

ITIL® 4 Foundation

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 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 Practic**