

TOC: ITIL V4 FOUNDATION

Day wise breakup

DAY-1

Module 1: Course Introduction

Course Overview
Course Learning Objectives
Course Structure
Introduction to IT Service Management in the Modern World
Structure and Benefits of ITIL 4
Case Study: Axle Car Hire
Exam Details

Module 2: Service Management: Key Concepts

Intent and Context
Value and Value Co-Creation
Value: Services, Products, and Resources
Service Relationships
Value: Outcomes, Costs and Risks

Module 3: The Guiding Principles

Identifying Guiding Principles
Topics Covered
The Seven Guiding Principles
Applying the Guiding Principles

DAY 2:

Module 4: The Four Dimensions of Service Management

The Four Dimensions
Organizations and People
Information and Technology
Partners and Suppliers
Value Streams and Processes
External Factors and the Pestle Model

Module 5: Service Value System

Overview of Service Value System
Overview of the Service Value Chain

Module 6: Continual Improvement

Introduction to Continual Improvement
The Continual Improvement Model
Relationship between Continual Improvement and Guiding Principles

Module 7: Overview of ITIL Practices

Purpose of ITIL Practices
The Continual Improvement Practice
The Change Control Practice
The Incident Management Practice
The Problem Management Practice
The Service Request Management Practice
The Service Desk Practice
The Service Level Management Practice

DAY 3

REVISION & EXAM DAY