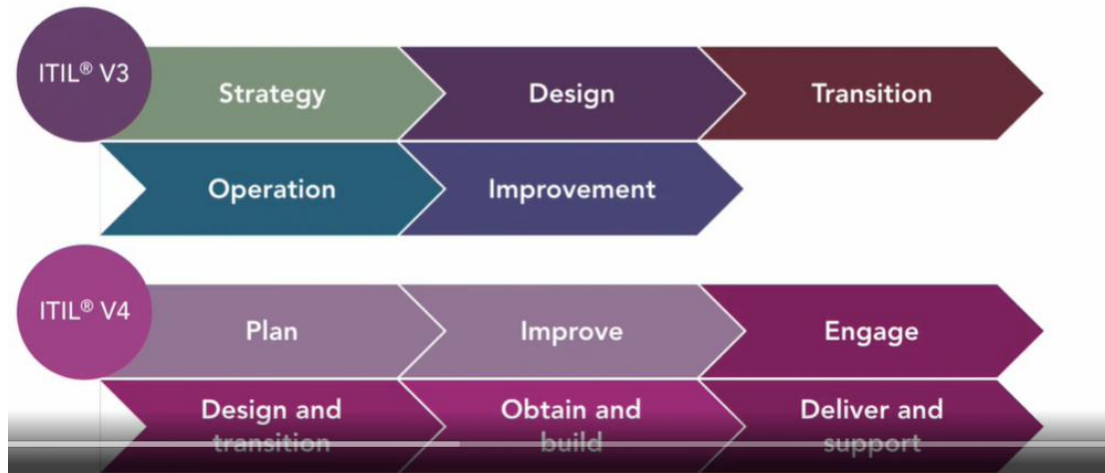


the ITIL® 4 service value system

The Five Components of the ITIL® 4 Service Value System



ITIL® 4: Six Service Value Chain Activities



Plan

Foster a shared understanding of the vision, improvement direction, and status of all dimensions of service management, products, and services.



Improve

Ensure continual improvement of products, services, and practices across all value chain activities and service management dimensions.



Engage

Foster a good understanding of stakeholder needs, transparency, and continual engagement, and good relationships with all stakeholders.

ities of ITIL® 4



Design and Transition

Ensure products and services continually meet stakeholder expectations for quality, costs, and time-to-market.

ities of ITIL® 4



Obtain and Build

Ensure service components are available when needed and meet agreed specifications.

es of ITIL® 4



Deliver and Support

Ensure services are delivered and supported according to agreed specifications and stakeholders' expectations.

18 ITIL® 4 Practices



Practice: a set of organizational resources designed for performing work or accomplishing an objective

18 ITIL® 4 Practices, Part One



Information
Security
Management



Relationship
Management



Supplier
Management



Availability
Management



Capacity and
Performance
Management



IT Asset
Management



Service
Continuity
Management



Monitoring
and Event
Management



Release
Management

Information Security Management

Protecting an organization by understanding and managing risks to the confidentiality, integrity, and availability of information

Relationship Management

Establishing and nurturing links between an organization and its stakeholders at strategic and tactical levels

Supplier Management

Ensuring an organization's suppliers and their performance are managed appropriately to support provision of seamless, quality products and services

Availability Management

Ensuring services deliver agreed levels of availability to meet customer and user needs

Capacity and Performance Management

Ensuring services achieve agreed and expected performance, satisfying current and future demand in a cost-effective way

IT Asset Management

Planning and managing the full lifecycle of all IT assets

Service Continuity Management

Ensuring service availability and performance is maintained at a sufficient level in the event of a disaster

Monitoring and Event Management

Systematically observing services and service components, and recording and reporting selected changes of state identified as events

Release Management

Making new and changed services and features available for use

18 ITIL® 4 Practices, Part Two



Service Configuration Management



Deployment Management



Continual Improvement



Change Control



Incident Management



Problem Management



Service Request Management



Service Desk



Service Level Management

Service Configuration Management

Ensuring accurate and reliable information about the configuration of services and the configuration items that support them is available when and where needed

Deployment Management

Moving new or changed hardware, software, documentation, processes, or any other service component to live environments

Continual Improvement

Aligning an organization's practices and services with changing business needs through ongoing identification and improvement of all elements of effective management of products and services

Change Control

Ensuring risks are properly assessed, authorizing changes to proceed, and managing a change schedule to maximize the number of successful IT changes

Incident Management

Minimizing the negative impact of incidents by restoring normal service operation as quickly as possible

Problem Management

Reducing the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors

Service Request Management

Supporting the agreed quality of a service by handling all predefined, user-initiated service requests in an effective and user-friendly way

Service Desk

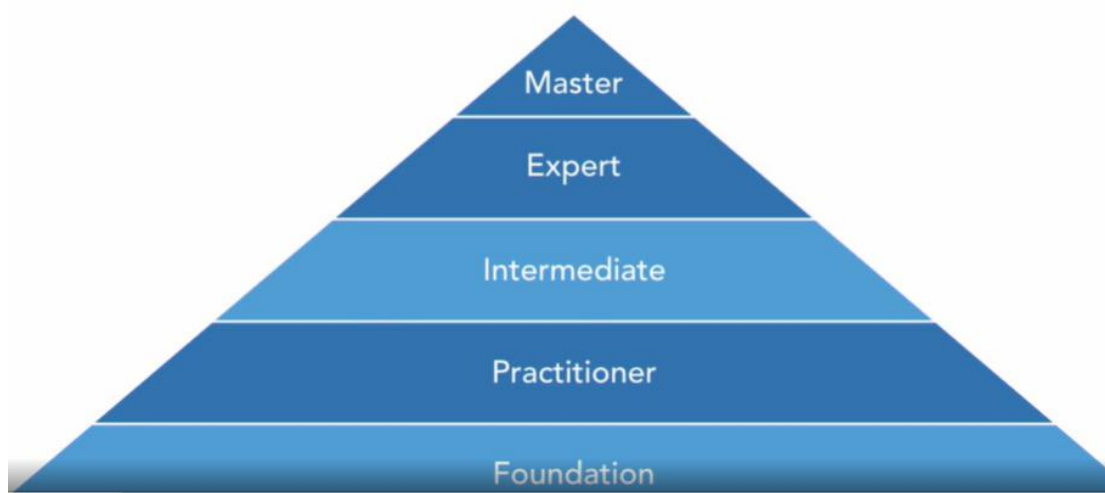
Capturing demand for incident resolution and service requests

Service Level Management

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

e, including ITIL® 4 Foundation

The Old ITIL® V3/2011 Edition Certification Scheme





Foundation and Master: retained

Practitioner, Intermediate, Expert: removed

Managing Professional, Strategic Leader: added



- <https://www.axelos.com/certifications/itil-certifications>
- <https://www.tsoshop.co.uk/AXELOS-Global-Best-Practice/ITIL>
- <https://pultorak.com/pages/free-resources>
- <https://www.linkedin.com/learning/instructors/david-pultorak>