

HPE Digital Learner ITIL® 4 Foundation Content Pack

HPE Content Pack number	CP052
Content Pack length	9.5 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 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.

Content Pack Objectives:

By the end of the course, you should be able to meet the following objectives:

- Develop a basic understanding of the ITIL framework and its approach to the challenges facing organizations today
- 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 within an organization
- Describe the components of the ITIL Service Value System
- List and describe the components of the 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 the ITIL 4 management practices
- Describe the concepts of value streams and provide several examples of value streams

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)

Detailed Content Pack outline

Module 1: Introduction to ITIL® 4

This module introduces the best practice framework of ITIL 4.

- Tour of ITIL 4
 - Get familiar with the nature and focus of ITIL 4
 - Develop a basic understanding of the ITIL framework and its approach to the challenges facing organizations today
- Concepts of service management
 - Gain a preliminary understanding of the ITIL 4 concepts and evolution from inception to ITIL 4
- Value and purpose of ITIL
 - Learn how services create value in organizations

Module 2: Key Concepts of Service Management

This module covers the key concepts of service management, in particular the nature of value and value co-creation, organizations, products, and services. It explores the complex relationship between the service providers and consumers and the various stakeholders involved.

- Service management overview
 - Learn the basic concepts of service management; introduce the fictional company, Axle Car Hire, to provide an example of the concepts
- Value and value co-creation
 - Learn value, the creation of value, and its outcomes, costs, and risks using the example of the fictional company, Axle Car Hire
- Stakeholders
 - Understand the organizations and service consumers who are the stakeholders in service management; review the stakeholders for Axle Car Hire
- Services and products
 - Describe considerations for the nature of the services offered and provided, and outline based on the relationship between the service and a product
- Service relationships
 - Review the importance of service relationships and the service relationship model; relate the concept to the service relationships at Axle Car Hire
- Summary of concepts
 - Summarize the concepts presented in this module and introduce two new case studies to reinforce the 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 four dimensions when implementing the model.

- Overview of the four dimensions of the service management model
 - Provide an overview of the four dimensions model, and describe each dimension; understand how its aspects are reflected in the operations of Axle Car Hire
- Organizations and people
 - Review the first dimension of the model and its outcomes, costs, and risks; review the people and organizations related to Axle Car Hire
- Information and technology lesson
 - Describe the choices organizations need to take with respect to information management and the use of technology while providing services, with a special section on cloud computing and its role in ITSM; review this dimension for Axle Car Hire
- Partners and suppliers
 - Learn how organizations and services depend on services provided by other organizations and explain some of the roles of participants; review Axle Car Hire's partners and suppliers
- Value streams and processes
 - Define and describe value streams and processes with respect to organizations, and how value is created throughout the operations of an organization; review the value streams and processes at Axle Car Hire

Module 4: ITIL Service Value System

This module covers the main concepts of the ITIL Service Value System (SVS).

- ITIL Service Value System overview
 - Learn about the basic components of the ITIL Service Value System
- ITIL Guiding Principles
 - Learn about the recommendations that can be used to guide an IT organization in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure
- Governance
 - Learn about the means by which an organization can be directed and controlled
- Service Value Chain
 - Learn about the set of interconnected activities an organization performs to deliver a valuable product or service to its consumers
- Continual improvement
 - Learn about the set of recurring organizational activities that are performed at all levels to ensure that the organization's performance continually meets stakeholders expectations
- TIL management practices
 - Learn about 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 you to the three groups of ITIL 4 management practices—service management practices, general management practices, and technical management practices. These three groups comprise 34 practices.

- ITIL 4 management practices overview
 - Review the three groups of ITIL 4 management practices—service management practices, general management practices, and technical management practices.
- Practices in the context of value streams
 - Learn about the 15 key management practices that are covered in the ITIL 4 certification exam, including the seven practices which are covered in detail; several value stream examples are presented

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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