

ITIL 4 Foundation

Overview

ITIL 4 expands the scope of the world's leading best practice framework for IT to incorporate many new ways of working, including Agile, LEAN, DevOps, and other innovative approaches. In this course you will learn the core aspects of the ITIL Framework and how to use it to improve the quality of services you deliver to your customers.

Course Outline

1: ITIL 4 Overview

Introduction to ITIL
Key Concepts of ITIL

2: The ITIL Framework

The Four Dimensions of Service Management
The ITIL Service Value System (SVS)

3: The ITIL Guiding Principles

Focus on Value
Start Where You Are
Progress Iteratively with Feedback
Collaborate and Promote Visibility
Think and Work Holistically
Keep It Simple and Practical
Optimize and Automate

4. The ITIL Service Value System (SVS)

Governance
The Service Value Chain
Continual Improvement
5: Key ITIL Practices
Continual Improvement
Service Level Management
Change Control
Incident Management
Service Request Management
Service Desk
Problem Management

6: Other ITIL Practices

General Management Practices
Service Management Practices
Technical Management Practices