

ITIL 4 Foundation Course Outline

Introduction

- ITIL 4 supports the existing investment that people and organizations have made in ITIL, as it is an expansion on the existing framework. That investment is protected because ITIL 4 provides a practical and flexible transition that helps organizations adopt the new ways of working.

Purpose

- The ITIL 4 Foundation is a 3-day course and is the first to be offered in the latest version of ITIL. The purpose of the Foundation course and qualification is to introduce students to the essential concepts associated with ITIL 4 and prepare students to take the ITIL 4 Foundation Certificate in IT Service Management examination. The course will give students an understanding of the common language and key concepts of ITIL 4. Furthermore, the qualification will enable students to progress onto more specialised ITIL 4 courses and qualifications becoming available towards the end of 2019.

Contents

Candidates can expect to gain comprehension and awareness in the following topics upon successful completion of the education and examination components related to this certification.

- Understand the key concepts of service management
- Understand how the ITIL guiding principles can help an organization adopt and adapt service management
- Describe the nature, use and interaction of the seven guiding principles:
 1. Focus on value
 2. Start where you are
 3. Progress iteratively with feedback
 4. Collaborate and promote visibility
 5. Think and work holistically
 6. Keep it simple and practical
 7. Optimize and automate
- Understand the purpose and components of the ITIL service value system
- Understand the activities of the service value chain, and how they interconnect and describe the inputs, outputs and purpose of each value chain activity:
 - Plan
 - Improve
 - Engage
 - Design & transition
 - Obtain/build
 - Deliver & support

ITIL 4 Foundation Course Outline

- Recall the purpose of the following ITIL practices:
 - Information security management
 - Relationship management
 - Supplier management
 - IT asset management
 - Monitoring and event management
 - Release management
 - Service configuration management
 - Deployment management
 - Continual improvement
 - Change control
 - Incident management
 - Problem management
 - Service request management
 - Service desk
 - Service level management

- The following ITIL practices are covered in more detail:
 - Continual improvement
 - Change control
 - Incident management
 - Problem management
 - Service request management
 - Service desk
 - Service level management

- Summary
The learning outcome weighting is approximately:

Topic
Understand the key service concepts
Understand how the ITIL guiding principles can help an organization adopt and adapt service management
Understand the four dimensions of service management
Understand the purpose and components of the ITIL service value system
Understand the activities of the service value chain, and how they interconnect
Know the purpose and key terms of 18 ITIL practices
Understand 7 ITIL practices

Format

This is an instructor led classroom course that uses a combination of lectures, practical group discussions, group assignments and sample exam to provide the student with a foundation understanding of the essential aspects of IT Service Management and to prepare them for the ITIL Foundation examination. The course includes an hour long, formal examination. The one hour exam takes the form of a closed book, multiple choice examination comprising 40 questions. The pass score is 65% (26 out of 40). Some students may be entitled to additional time – your instructor will give more details if required.

ITIL 4 Foundation Course Outline

Intended Audience

The target group of the ITIL Foundation Certificate in IT Service Management is:

- Individuals at the start of their journey in Service Management
- ITSM Managers and aspiring ITSM Managers
- Individuals working in other parts of “IT” (digital, product, development) with interface to service delivery
- Existing ITIL qualification holders wishing to update their knowledge.

This may include but is not limited to, IT professionals, business managers and business process owners.

Prerequisites

While this course has no specific prerequisites, it is assumed that students will have a basic understanding of IT and IT concepts.