**Days:** 3

**Prerequisites:** There are no mandatory prerequisites, although 2+ years’ experience in an IT environment is highly recommended.

**Audience:** ITIL Foundation ® training is essential for anyone involved in the internal or external delivery of IT services including:

* 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 a strong interface to service delivery
* Existing ITIL qualification holders wishing to update their knowledge

**Description:** The ITIL 4 Foundation course provides a foundational understanding of managing modern IT-enabled services by providing students with ITIL 4’s core concepts, common vocabulary, and information about key practices and showing them how to co-create value through their services. Through the instructor’s presentation, guided discussions and exercises the students will gain an understanding of the ITIL 4 service management framework, learn how it integrates with modern technologies and ways of working such as DevOps, Agile, and Lean and addresses current challenges, and they will learn ITIL implementation tips, and tricks. Students will also be prepared to take the official ITIL 4 Foundation exam at the end of class.

**OUTLINE:**

### LESSON 1: Introduction to IT Service Management

* Definition of service management
* Discussion of challenges organizations face today
* Brief history of ITIL
* Why organizations choose ITIL
* Foundation exam and certification paths beyond Foundation

### LESSON 2: Understand Key Concepts of Service Management

To adopt a service management framework, such as ITIL, to address current challenges of service management, it is critical to understand key concepts and common vocabulary. This lesson covers:

* Definitions of service, utility, warranty, customer, user, sponsor
* Concepts of forming and managing service relationships including service offerings, service consumption, and service provision

### LESSON 3: How Value Creation is Enabled through Services

The concept of co-creating value is fundamental to ITIL 4. In addition to the customer, the service provider should be getting value from delivering the service. This lesson covers:

* Concepts of co-creating value, cost, outcome, output, risk, and organization

### LESSON 4: The ITIL ® Guiding Principles

ITIL 4’s 7 Guiding Principles help organizations adopt and adapt ITIL’s best practices and help integrate Lean, Agile, and DevOps practices into their service delivery. They are practical guidance that can be utilized all the time. This lesson covers the 7 Guiding Principles:

* Focus on value
* Start where you are
* Progress iteratively and with feedback
* Collaborate and promote visibility
* Think and work holistically
* Keep it simple and practical
* Optimize and automate

### LESSON 5: The Four Dimensions of Service Management

The four dimensions of service management help support a holistic view of an organization and are critical to efficiently and effectively enabling an organization to create value for its customers. This lesson describes the four dimensions:

* Organizations and People
* Information and Technology
* Partners and Suppliers
* Value Streams and Processes

### LESSON 6: Select ITIL ® Practices (in detail)

ITIL 4 introduces the concept of practices, which are resources an organization uses to accomplish tasks or objectives. This lesson provides an understanding of these 7 key practices and their interfaces with other practices.

* Continual Improvement
* Change Enablement
* Incident Management
* Problem Management
* Service Desk
* Service Level Management
* Service Request Management

### LESSON 7: Select ITIL ® Practices (in brief)

This lesson summarizes the purpose and key terms of 8 other practices: Information Security Management

* Relationship Management
* Supplier Management
* IT Asset Management
* Monitoring and Event Management
* Release Management
* Service Configuration Management
* Deployment Management

### LESSON 8: Inputs, Outcomes, and Components of The ITIL ® Service Value System

The Service Value System is the foundation of ITIL 4 and provides a holistic view of how all of an organization’s components and activities contribute to value creation. It introduces the concept of systems thinking and summarizes the following terms and concepts:

* Guiding Principles, Governance, Service Value Chain, Practices and Continual Improvement
* SVS inputs and outcomes

### LESSON 9: The Activities and interconnected nature of the ITIL® Service Value Chain

The Service Value Chain describes a set of interconnected activities that form infinite value streams designed to deliver valuable products and services to customers. This lesson describes each of the 6 value chain activities:

* Plan
* Improve
* Engage
* Design and Transition
* Obtain/Build
* Deliver and Support

### LESSON 10: Exam Preparation

* Class review: tying it all together
* Where do we go from Foundation?
* Sample exam review and analysis
* Study and test taking tips and strategies