

ITIL Intermediate – 2 Days (Intermediate Level)

Day 1: ITIL Practices & Service Value System

Module 1: ITIL Foundation Recap

- Key Concepts of Service Management
- ITIL Service Value System (SVS) overview
- Guiding Principles (Focus on Value, Collaborate, Start Where You Are, etc.)

Module 2: Service Value Chain (SVC)

- Plan, Improve, Engage, Design & Transition, Obtain/Build, Deliver & Support
- Linking practices to value chain activities
- Example flow: Incident → Problem → Change → Value Delivery

Module 3: Core ITIL Practices – Part 1

- Incident Management (restoring services quickly)
- Problem Management (root cause analysis)
- Change Enablement (authorization & risk control)
- Service Request Management

Module 4: Core ITIL Practices – Part 2

- Service Level Management (SLAs, XLAs, OLAs)
- Knowledge Management (capturing & sharing information)
- Monitoring & Event Management
- Continual Improvement model

Day 2: ITIL in Action & Certification Preparation

Module 5: ITIL Practices – Advanced

- Capacity & Performance Management
- Availability Management
- IT Asset Management (HAM vs. SAM)
- Service Configuration Management (CMDB concepts)

Module 6: Value Co-Creation & Governance

- Role of stakeholders in co-creating value
- Governance & organizational structures in ITIL
- Risk management & compliance alignment

Module 7: ITIL & Modern Practices

- ITIL in Agile, DevOps, and SRE environments
- ITIL vs. IT4IT vs. COBIT vs. ISO 20000
- Practical integration with cloud & digital transformation initiatives

Module 8: Certification Prep & Mock Exam

- ITIL Intermediate certification paths (Managing Professional, Strategic Leader)
- Exam structure, question types, scoring approach
- Mock exam discussion – sample 10–15 scenario-based questions
- Tips & resources for further learning