



ITIL V4 Foundation

SterlingNext Certification



Certification **Course Outline**



Module 1 - Introduction to ITIL® V4

- What is ITIL®?
- Key Concepts of Service Management
- Four Dimensions of Service Management
- ITIL® Service Value System (SVS) Overview

Module 2 - The ITIL® Guiding Principles

- Focus on Value
- Start Where You Are
- Progress Iteratively with Feedback
- Collaborate and Promote Visibility
- Think and Work Holistically
- Keep It Simple and Practical
- Optimize and Automate

Module 3 - The Four Dimensions of Service Management

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



Module 4 - The Service Value System (SVS)

- Overview of SVS
- Components of SVS
- Service Value Chain
- Governance and Continual Improvement

Module 5 - The ITIL® Service Value Chain

- Plan
- Improve
- Engage
- Design and Transition
- Obtain/Build
- Deliver and Support

Module 6 - ITIL® Management Practices

- General Management Practices
- Service Management Practices
- Technical Management Practices
- Key Practices in Detail (e.g., Incident Management, Change Enablement, Service Request Management)

Module 7 - ITIL® Certification and Exam Preparation

- ITIL® V4 Foundation Exam Format
- Sample Questions and Practice Test
- Tips for Exam Preparation
- Next Steps After Foundation Level

