

# ITIL® Foundation v4

## Course Overview

This course will introduce students to version 4 of the ITIL Foundation course. This course will cover digital transformation, key concepts, service value, and the Service Value Chain & Practices.

<b><u>Course Introduction</u></b>	2m
Course Introduction	
 <b><u>Chapter 01 - Course Introduction</u></b>	14m
Lesson: Course Organization	
Welcome!	
Why are you here?	
What do you expect?	
Course Structure	
Agenda	
Lesson: ITIL Foundation, “Set the Stage”	
Digital Transformation as an Enabler	
The New World is ‘VUCA’	
Holistic View of the Goal	
The Goal – Optimizing Value	
Using the Service Value Chain	
The Journey	
 <b><u>Chapter 02 - Digital Transformation</u></b>	23m
Digital Transformation	
The Digital Enterprise	
Learning Outcomes	
Lesson: Digital Transformation Basics	
What is Digital Transformation?	
Digital Transformation: Basic Principles	
Digital Transformation: Areas of Growth	
Digital Transformation & Critical Infrastructure	
Digital Transformation: CEO Perspective	
Digital Transformation: Attributes of the Digital Enterprise	
Digital Transformation: Key Technologies	
Lesson: Digital Transformation & Service Management	
Becoming “Digital”	
Optimized Rate of Change	
Outside-in, Putting Customers First	
Role of ITIL in Digital Transformation	
Summary: Today’s Digital Economy	

### **Chapter 03 - Key Concepts**

31m

Key Concepts

Introduction – Key Concepts

Learning Outcomes

Lesson: Creating Value with Services

Value: Outcomes, Costs & Risks

Value & Value Co-creation

Stakeholders

Other Stakeholders

Lesson: Products & Services

Aspects of Products & Services

Components of Service Offerings

Lesson: Service Relationships

Service Relationships

Service Relationships: Outcomes, Costs & Risks

Service Relationship Model

Achieving Value: Outcomes, Costs & Risks

Utility & Warranty

Summary: Key Concepts

### **Chapter 04 - Service Value**

1h 20m

Service Value

Introduction – Service Value

Learning Outcomes

Lesson: Guiding Principles

Introducing ITIL Guiding Principles

ITIL Guiding Principles Overview

Focus on Value

Apply the Principle: Focus on Value

Start Where You Are

Applying the Principle: Start Where You Are

Progress Iteratively with Feedback

Applying the Principle: Progress Iteratively with Feedback

Collaborate & Promote Visibility

Applying the Principle: Collaborate & Promote Visibility

Think & Work Holistically

Applying the Principle: Think & Work Holistically

Keep it Simple & Practical

Applying the Principle: Keep it Simple & Practical

Optimize & Automate

Applying the Principle: Optimize & Automate

Principle Interaction

Lesson: Four Dimensions of Service Management

The Four Dimensions of Service Management

Organizations & People

Information & Technology

Partners & Suppliers

Value Streams & Processes

Lesson: Service Value System

System Produces Service Value

Principle Interaction  
Governance  
Governance as a Practical Matter  
Service Value Chain (SVC)  
Practices & Continual Improvement  
Lesson: Service Value Chain  
The Service Value Chain  
Plan  
Plan – Input/Output Flow  
Improve  
Improve – Input/Output Flow  
Engage  
Engage – Input/Output Flow  
Design & Transition  
Design & Transition – Input/Output Flow  
Obtain/Build  
Obtain/Build – Input/Output Flow  
Deliver & Support  
Deliver & Support – Input/Output Flow  
Summary: Service Value

