

Module 1: Course Introduction

Let's Get to Know Each Other
Course Overview
Course Learning Objectives
Course Structure
Course Agenda
Introduction to IT Service Management in the Modern World
Introduction to ITIL 4
Structure and Benefits of ITIL 4
Case Study: Axle Car Hire
Case Study: The CIO's Vision for Axle
Exam Details

Module 2: Service Management: Key Concepts

Intent and Context
Key Terms Covered in the Module
Module Learning Objectives
Value and Value Co-Creation
Value: Services, Products, and Resources
Service Relationships
Value: Outcomes, Costs and Risks
Module Summary

Module 3: The Guiding Principles

Intent and Context
Identifying Guiding Principles
Key Terms Covered in the Module
Module Learning Objectives
Topics Covered
The Seven Guiding Principles
Applying the Guiding Principles
Module Summary

Module 4: The Four Dimensions of Service Management

Intent and Context
The Four Dimensions
Key Terms Covered in the Module
Module Learning Objectives
Topics Covered
Organizations and People
Information and Technology
Partners and Suppliers

Value Streams and Processes
External Factors and the Pestle Model
Module Summary

Module 5: Service Value System

Intent and Context
Key Terms Covered in the Module
Module Learning Objectives
Topics Covered
Overview of Service Value System
Overview of the Service Value Chain
Module Summary

Module 6: Continual Improvement

Intent and Context
Key Terms Covered in the Module
Module Learning Objectives
Topics Covered
Introduction to Continual Improvement
The Continual Improvement Model
Relationship Between Continual Improvement and Guiding Principles
Module Summary

Module 7: Overview of ITIL Practices

Intent and Context
Key Terms Covered in the Module
Module Learning Objectives
Topics Covered
Purpose of ITIL Practices
The Continual Improvement Practice
The Change Control Practice
The Incident Management Practice
The Problem Management Practice
The Service Request Management Practice
The Service Desk Practice
The Service Level Management Practice
Module Summary

Exam Preparation Guide

Mock Exam