



# ITIL® 4 Foundation

Course ID #: 7000-376-ZZ-Z

Hours: 14

## Course Content

### Course Description:

ITIL® is the world's leading best practice framework for implementing IT service management. Organizations use ITIL to plan, implement, support, and improve services and create value for their customers. In this course, you will learn the foundational knowledge and skills for adopting and adapting best practices for IT service management (ITSM) in your organization.

### At Course Completion:

After completing this course, student will be able to:

- Define ITIL and its key concepts.
- Identify the components of the ITIL framework.
- Analyze the ITIL guiding principles.
- Identify the components and functions of the ITIL Service Value System (SVS).
- Analyze the key ITIL management practices.
- Define the general, service, and technical management practices of ITIL.

### Prerequisites:

To ensure your success, end-user level computer and networking skills are required.

### Target Student:

This course is designed for anyone who would like a foundational understanding of IT service management, its key principles, and practices, and how it will help you deliver better value to your customers. It is appropriate for all IT staff and management, as well as customers who work closely with IT to support business requirements.

### Topics:

#### Lesson 1: ITIL 4 Overview

- Topic A: Introduction to ITIL
- Topic B: Key Concepts of ITIL

#### Lesson 2: The ITIL Framework

- Topic A: The Four Dimensions of Service Management
- Topic B: The ITIL Service Value System

#### Lesson 3: The ITIL Guiding Principles

- Topic A: Focus on Value
- Topic B: Start Where You Are
- Topic C: Progress Iteratively with Feedback
- Topic D: Collaborate and Promote Visibility
- Topic E: Think and Work Holistically
- Topic F: Keep It Simple and Practical
- Topic G: Optimize and Automate



# ITIL® 4 Foundation

Course ID #: 7000-376-ZZ-Z

Hours: 14

## **Lesson 4: The ITIL Service Value System**

- Topic A: Governance
- Topic B: The Service Value Chain
- Topic C: Continual Improvement

## **Lesson 5: Key ITIL Practices**

- Topic A: Continual Improvement
- Topic B: Service Level Management
- Topic C: Change Control
- Topic D: Incident Management
- Topic E: Service Request Management
- Topic F: Service Desk
- Topic G: Problem Management

## **Lesson 6: Other ITIL Practices**

- Topic A: General Management Practices
- Topic B: Service Management Practices
- Topic C: Technical Management Practices

## **Appendix A: Mapping Course Content to ITIL® 4 Foundation Syllabus**