



# ITIL® Foundation in IT Service Management

Duration: 3 Days

Method: Instructor-Led Training (ILT) | Live Online Training

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*Certification: ITIL 4 Foundation Certificate in IT Service Management*

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## Course Description

Services are the main way that organizations create value for themselves and their customers. Almost all services today are IT-enabled, which means there is a tremendous benefit for organizations in creating, expanding and improving their IT service management (ITSM) capability.

ITIL provides organizations with a comprehensive framework for ITSM. ITIL 4 brings ITIL up to date by re-shaping much of the established ITSM practices in the wider context of customer experience, value streams, and digital transformation, as well as embracing new ways of working, such as Lean, Agile, and DevOps.

This course introduces learners to the management of modern IT-enabled services, provides them with an understanding of the common language and key concepts, and shows them how they can improve their work and the work of their organization with ITIL 4 guidance.

## Target Audience

This course is essential for anyone involved in the internal or external delivery of IT services such as:

- Individuals at the start of their journey in service management
- ITSM managers and aspiring ITSM managers
- Individuals working in other parts of IT (digital, product, development) with a strong interface to service delivery
- Existing ITIL qualification holders wishing to update their knowledge

## Prerequisites

To attend this course, candidates must have:

- Familiarity with IT and IT services
- Completed the pre-class reading assignment.



## Exam Details

Exam Title:	• ITIL 4 Foundation Exam
Length of Exam:	• 60 Minutes
Number of Questions:	• 40
Question Format:	• Multiple Choice Questions
Passing Score:	• 65%

## Course Objectives

Upon successful completion of this course, attendees should have an understanding of:

- How value creation is enabled through services
- The ITIL service value system
- The ITIL service value chain
- The four dimensions of service management
- The ITIL guiding principles

## Course Topics

### Module 1: Course Introduction

### Module 2: Key Concepts of Service Management

- The Nature of Value
- The Nature and Scope of Stakeholders
- How Value Creation is Enabled Through Services

### Module 3: Service Offerings and Service Relationships

### Module 4: Key Concepts of ITIL

- The Four Dimensions of ITSM
- The Service Value System
- The Service Value Chain

### Module 5: ITIL Practices

- Continual Improvement
- Information Security Management
- Relationship Management
- Supplier Management
- Change Control
- Incident Management
- IT Asset Management
- Monitoring and Event Management
- Problem Management
- Release Management
- Service Configuration Management
- Service Desk
- Service Level Management
- Service Request Management
- Deployment Management



## Course Topics, *Continued*

### Module 6: The ITIL Guiding Principles

- Focus on Value
- Start Where You Are
- Progress Iteratively with Feedback
- Collaborate and Promote Visibility
- Think and Work Holistically
- Keep It Simple and Practical
- Optimize and Automate

### Module 7: Summary

### Module 8: Additional Sources of Information

### Module 9: Exam Review

### Module 10: Exam Taking Tips

## ACTIVITIES INCLUDED

