Hewlett Packard Enterprise

HPE Digital Learner ITIL® 4 Foundation

HPE Content Pack number	CP052
Content Pack length	10 Hours
Content Pack category	Category 1
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This self-paced content pack 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 the 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)

Content Pack objectives

This content pack provides the information necessary to:

- Develop a basic understanding of the ITIL framework and its role in the modern world

- Understand the structure and benefits of the ITIL 4 framework

- Understand the ITIL certification scheme

- Describe the dimensions and elements of the Four Dimensions of Service Management model

- Understand the importance of identifying and understanding the various value streams

- Describe the components of the ITIL Service Value System

- List and describe the components of the ITIL Service Value Chain

- Explain each of the six steps of the continual improvement model

- List and describe the key practices in each of the three categories of ITIL 4 management practices

- Describe the concepts of value streams and describe several examples of value streams

Detailed Content Pack outline

Module 1: Introduction to ITIL 4

This module presents an overview of the ITIL 4 service management framework and describes how it has evolved to adapt to modern technologies and ways of working. It also provides a brief explanation of the new ITIL certification scheme, and methods of transition from the previous 2011 version.

- Introduction to ITIL 4
  - The nature and focus of ITIL 4
  - The aim of the framework and certification with respect to organizations and individuals
- The ITIL story
  - Axle Car Hire
  - Get to know the fictional Axle car hire company, its history and vision for the future
  - Meet the new CIO and employees in key positions.
- IT Service Management in the modern world
  - The wider environment of ITSM
  - The history and evolution of ITIL
  - The scope of ITIL 4

- About the ITIL 4 certification system
  - The new certification scheme
  - How to transition from earlier versions of ITIL
  - How to find which route is most suitable for you in the future
- The structure and benefits of the ITIL 4 framework
  - A preliminary understanding of the key components and models of ITIL 4, including the Service Value System and the Four Dimensions of Service Management model

Module 2: Key Concepts of Service Management

This module covers the main concepts of service management, specifically the nature of value and value co-creation, organizations, products, and services. It also explores the complex relationship between service providers and consumers, and the various stakeholders involved. The module also presents the key components of consumer value—benefits, costs, and risks—and covers the importance of understanding the needs of the customer when designing and delivering services. The concepts presented in this module are the foundation for the material covered in the other modules in this course.

- Service management overview
  - Basic concepts of service management
  - Review service management at the Axle Car Hire business
- Value and value co-creation
  - Value, the creation of value, and its outcomes, costs, and risks
  - Review the value for each customer at Axle Car Hire
- Stakeholders
  - Service providers and service consumers—who are the stakeholders in service management
  - Review the stakeholders for Axle Car Hire

- Services and products
  - Types of service offerings that are part of service management
  - Review Axle Car Hire's service offerings
- Service Relationships
  - Types of service relationships that exist between a service provider and a service consumer
  - Review the service relationships at Axle Car Hire
- Summary of concepts
  - Review the concepts of a service management environment
  - View some examples of these concepts

Module 3: Four Dimensions of Service Management

This module covers the Four Dimensions of Service Management, explaining the components and the relationships between and around them. It also explores the questions organizations should ask with reference to the dimensions when implementing the model. This module relies on material covered in the Key Concepts of Service Management module—so rather than providing definitions, it explains the context of each dimension.

- Overview of the Four Dimensions
  - The basic concepts and nature of the Four Dimensions of Service Management model
  - Review with respect to the Axle Car Hire business
- Organizations and people
  - Organizations, their structure and culture
  - Individuals and the importance of their roles
  - Review this dimension from the viewpoint of Axle Car Hire operations
- Information and technology
  - The nature of information in the modern age
  - Factors influencing the choice of technology, with a special section on Cloud computing
  - Review this dimension for Axle Car Hire

- Partners and suppliers
  - How organizations depend on services provided by other organizations
  - Understand the role of participants
  - Review Axle Car Hire's partners and suppliers
- Value streams and processes
  - The definition of value streams and processes
  - How value is created throughout the operations of an organization
  - Review the value streams and processes at Axle Car Hire
- External factors
  - External factors may impact the service management environment
  - Review how Axle Car Hire balances the four dimensions

Module 4: ITIL Service Value System
This module covers the main concepts of the ITIL Service Value System (SVS). This includes guiding principles, governance, service value chain, continual improvement model, and ITIL practices.

- ITIL Service Value System Overview
  - The basic components of the ITIL Service Value System
- ITIL Guiding Principles
  - Recommendations used to guide an IT organization in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure
- Governance
  - The means by which an organization can be directed and controlled

- Service Value Chain
  - The set of interconnected activities an organization performs to deliver a valuable product or service to its consumers
- Continual Improvement
  - The set of recurring organizational activities performed at all levels to ensure that the organization's performance continually meets stakeholders expectations
- ITIL Management Practices
  - The three groups of ITIL management practices
    - Service management practices
    - General management practices
    - Technical management practices

Module 5: ITIL 4 Management Practices
This module introduces the three groups of ITIL 4 management practices: service management practices, general management practices, and technical management practices. These three groups include 34 types of management practices. The module then presents the key management practices that are covered in the ITIL 4 certification exam.

- ITIL 4 Management Practices overview
  - The three groups of ITIL 4 management practices
    - Service management practices
    - General management practices
    - Technical management practices

Module 6: Resources
In this module, you can review the list of ITIL 4 resources used in this course.

- ITIL 4 Media: Review the links for more information.

- ITIL 4 Certification: Learn about the ITIL 4 certification paths and exams

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