



ITIL Foundation Course Curriculum

Dubai, UAE | Mumbai, India | USA | Singapore

✉ hello@zoctech.com

☎ +91 8655 026094

The ITIL V4 Foundation Curriculum focuses on introducing learners to key concepts and practices of IT Service Management (ITSM) based on the ITIL Course framework USA. Below is an overview of the curriculum as outlined by PeopleCert:

Key Learning Objectives:

1. Introduction to ITIL Course Framework:

- Familiarizing with ITIL and knowing its relevance in today's world.
- The impact of adopting Agile, DevOps, and Lean in extending the applicability of ITIL into the next decade.

2. Key Concepts of Service Management:

- Description of "Service" and "Value".
- Conceptions such as value co-creation and service relationships.

3. Guiding Principles of ITIL Course:

- The cultural web consists of fundamental values, including the following: Focus on Value, Start where you are and Collaborate and Promote Visibility.
- Real life exercise of the principles.

4. Four Dimensions of Service Management:

- Organizations and People.
- Information and Technology.
- Partners and Suppliers.
- Value Streams & Processes.



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5. ITIL Service Value System (SVS):

- Awareness of the studying of the interactions of individual parts of a system in order to produce value.
- 'Exploring' of governance, sustaining improvement and 'voice' of the service value chain.

6. Service Value Chain:

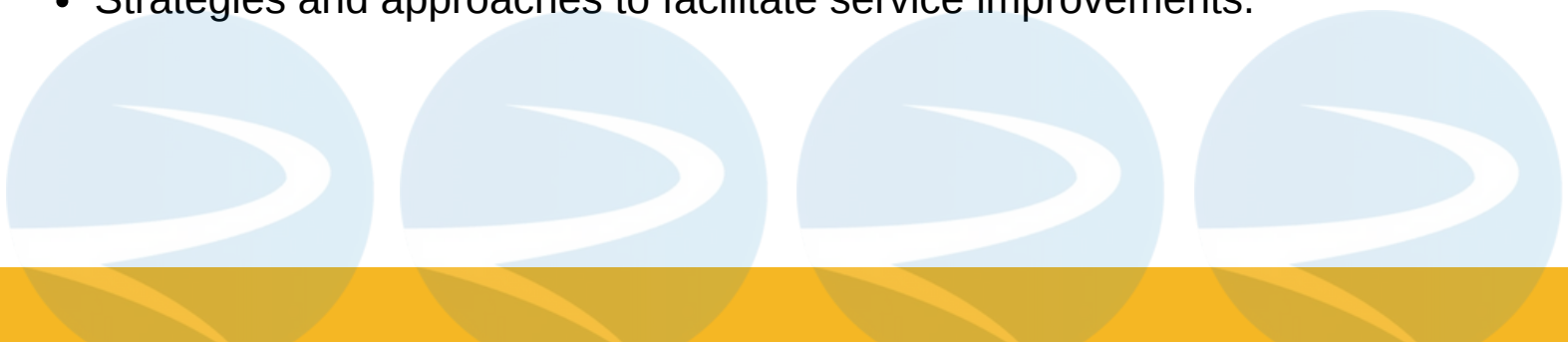
- Key activities: PEAK, IDEAL, SPRINT, GOALS, BOUGHT and LAST.
- Interdependency between activities for creating value.

7. ITIL Practices:

- More than 5000 management practices of which 34 have been overviewed here.
- Concentrating on 15 best practices, such as Incident Management, Change Enablement, Problem Management, and Service Desk.
- Organizational practices that can be associated with these practices in the present-day IT context.

8. Continual Improvement:

- Significance of ongoing improvement within the various service life cycle phases.
- Strategies and approaches to facilitate service improvements.





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9. Exam Preparation:

- Demonstrates a working knowledge of ITIL terminology and ideas.
- Use case briefs and sample tests to study for the ITIL Course.

10. Certification and Outcomes:

- Upon completion, learners will:
- They should have a basic knowledge of ITIL Course.
- Pass the ITIL Foundation examination, which is a worldwide recognized certification in IT service management.

