



# ITIL® Foundation Training - Course Content.

## Unit 1: Service management as a practice

- Concept of best practices in the public domain
- Concept of a service
- Concept of internal and external customers
- Concept of internal and external services
- Concept of service management
- Concept of IT service management
- Concept of stakeholders in service management
- Processes and functions
- Process model and the characteristics of processes

## Unit 2: ITIL service lifecycle

- Describe the structure of the ITIL® service lifecycle
- Purpose, objectives and scope of service strategy
- Purpose, objectives and scope of service design
- Purpose, objectives and scope of service transition
- Purpose, objectives and scope of service operation
- Purpose, objectives and scope of continual service improvement

## Unit 3: Generic concepts and definitions

## Unit 4: Key principles and models

### Service Strategy:

- Describe value creation through services

## Service Design:

- Importance of people, processes, products and partners for service management
- Major aspects of service design

## Continual service improvement:

- Continual service improvement approach
- Role of measurement for continual service improvement
- Types of metrics (technology metrics, process metrics, service metrics)

## Unit 5: Processes

### Service strategy:

- Service portfolio management
- Financial management for IT services
- Business Relationship management

### Service design:

- Service level management
- Service catalogue management
- Information security management
- Supplier management
- Capacity management
- IT service continuity management
- Design coordination

### Service transition:

- Change management
- Release and deployment management
- Knowledge management
- Service asset and configuration management
- Transition planning and support

### Service operation:

- Incident management
- Problem management
- Event management
- Request fulfilment
- Access management

## Continual service improvement:

- The seven-step improvement process

## Unit 6: Functions

- The service desk function
- The technical management functions
- The application management functions with application development

- The IT operations management function (IT operations control and facilities management)

## Unit 7: Roles

- Process owner
- Process manager
- Process practitioner
- Service owner
- Recognize the responsible, accountable, consulted, informed (RACI) responsibility model

## Unit 8: Technology and architecture

**Information is not enough? It's time to talk to our experts.**



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