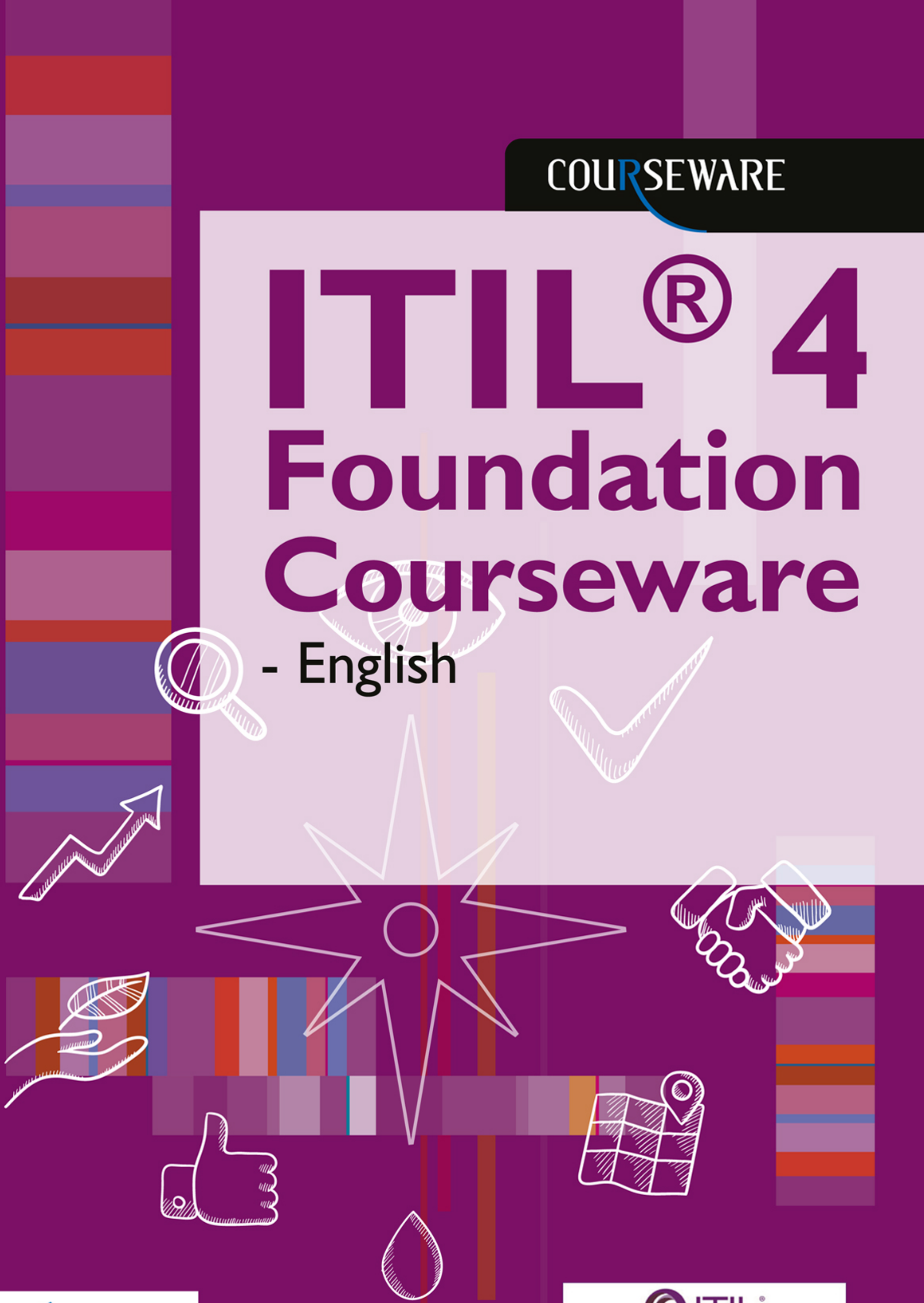

ITIL® 4 Foundation Courseware

- English

Van Haren
PUBLISHING

ITIL®
TRAINING ORGANIZATION ACCREDITED BY
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ITIL® 4 Foundation
Courseware - English

Colophon

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Publisher about the Courseware

The Courseware was created by experts from the industry who served as the author(s) for this publication. The input for the material is based on existing publications and the experience and expertise of the author(s). The material has been revised by trainers who also have experience working with the material. Close attention was also paid to the key learning points to ensure what needs to be mastered.

The objective of the courseware is to provide maximum support to the trainer and to the student, during his or her training. The material has a modular structure and according to the author(s) has the highest success rate should the student opt for examination. The Courseware is also accredited for this reason, wherever applicable.