#### **Chapter 05 - Service Value Chain & Practices**

2h 20m

Service Value Chain & Practices  
Service Value Chain & the Practices - Introduction  
Service Value Chain as a Theme  
General Management Heatmap  
Service & Technical Management Heatmap  
Learning Outcomes  
Lesson: SVC Plan Practices  
Introduction – SVC Plan  
SVC Plan – Practice Areas Heat Map  
Continual Improvement – SVC Plan  
Continual Improvement – Practice Area Details  
Continual Improvement Model  
Service Level Management – SVC Plan  
Service Level Management – Practice Area Details  
Information Security Management – SVC Plan  
Service Continuity Management – SVC Plan  
Relationship Management – SVC Plan  
Availability Management – SVC Plan  
Supplier Management – SVC Plan  
SVC Plan – Practice Fit  
Summary  
Lesson: SVC Improve Practices  
Introduction – SVC Improve  
SVC Improve – Practice Areas Heat Map  
Continual Improvement\*\* – SVC Improve  
Change Control – SVC Improve  
Change Control – Practice Area Details  
Problem Management – SVC Improve

Problem Management – Practice Area Details  
Capacity & Performance Management – SVC Improve  
Information Security Management\* – SVC Improve  
Service Continuity Management\* – SVC Improve  
Relationship Management\* – SVC Improve  
SVC Improve – Practice Fit  
Summary  
Lesson: SVC Engage Practices  
Introduction – SVC Engage  
SVC Engage – Practice Area Heatmap  
Continual Improvement\*\* – SVC Engage  
Incident Management – SVC Engage  
Incident Management – Practice Area Details  
Service Request Management – SVC Engage  
Service Request Management – Practice Area Details  
Service Desk – SVC Engage  
Service Desk – Practice Area Details  
Service Level Management\*\* – SVC Engage  
Information Security Management\* – SVC Engage  
Relationship Management\* – SVC Engage  
Supplier Management\* – SVC Engage  
SVC Engage – Practice Fit  
Summary  
Lesson: Design & Transition Practices  
Introduction – SVC Design & Transition  
SVC Design & Transition – Practice Area Heatmap  
Continual Improvement\*\* – SVC Design & Transition  
Change Control\*\* – SVC Design & Transition  
Service Configuration Management – SVC Design & Transition  
IT Asset Management – SVC Design & Transition  
Release Management – SVC Design & Transition  
Deployment Management – SVC Design & Transition  
Information Security Management\* – SVC Design & Transition  
Service Continuity Management\* – SVC Design & Transition  
Relationship Management\* – SVC Design & Transition  
Supplier Management\* – SVC Design & Transition  
SVC Design & Transition – Practice Fit  
Summary  
Lesson: SVC Obtain/Build Practices  
Introduction – SVC Obtain/Build  
SVC Obtain/Build – Practice Area Heatmap  
Continual Improvement\*\* – SVC Obtain/Build  
Change Control\*\* – SVC Obtain/Build  
Information Security Management\* – SVC Obtain/Build  
Service Continuity Management\* – SVC Obtain/Build  
IT Asset Management\* – SVC Obtain/Build  
Service Configuration Management\* – SVC Obtain/Build  
Deployment Management\* – SVC Obtain/Build  
Supplier Management\* – SVC Obtain/Build  
SVC Obtain/Build – Practice Fit

Summary

Lesson: SVC Deliver & Support Practices

Introduction – SVC Deliver & Support

SVC Deliver & Support – Practice Area Heatmap

Continual Improvement\*\* – SVC Deliver & Support

Change Control\*\* – SVC Deliver & Support

Incident Management\*\* – SVC Deliver & Support

Problem Management\*\* – SVC Deliver & Support

Service Request Management\*\* – SVC Deliver & Support

Service Desk\*\* – SVC Deliver & Support

Monitoring & Event Management – SVC Deliver & Support

Information Security Management\* – SVC Deliver & Support

Service Continuity Management\* – SVC Deliver & Support

Supplier Management\* – SVC Deliver & Support

SVC Deliver & Support – Practice Fit

Summary

### **Chapter 06 - Course Summary**

24m

Course Summary

Key Concepts

Service Value & Service Relationships

Service Relationship Model

Guiding Principles

Four Dimensions of Service Management

Service Value System

Service Value Chain

Practice Areas SVC Plan

Practice Areas SVC Improve

Practice Areas SVC Engage

Practice Areas SVC Design & Transition

Practice Areas SVC Obtain/Build

Practice Areas SVC Deliver & Support

Thank you for attending ITIL® Foundation

Course Closure

**Total Duration: 5h 15m**