



# ITIL® 4 Foundation HU0C1S

<b>HPE course number</b>	HU0C1S
<b>Course length</b>	2 days
<b>Delivery mode</b>	ILT, VILT
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The course covers the best practice framework of ITIL 4 at a foundational level. Students learn about the service value system (SVS), the four dimensions of service management, the service value chain, the 7 guiding principles, and service management practices.

ITIL 4 is a non-prescriptive, industry best practice providing a vendor-neutral, technology-agnostic framework to address service management challenges by reshaping much of the established ITSM practices in the wider context of customer experience, value streams, and digital transformation, as well as embracing new ways of working, such as Lean, Agile, and DevOps.

## Audience

- Business managers, business process owners, or any business person interfacing with IT organizations
- Individuals new to ITIL, who require a fundamental overview of the ITIL 4 framework and how to apply service management concepts to create value for customers
- IT professionals already working with ITIL best practices, who want to advance their knowledge of the new service management practices in ITIL 4
- Other individuals working in parts of the IT organization, including:
  - IT staff supporting large, complex and hybrid data centers, interested in improving speed, quality, and cost of IT services
  - IT vendors, suppliers, and partners
  - IT managers and IT executives
  - Individuals working in other parts of IT (digital, product, development, security)

## Prerequisites

Additional study time outside of the class is required to prepare for the certification exam.

## Course objectives

Upon successful completion of this course, candidates will be able to:

- Explain the four dimensions of service management and how the four dimensions are used to underpin a balanced focus in value creation
- Describe the service value system (SVS), and learn how the SVS ensures value is co-created with the business
- Understand and implement the ITIL service value chain
- Gain the knowledge necessary to prepare and take the ITIL 4 Foundation certificate examination

## Detailed course outline

<b>Key Concepts and Definitions of Service Management</b>	<ul style="list-style-type: none"> <li>Value and value co-creation</li> <li>Organizations, service providers, service consumers, and other stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Products and services</li> <li>Service relationships</li> </ul>
<b>The Four Dimensions of Service Management</b>	<ul style="list-style-type: none"> <li>Organizations and people</li> <li>Information and technology</li> </ul>	<ul style="list-style-type: none"> <li>Partners and suppliers</li> <li>Value streams and processes</li> </ul>
<b>The ITIL Service Value System</b>	<ul style="list-style-type: none"> <li>ITIL guiding principles</li> <li>Governance</li> <li>Service value chain</li> </ul>	<ul style="list-style-type: none"> <li>ITIL management practices</li> <li>Continual improvement</li> </ul>
<b>Service Value Chain</b>	<ul style="list-style-type: none"> <li>Plan</li> <li>Engage</li> <li>Design and transition</li> </ul>	<ul style="list-style-type: none"> <li>Obtain/build</li> <li>Deliver and support</li> <li>Improve</li> </ul>
<b>ITIL Management Practices</b>	<ul style="list-style-type: none"> <li>Overview of 15 of the practices</li> </ul>	<ul style="list-style-type: none"> <li>Explanation of 7 of the practices in more detail</li> </ul>
<b>Exam preparation</b>		

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