In order to satisfy the requirements for accreditation the material must meet certain quality standards. The structure, the use of certain terms, diagrams and references are all part of this accreditation. Additionally, the material must be made available to each student in order to obtain full accreditation. To optimally support the trainer and the participant of the training assignments, practice exams and results are provided with the material.

Direct reference to advised literature is also regularly covered in the sheets so that students can find additional information concerning a particular topic. The decision to leave out notes pages from the Courseware was to encourage students to take notes throughout the material.

Although the courseware is complete, the possibility that the trainer deviates from the structure of the sheets or chooses to not refer to all the sheets or commands does exist. The student always has the possibility to cover these topics and go through them on their own time. It is recommended to follow the structure of the courseware and publications for maximum exam preparation.

The courseware and the recommended literature are the perfect combination to learn and understand the theory.

-- Van Haren Publishing

Other publications by Van Haren Publishing

Van Haren Publishing (VHP) specializes in titles on Best Practices, methods and standards within four domains:

- IT and IT Management
- Architecture (Enterprise and IT)
- Business Management and
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Topics are (per domain):

IT and IT Management

ABC of ICT
ASL®
CATS CM®
CMMI®
COBIT®
e-CF
ISO/IEC 20000
ISO/IEC 27001/27002
ISPL
IT4IT®
IT-CMF™
IT Service CMM
ITIL®
MOF
MSF
SABSA
SAF
SIAM™
TRIM
VeriSM™

Enterprise Architecture

ArchiMate®
GEA®
Novius Architectuur Methode
TOGAF®

Business Management

BABOK® Guide
BiSL® and BiSL® Next
BRMBOK™
BTF
EFQM
eSCM
IACCM
ISA-95
ISO 9000/9001
OPBOK
SixSigma
SOX
SqEME®

Project Management

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DSDM/Atern
ICB / NCB
ISO 21500
MINCE®
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MSP®
P3O®
PMBOK® Guide
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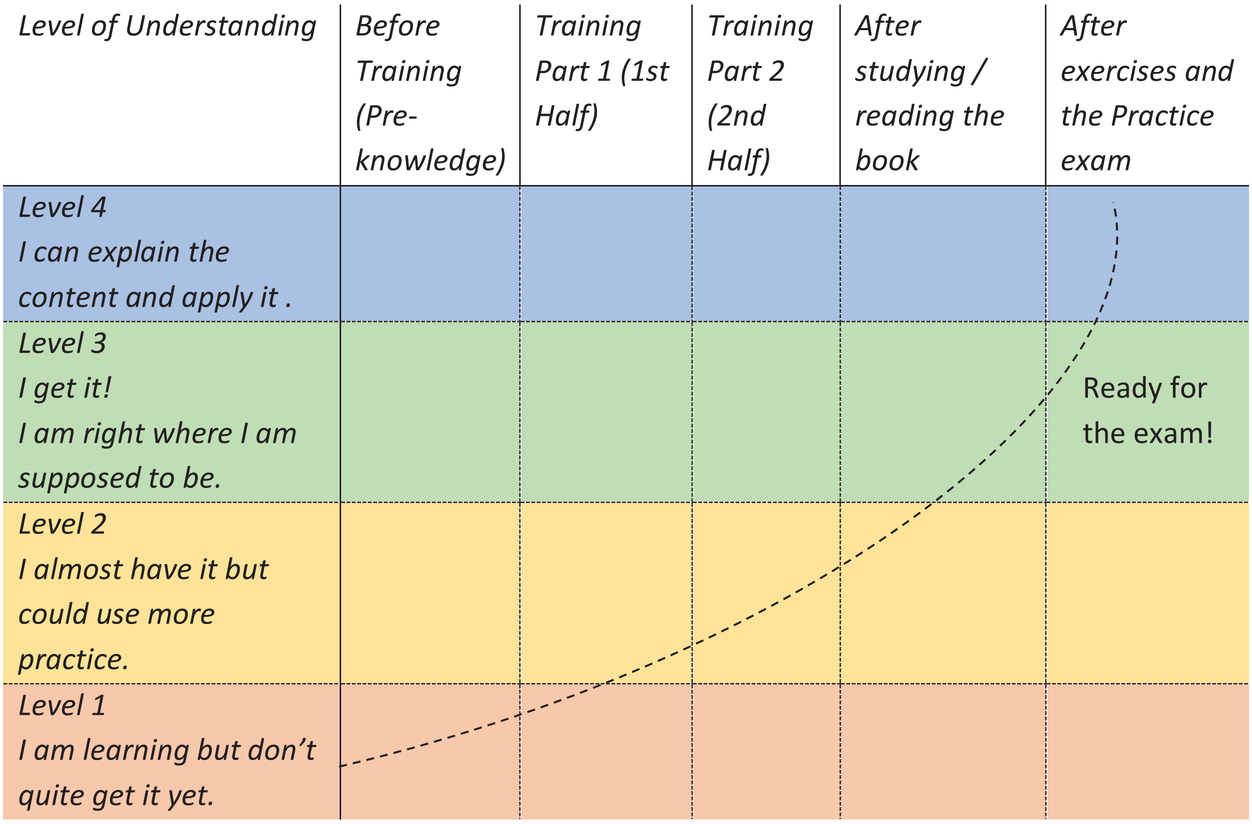
Self-Reflection of understanding Diagram

