



ITIL Practices Training Course

Objectives

- High level overview of ITIL v3's 5-step Lifecycle model and how the current 26 processes and functions map to the new ITIL 4 model.
- The seven Guiding Principles of ITIL 4.
- ITIL's new Service Value Chain.
- The four dimensions of Service Management.
- The 34 ITIL practices, with a focus on 15 of these.
- Key concepts from Lean IT, Agile, DevOps, and Organizational Change Management, and why these are important to deliver business value.

Who Should Attend?

- ITIL Foundation is suitable for individuals who require a basic understanding of the ITIL framework and how it may be used to enhance the quality of IT service management within an organization.
- The certification also applies to IT professionals who work within an organization that has adopted ITIL and so need to be aware of and contribute to the overall service improvement program.
- This may include but is not limited to, IT professionals, business managers and business process owners.
- Students preparing for the ITIL 4 Foundation certification exam
- IT Service management professionals looking to validate their skills by passing the ITIL 4 Foundation certification

Outlines:

1. Understand the key concepts of service management

1.1 Recall the definition of:

- a) Service
- b) Utility
- c) Warranty
- d) Customer
- e) User
- f) Service management
- g) Sponsor

1.2 Describe the key concepts of creating value with services:

- a) Cost
- b) Value
- c) Organization
- d) Outcome
- e) Output
- f) Risk
- g) Utility
- h) Warranty

1.3 Describe the key concepts of service relationships:

- a) Service offering
- b) Service relationship management
- c) Service provision
- d) Service consumption

2. Understand how the ITIL guiding principles can help an organization adopt and adapt service management

2.1 Describe the nature, use and interaction of the guiding principles

2.2 Explain the use of the guiding principles

- a) Focus on value
- b) Start where you are
- c) Progress iteratively with feedback
- d) Collaborate and promote visibility
- e) Think and work holistically
- f) Keep it simple and practical
- g) Optimize and automate)

3. Understand the four dimensions of service management

3.1 Describe the four dimensions of service management:

- a) Organizations and people
- b) Information and technology
- c) Partners and suppliers
- d) Value streams and processes

4. Understand the purpose and components of the ITIL service value system

4.1 Describe the ITIL service value system

5. Understand the activities of the service value chain, and how they interconnect

5.1 Describe the interconnected nature of the service value chain and how this supports value streams

5.2 Describe the purpose of each value chain activity:

- a) Plan
- b) Improve
- c) Engage
- d) Design & transition
- e) Obtain/build
- f) Deliver & support

6. Know the purpose and key terms of 15 ITIL practices

6.1 Recall the purpose of the following ITIL practices:

- a) Information security management
- b) Relationship management
- c) Supplier management
- d) IT asset management
- e) Monitoring and event management
- f) Release management
- g) Service configuration management
- h) Deployment management
- i) Continual improvement
- j) Change control
- k) Incident management
- l) Problem management
- m) Service request management
- n) Service desk
- o) Service level management

6.2 Recall definitions of the following ITIL terms:

- a) IT asset
- b) Event
- c) Configuration item
- d) Change
- e) Incident
- f) Problem
- g) Known error

7. Understand 7 ITIL practices

7.1 Explain the following ITIL practices in detail, excluding how they fit within the service value chain:

- a) Continual improvement including:
 - The continual improvement model
- b) Change control
- c) Incident management
- d) Problem management
- e) Service request management
- f) Service desk
- g) Service level management