



Leading Your Business Transformation

The background of the slide features a horizontal band with a dark blue overlay. Behind the overlay is a blurred image of business professionals in a modern office setting. Overlaid on the right side of the dark blue band are three white line-art gears of different sizes, arranged in a cluster.

IT IL® V4 Foundation

Course syllabus V1.0

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1. Introduction to the course syllabus

This document provides the detailed outline of the ITIL V4 Foundation course. You will be provided you with:

- Course syllabus
- Presentation material
- Two sample exams

2. Course preparation

No preparation or pre-requisites are necessary to undertake this training.

3. Administrative and logistical activities

If you are scheduled to take the certification exam, you should have received a confirmation e-mail asking you to confirm registration data. If you have any questions or problems regarding the exam registration, please talk to your trainer.

4. Target group

The target group of the ITIL Foundation certificate in IT Service Management is drawn from:

- Individuals who require a basic understanding of the ITIL framework and how it may be used to enhance the quality of IT service management within an organization.
- IT professionals who are working within an organization that has adopted and adapted ITIL who need to be informed and also contribute to an ongoing service improvement program.

This may include but is not limited to, IT professionals, business managers and business process owners. There is no pre-requisite for this course.

5. Course objectives

The ITIL foundation course objectives are:

- To introduce the hi-level concepts of the ITIL
- To understand the ITIL terminology, structure and basic concepts
- To understand how ITIL can help in improving IT servicemanagement
- To understand how to look at IT Service Management through the holistic view of a Service Value System (SVS)
- To understand the seven Guiding Principles of ITIL 4
- To understand the four dimensions of Service Management
- To understand the 34 ITIL practices, with a focus on 18 of these
- To understand Key concepts from Lean IT, Agile, DevOps, and Organizational Change Management, and why these are important to deliver business value
- To successfully obtain the foundation certificate

6. Delivery method



6.1 Educational alternatives

This course was designed so that it makes use of the following educational alternatives:

- **Deduction:** Using anecdotes and examples, the training presents use cases before the concepts have even been covered. The students deduct the learning from their own analysis. The topic and its concepts are presented afterwards to demonstrate how theory applies to what was deducted.
- **Questioning:** Asking questions forces participants to stop and think about different variables. It also enables the participants to put the newly acquired knowledge to the test. Quizzes have been incorporated as part of the training to make sure that the concepts are well understood by the participants.
- **Demonstrating:** Some use cases have been incorporated to the training AFTER the concepts. These serve to explain a cause and effect relationship using the newly acquired knowledge.

7. Exam

The ITIL Foundation Certification Exam is offered online or if required on the final day of class. It is a 40-question multiple-choice exam and 26/40 is required at the minimum to succeed to the exam, or 65%. The duration of the exam is 60 minutes, 15 minutes can be added if your first language is not English.

8. Session plans

The following table provides individual session objectives for the different modules covered in the training.

Day 1	Module	Subject	Start	End	Total Time (In hours)
	01	Introduction and Recap of ITIL 4 based on pre-reading	09:00	10:00	01:00
	02	Service Management: Key Concepts - Part 1	10:00	10:30	00:30
		<i>Morning Tea</i>	1 03 0	1 04 5	0 01 5
	02	Service Management: Key Concepts - Part 2	10:45	11:40	00:55
	03	The Guiding Principles - Part 1	11:40	12:40	01:00
		<i>Lunch</i>	1 24 0	1 33 0	0 05 0
	03	The Guiding Principles - Part 2	13:30	14:10	00:40
	04	The Four Dimensions of Service Management	14:10	15:20	00:70
		<i>Afternoon Tea</i>	1 52 0	1 53 5	0 01 5
	05	The Service Value System and Service Value Chain	15:35	16:40	00:65
		Questions / Debrief Day 1 / Homework	16:40	17:00	00:20
		Total (Less Lunch and Tea)			06:40
		Total			08:00

Day 2	Module	Subject	Start	End	Total Time (In hours)
		Review of Day 1 / Homework	09:00	09:30	00:30
	05	The ITIL Service Value System - Service Value Chain (Contd.)	09:30	10:10	00:40
		<i>Morning Tea</i>	1 01 0	1 02 5	0 01 5
	06	Continual Improvement	10:25	11:10	00:45
	07	Overview of ITIL Practices – Part 1	11:10	12:10	00:60
		<i>Lunch</i>	1 21 0	1 30 0	0 05 0
	07	Overview of ITIL Practices – Part 2	13:00	14:30	00:90
		<i>Afternoon Tea</i>	1 43 0	1 44 5	0 01 5
	07	Overview of ITIL Practices – Part 3	14:45	16:00	00:75
		Day 2 Wrap up / Exam Preparation Guide/ Mock Exam / Advice	16:00	17:00	01:00
		Total (Less Lunch and Tea)			06:40
		Total			08:00

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