'What you do not measure, you cannot control.'' – Tom Peters

Fill in this diagram to self-evaluate your understanding of the material. This is an evaluation of how well you know the material and how well you understand it. In order to pass the exam successfully you should be aiming to reach the higher end of Level 3. If you really want to become a pro, then you should be aiming for Level 4. Your overall level of understanding will naturally follow the learning curve. So, it's important to keep track of where you are at each point of the training and address any areas of difficulty.

Based on where you are within the Self-Reflection of Understanding diagram you can evaluate the progress of your own training.



Level of Understanding	*Before Training (Pre-knowledge)*	*Training Part 1 (1st Half)*	*Training Part 2 (2nd Half)*	*After studying / reading the book*	*After exercises and the Practice exam*
Level 4 *I can explain the content and apply it .*					
Level 3 *I get it!* *I am right where I am supposed to be.*					Ready for the exam!
Level 2 *I almost have it but could use more practice.*					
Level 1 *I am learning but don't quite get it yet.*					

(Self-Reflection of Understanding Diagram)

Write down the problem areas that you are still having difficulty with so that you can consolidate them yourself, or with your trainer. After you have had a look at these, then you should evaluate to see if you now have a better understanding of where you actually are on the learning curve.

Troubleshooting

Problem areas: *Topic:*

Part 1

Part 2

You have gone through the book and studied.

You have answered the questions and done the practice exam.

Timetable

	Day 1, Key concepts of service management
Part 1	Introduction
	Value creation, outcomes, costs and risks
	Services and service relationships
	The four dimensions
	Lunch
Part 2	The ITIL service value system
	The activities of the service value chain
	The nature and use of the guiding principles
	Day 2, Selected ITIL practices and key terms
Part 1	Service management practices
	General practices
	Technical practices
	Theme Quality + Quality Review Technique
	Exercise Quality Management Approach
	Lunch
Part 2	Set up exam
	ITIL® Exam

