

ITIL® 4 Foundation Certification Training

Module 1: Introduction to ITIL 4

- Overview of IT Service Management (ITSM)
- Evolution from ITIL v3 to ITIL 4
- Key concepts and terminology
- Benefits of ITIL framework
- Framework by AXELOS

Module 2: Key Concepts of Service Management

- Definition of services and value
- Utility and warranty
- Service relationships
- Value co-creation
- Service offerings and products

Module 3: The Four Dimensions of Service Management

- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes
- Balancing all four dimensions

Module 4: ITIL Service Value System (SVS)

- Overview of Service Value System
- Components of SVS
- Governance in ITIL
- Continual improvement model
- Integration with organizational strategy

Module 5: Service Value Chain

- Activities in service value chain:
 1. Plan
 2. Improve
 3. Engage
 4. Design & Transition
 5. Obtain/Build
 6. Deliver & Support

- Mapping value streams
- Value chain interactions

Module 6: 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

Module 7: ITIL Practices (Key Practices Overview)

- General Management Practices:
 1. Continual improvement
 2. Information security management
 3. Supplier management
- Service Management Practices:
 1. Incident management
 2. Problem management
 3. Change enablement
 4. Service desk
 5. Service level management
- Technical Management Practices (overview)

Module 8: Continual Improvement

- Continual improvement model
- Identifying improvement opportunities
- Measuring and reporting improvements
- Aligning improvements with business goals
- Implementing improvement initiatives

Module 9: Governance, Risk & Compliance

- Governance in ITIL
- Risk management basics
- Compliance requirements
- Aligning IT services with business policies
- Control mechanisms

Module 10: Exam Preparation & Practice

- ITIL 4 Foundation exam structure
- Key concept revision
- Practice questions and mock tests
- Terminology focus
- Exam strategies and time management

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