

ITIL Foundation 4 Course Outline

Duration: 24-30 Hours (Global Standards)

Level: Beginner to Intermediate

Delivery Mode: Online/Offline

Certification: ITIL Foundation 4

Global Exam Code: ITIL-4

Module 1: Introduction to ITIL 4 and Service Management

Duration: 3-4 Hours

- Overview of ITIL and Its Evolution
 - Introduction to ITIL 4 and Its Key Concepts
 - ITIL 4 Framework and the Four Dimensions of Service Management
 - Key Principles of Service Management
 - The Service Value System (SVS) in ITIL 4
 - The Service Value Chain (SVC) and Its Activities
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Module 2: The ITIL Service Value System (SVS)

Duration: 4-5 Hours

- Key Components of the Service Value System (SVS)
 - Guiding Principles of ITIL 4
 - Governance, Practices, and Continual Improvement
 - The Role of the Service Value Chain
 - How the Service Value System Delivers Value to Organizations
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Module 3: The ITIL Service Value Chain

Duration: 4-5 Hours

- Overview of the Service Value Chain Activities
 - Plan
 - Improve
 - Engage
 - Design & Transition

- Obtain/Build
 - Deliver & Support
 - Interconnections Between Value Chain Activities
 - Practical Use Cases of Service Value Chain in Organizations
 - Understanding the Flow of Value Across the Service Value Chain
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Module 4: ITIL Practices and Their Role in Service Management

Duration: 5-6 Hours

- Overview of ITIL 4 Practices and Their Purpose
 - Key Categories of ITIL Practices: General, Service Management, Technical
 - Common ITIL Practices:
 - Incident Management
 - Problem Management
 - Change Control
 - Service Desk
 - Service Request Management
 - How ITIL Practices Enable Service Management and Continuous Improvement
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Module 5: ITIL 4 Guiding Principles

Duration: 3-4 Hours

- Overview of the 7 Guiding Principles of ITIL 4:
 - 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
 - Applying These Principles in Service Management Practices
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Module 6: ITIL 4 Service Management Practices

Duration: 5-6 Hours

- Detailed Overview of Key ITIL Service Management Practices:
 - Change Control (formerly Change Management)
 - Incident Management
 - Service Request Management
 - Problem Management
 - Knowledge Management
 - Service Level Management
 - Continual Improvement
 - How These Practices Support the Service Value System and Service Value Chain
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Module 7: Integration with Other Frameworks and Standards

Duration: 3-4 Hours

- ITIL 4 and Its Relationship with Other Frameworks:
 - DevOps
 - Agile
 - Lean
 - COBIT
 - Benefits of Integrating ITIL 4 with Other Methodologies and Frameworks
 - Best Practices for Combining ITIL 4 with Agile, Lean, and DevOps for Enhanced Service Management
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Module 8: ITIL Foundation Exam Preparation

Duration: 3-4 Hours

- Overview of ITIL Foundation Exam Structure and Format
 - Key Topics to Focus On for the Exam
 - Practice Questions and Case Studies
 - Exam Strategies: Time Management, Key Concepts, and Common Pitfalls
 - Tips for Passing the ITIL Foundation Exam
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Module 9: ITIL Foundation Certification Exam

- Final Exam: **ITIL Foundation 4 Exam**
- Post-Exam: Understanding Results and Certification Details

- How ITIL Foundation Certification Enhances Career Opportunities
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SEO-Optimized Overview:

This **ITIL Foundation 4** course is designed to provide professionals with a comprehensive understanding of **ITIL 4** concepts, practices, and principles. Prepare for the **ITIL Foundation certification** and gain insights into the **Service Value System (SVS)**, **Service Value Chain**, and **ITIL practices** to drive **service management excellence** in your organization.