Welcome to
ITIL 4 Foundation

ITIL TRAINING ORGANIZATION ACCREDITED BY PEOPLECERT ON BEHALF OF AXELOS

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COURSEWARE

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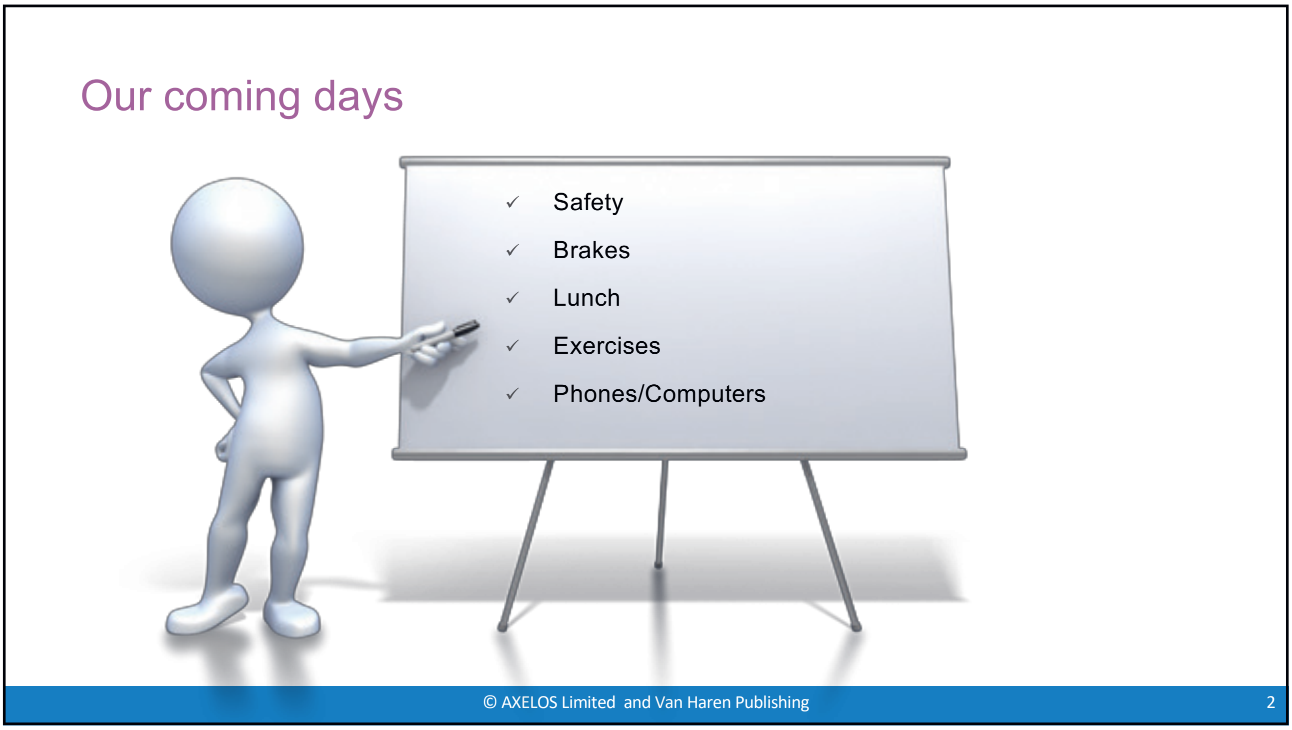
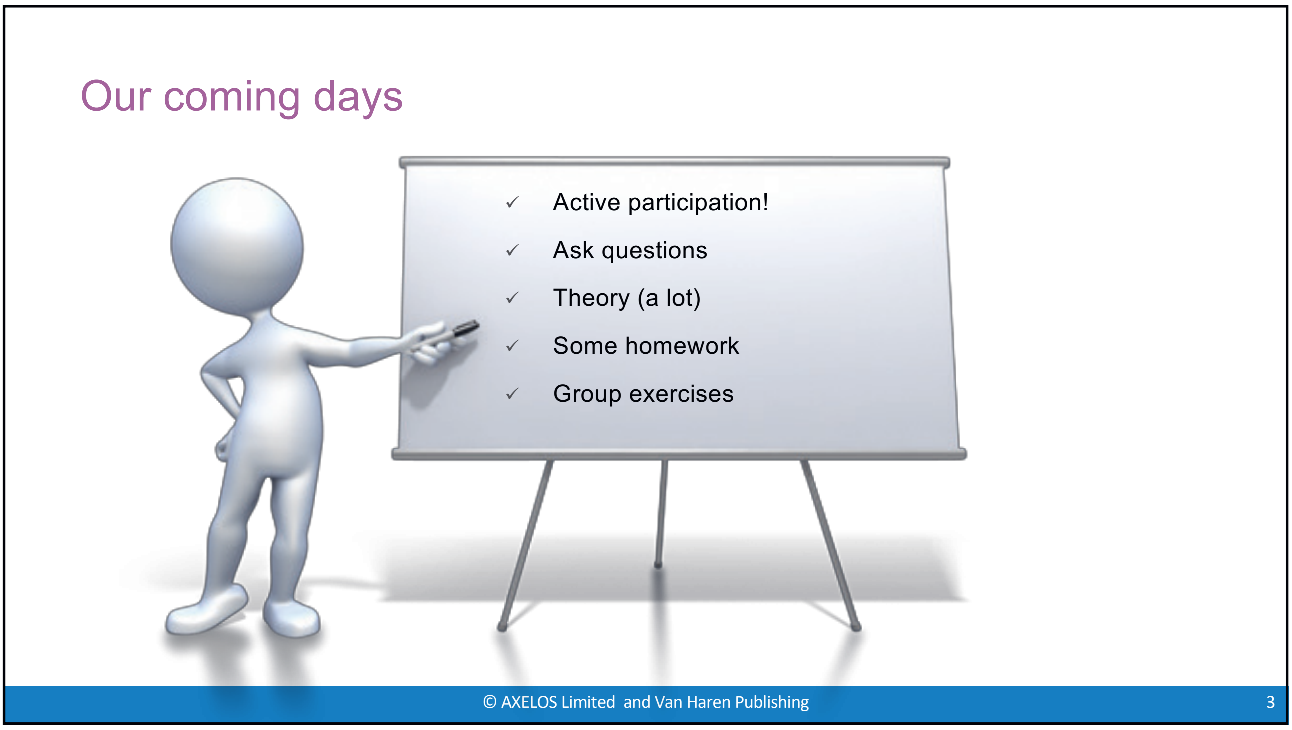


