ITIL 4 Foundation

Duration: 2days

UNIT 1: Course Introduction

UNIT2: Introduction to service management and ITIL

- Significance of IT Service management
- Goals of ITIL 4 foundation
- Structure and benefits of ITIL 4

UNIT3: Key concepts of service management

- What is a service
- Service management
- Value and value co-creation
- Products, services and service offering
- Service relationships
- Outcomes, costs, risks
- Utility and warranty

UNIT4: Four dimensions of service management

- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and process

UNIT5: ITIL Service value system

- Introduction to Service value system
- Opportunity, demand and value
- Guiding Principles
- Governance

Service Value chain

Continual improvement

Service value chain

UNIT6: ITIL management practices

General management practices

Continual Improvement

Information security management

Knowledge management

Relationship management

Supplier management

Risk management

Service management practices

Incident management

Problem management

Service Desk

Monitoring and event management

Change control

IT Asset management

Service configuration management

Release management

Service request management

Service level management

Service catalog management

Availability management

Technical management practices

Deployment management

UNIT7: Sample questions

Exam preparation

Exam