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.

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

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