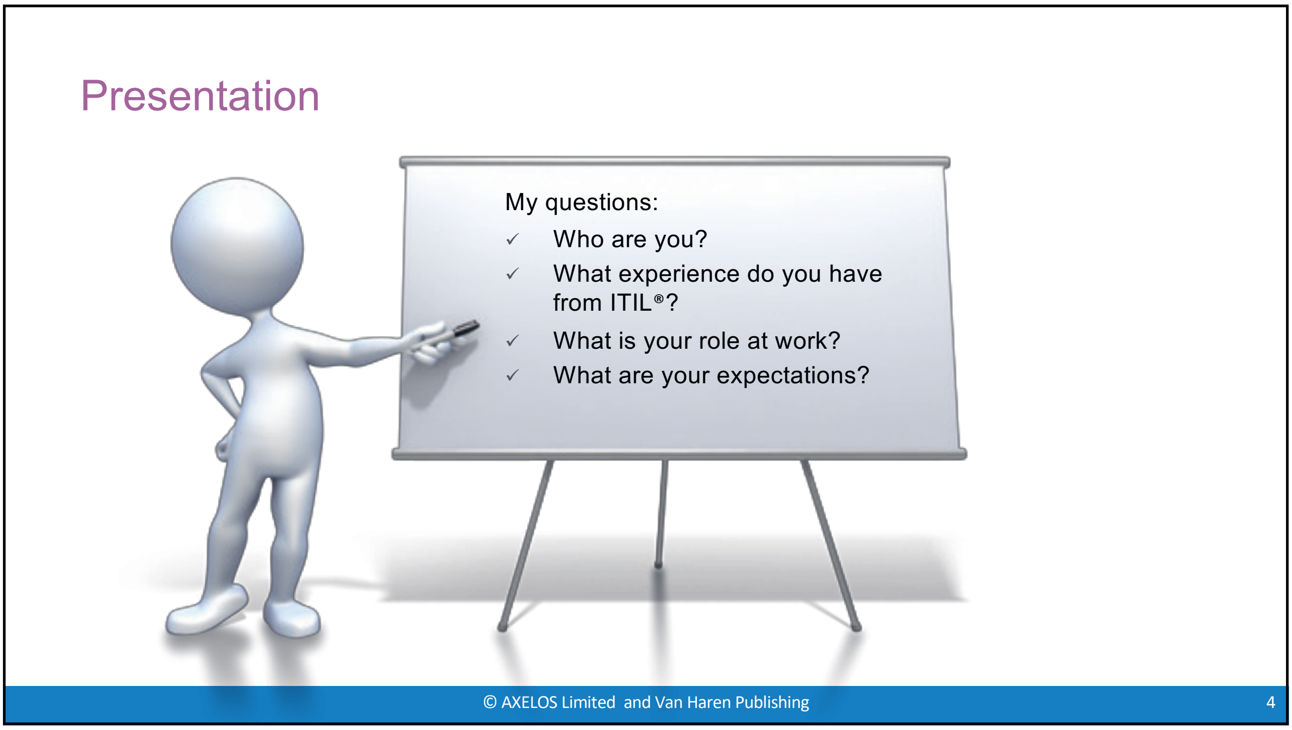
Our coming days

- ✓ Safety
- ✓ Brakes
- ✓ Lunch
- ✓ Exercises
- ✓ Phones/Computers



Our coming days

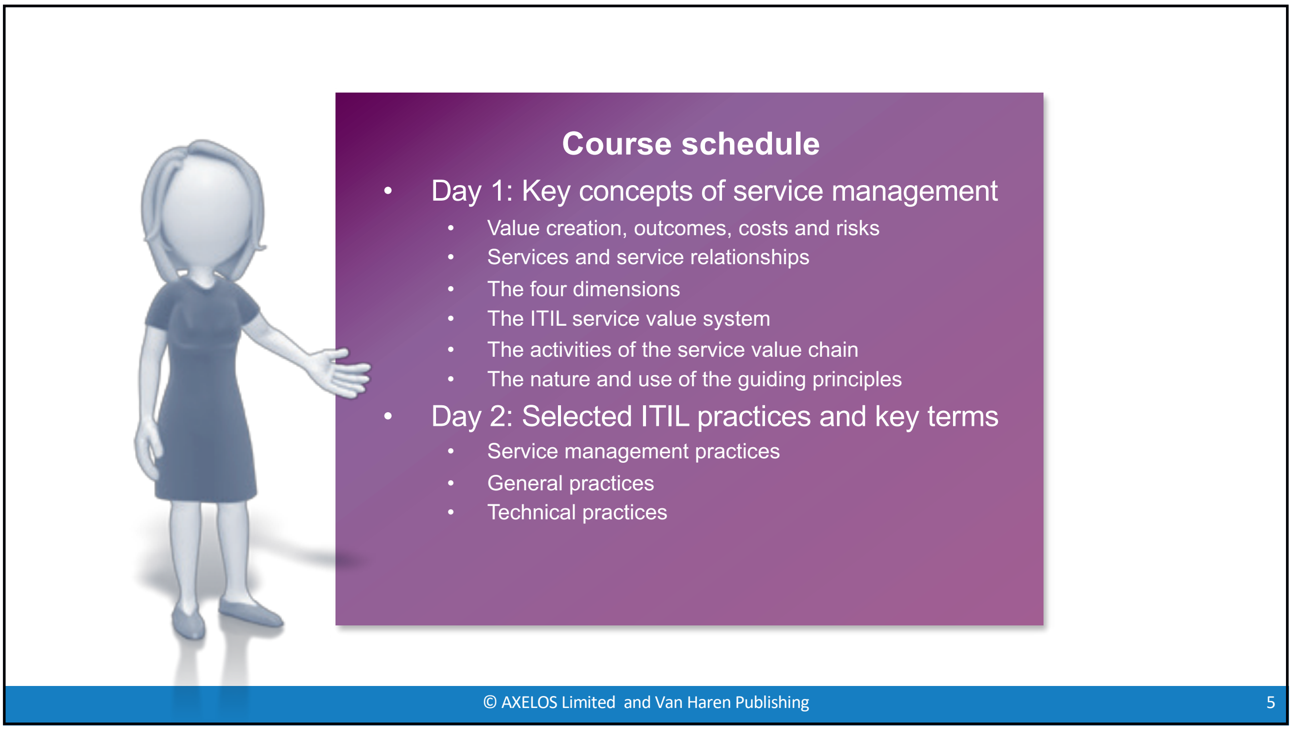
- ✓ Active participation!
- ✓ Ask questions
- ✓ Theory (a lot)
- ✓ Some homework
- ✓ Group exercises



Presentation

My questions:

- ✓ Who are you?
- ✓ What experience do you have from ITIL®?
- ✓ What is your role at work?
- ✓ What are your expectations?



Course schedule

