

## ITIL Foundation

### **1. Service management as a practice**

- a. Describe the concept of best practices in the public domain
- b. Describe and explain why ITIL is successful
- c. Define and explain the concept of a service
- d. Define and explain the concept of internal and external customers
- e. Define and explain the concept of internal and external services
- f. Define and explain the concept of service management
- g. Define and explain the concept of IT service management
- h. Define and explain the concept of stakeholders in service management
- i. Define processes and functions
- j. Explain the process model and the characteristics of processes

### **2. The ITIL service lifecycle**

- a. Describe the structure of the ITIL service lifecycle
- b. Account for the purpose, objectives and scope of service strategy
- c. Briefly explain what value service strategy provides to the business
- d. Account for the purpose, objectives and scope of service design
- e. Briefly explain what value service design provides to the business
- f. Account for the purpose, objectives and scope of service transition
- g. Briefly explain what value service transition provides to the business
- h. Account for the purpose, objectives and scope of service operation
- i. Briefly explain what value service operation provides to the business
- j. Account for the main purpose, objectives and scope of continual service improvement
- k. Briefly explain what value continual service improvement provides to the business

### **3. Generic concepts and definitions**

- a. Utility and warranty
- b. Assets, resources and capabilities
- c. Service portfolio
- d. Service catalogue (both two-view and three-view types)
- e. Governance
- f. Business case
- g. Risk management
- h. Service provider
- i. Supplier
- j. Service level agreement (SLA)
- k. Operational level agreement (OLA)
- l. Underpinning contract
- m. Availability
- n. Service knowledge management system (SKMS)

- o. Configuration item (CI)
  - p. Configuration management system
  - q. Definitive media library (DML)
  - r. Change
  - s. Change types (standard, emergency and normal)
  - t. Event
  - u. Alert
  - v. Incident
  - w. Impact, urgency and priority
  - x. Service request
  - y. Problem
  - z. Workaround
  - aa. Known error
  - bb. Known error database (KEDB)
  - cc. The role of communication in service operation
  - dd. Release policy
  - ee. Types of services
  - ff. Change proposals
  - gg. CSI register
  - hh. Outcomes
  - ii. Patterns of business activity
  - jj. Customers and users
  - kk. The Deming Cycle (plan, do, check, act)
- 4. Key principles and models**
- a. Service Strategy
  - b. Service Design
  - c. Continual service Improvement
- 5. Processes**
- a. Service Strategy
  - b. Service Design
  - c. Service Transition
  - d. Service Operation
  - e. Continual Service Improvement
- 6. Functions**
- a. Explain the role, objectives and organizational structures for
  - b. State the role and objectives
- 7. Roles**
- a. Account for the role and the responsibilities of the: Process owner, Process manager, Process practitioner, Service owner
  - b. Recognize the responsible, accountable, consulted, informed (RACI) responsibility model and explain its role in determining organizational structure.
- 8. Technology and architecture**
- a. Understand how service automation assists with expediting service management processes