ITIL® 4 Foundation
HU0C1S

The course covers the best practice framework of ITIL 4 at a foundational level. Students will 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 the service management concepts to create value for customers
- IT professionals already working with ITIL best practices, and 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**

- There are no specific prerequisites for this training.
- Additional study time outside of the classroom will be 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 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

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*Realize Technology Value with Training, IDC Infographic 2017, Sponsored by HPE, October 2017*
## Detailed course outline

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## Exam preparation

- Overview of 15 of the practices
- Explanation of 7 of the practices in more detail

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