- Day 1: Key concepts of service management
  - Value creation, outcomes, costs and risks
  - Services and service relationships
  - The four dimensions
  - The ITIL service value system
  - The activities of the service value chain
  - The nature and use of the guiding principles
- Day 2: Selected ITIL practices and key terms
  - Service management practices
  - General practices
  - Technical practices

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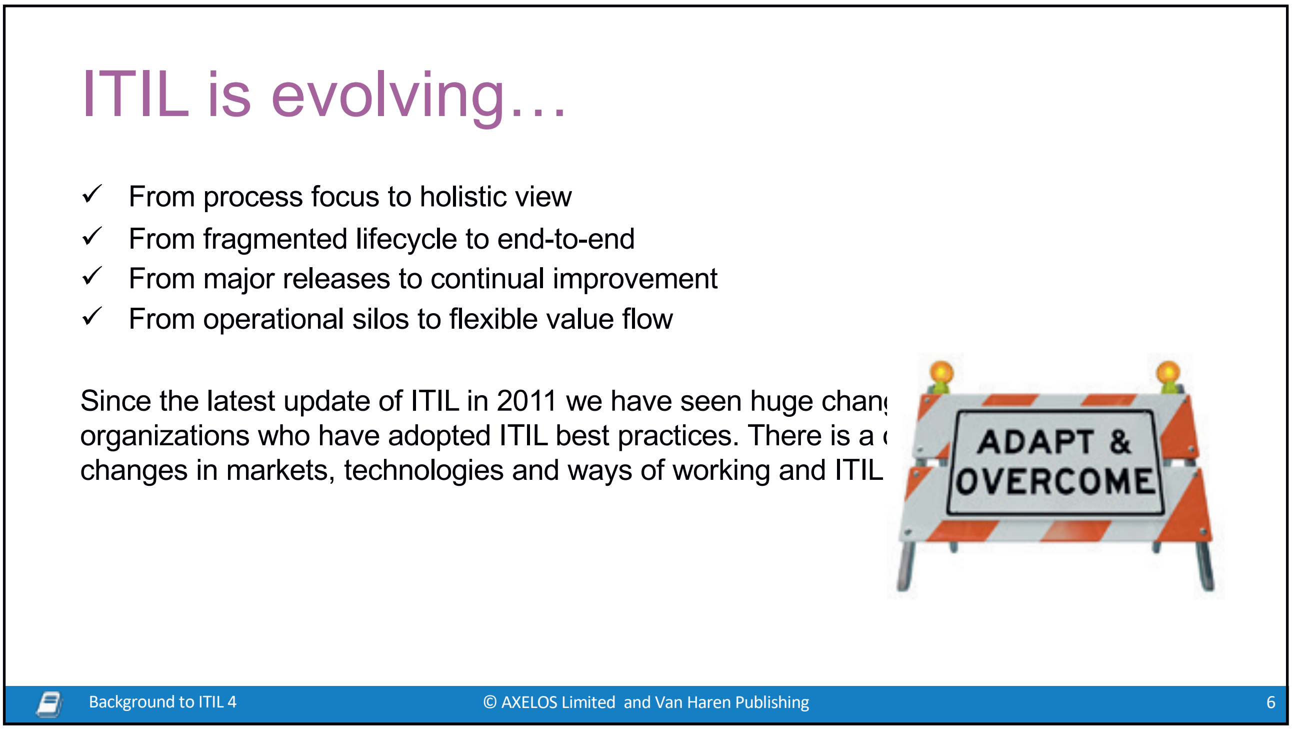

