

[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

[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 Mode

[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 Practic