ITIL is evolving…

- ✓ From process focus to holistic view
- ✓ From fragmented lifecycle to end-to-end
- ✓ From major releases to continual improvement
- ✓ From operational silos to flexible value flow

Since the latest update of ITIL in 2011 we have seen huge chan organizations who have adopted ITIL best practices. There is a changes in markets, technologies and ways of working and ITIL

Background to ITIL 4

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6

Principles as a central theme

There has been a clear trend among the commonly used frameworks, models and methodologies to move away from rules and focus more on principles.

We see this development as a positive thing in general as it can make interoperability and integration between frameworks and methodologies more accepted as most basic underpinning principles often are shared.

RULES
vs
PRINCIPLES

Product management

The trend among IT organizations to use a product management terminology and adopt ways of working from other domains like engineering or manufacturing is clear. A quote from the ITIL 4 Foundation book can be used to show this: “The services that an organization provides are based on one or more of its products. Organizations own or have access to a variety of resources. Products are configurations of these resources, created by the organization, that will potentially be valuable for its customers.”

This is not new as it was already partly introduced in previous versions of ITIL but makes ITIL 4 even more relevant and easier to relate to the emerging agile movement with its strong emphasis on product development.

ITIL
ITIL
Foundation
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KEY CONCEPTS OF SERVICE MANAGEMENT

Understand the key terms and concepts of service management

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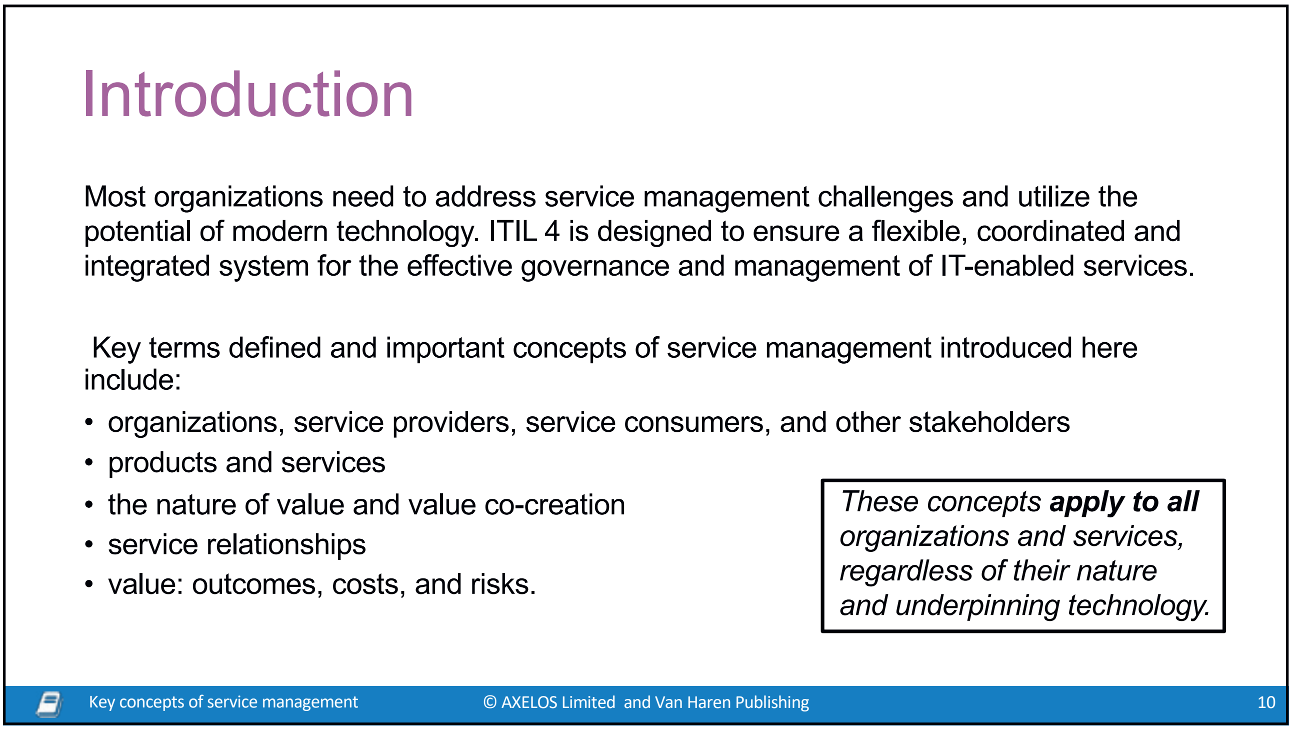


Introduction

Most organizations need to address service management challenges and utilize the potential of modern technology. ITIL 4 is designed to ensure a flexible, coordinated and integrated system for the effective governance and management of IT-enabled services.

Key terms defined and important concepts of service management introduced here include:

- organizations, service providers, service consumers, and other stakeholders
- products and services
- the nature of value and value co-creation
- service relationships
- value: outcomes, costs, and risks.

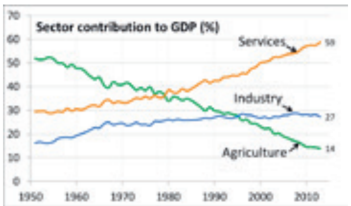
*These concepts **apply to all** organizations and services, regardless of their nature and underpinning technology.*

What is service management?

Definition: Service management
A set of specialized organizational capabilities for enabling value for customers in the form of services.

Developing these capabilities requires an understanding of:

- the nature of value
- the nature and scope of the stakeholders involved
- how value creation is enabled through services.



Services and products

The central component of service management is, of course, the service.

Definition: Service

A means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks.

The services that an organization provides are based on one or more of its products. Organizations own or have access to a variety of resources. Products are configurations of these resources, created by the organization, that will potentially be valuable for its customers.

Definition: Product

A configuration of an organization’s resources designed to offer value for a consumer.

Services offerings

Service providers present their services to consumers in the form of service offerings, which describe one or more services based on one or more products.

Definition: Service offering

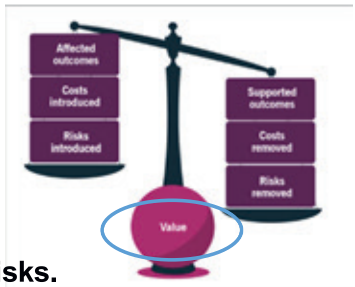
A description of one or more services, designed to address the needs of a target consumer group. A service offering may include goods, access to resources, and service actions.

Component	Description	Examples
Goods	Supplied to the consumer Ownership is transferred to the consumer Consumer takes responsibility for future use	A mobile phone A physical server
Access to resources	Ownership is not transferred to the consumer Access is granted or licensed to the consumer under agreed terms and conditions The consumer can only access the resources during the agreed consumption period and according to other agreed service terms	Access to the mobile network, or to network storage
Service actions	Performed by the service provider to address a consumer's needs Performed according to an agreement with the consumer	User support Replacement of a piece of equipment

Value creation

The **purpose of an organization** is to **create value** for stakeholders.

The term **'value'** is commonly used in service management, and it is a key focus of ITIL 4; it must therefore be clearly defined.



Definition: Value
Value is the perceived benefits, usefulness and importance of something

Value creation is a balancing act involving **outcomes**, **costs** and **risks.**

Note: Value can be subjective and therefore different according to each stakeholder!

Service providers and consumers

Service providers:
Can be **external** or **internal.** Could be selling services on the **open market** to **other businesses**, or to **individual consumers.**

Service providers can be **part of** a service alliance, collaborating to provide services to consumer organizations.

Service consumers:
When **receiving services**, an organization takes on the role of the service consumer.

It is a **generic role** that is used to simplify, in practice, more roles involved such as **customers**, **users** and **sponsors**. These roles can be **combined**.

*Clear understanding of **who its consumers are** in a given situation and who the other stakeholders are in the associated **service relationships**. These roles may have different expectations from services, and **different definitions of value**.*

Key stakeholders

Definition: Organization
A person or a group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives.

Definition: Customer
A person who defines the requirements for a service and takes responsibility for the outcomes of service consumption.

Definition: User
A person who uses services.

Definition: Sponsor
A person who authorizes budget for service consumption.