

ITIL CERTIFICATION EXAM



ITIL 4 Syllabus

Course Outline

Understand the key concepts of service management

- Recall the definition of:
 - a) Service
 - b) Utility
 - c) Warranty
 - d) Customer
 - e) User
 - f) Service management
 - g) Sponsor
- Describe the key concepts of creating value with services:
 - a) Cost
 - b) Value
 - c) Organization
 - d) Outcome
 - e) Output
 - f) Risk
 - g) Utility
 - h) Warranty

- Describe the key concepts of service relationships:
 - a) Service offering
 - b) Service relationship management
 - c) Service provision
 - d) Service consumption

Understand how the ITIL guiding principles can help an organization adopt and adapt service management

- Describe the nature, use and interaction of the guiding Principles
- Explain the use of the guiding principles
 - a) Focus on value
 - b) Start where you are
 - c) Progress iteratively with feedback
 - d) Collaborate and promote visibility
 - e) Think and work holistically
 - f) Keep it simple and practical
 - g) Optimize and automate

Understand the four dimensions of service management

- Describe the four dimensions of service management
 - a) Organizations and people
 - b) Information and technology
 - c) Partners and suppliers
 - d) Value streams and processes

Understand the purpose and components of the ITIL service value system

- Describe the ITIL service value system

Understand the activities of the service value chain, and how they interconnect

- Describe the interconnected nature of the service value chain and how this supports value streams
- Describe the purpose of each value chain activity:
 - a) Plan
 - b) Improve
 - c) Engage
 - d) Design & transition
 - e) Obtain/build
 - f) Deliver & support

Know the purpose and key terms of 15 ITIL practices

- Recall the purpose of the following ITIL practices:
 - a) Information security management
 - b) Relationship management
 - c) Supplier management
 - d) IT asset management
 - e) Monitoring and event management
 - f) Release management
 - g) Service configuration management
 - h) Deployment management
 - i) Continual improvement
 - j) Change control
 - k) Incident management
 - l) Problem management
 - m) Service request management
 - n) Service desk
 - o) Service level management
- Recall definitions of the following ITIL terms:
 - a) IT asset
 - b) Event
 - c) Configuration item
 - d) Change
 - e) Incident
 - f) Problem
 - g) Known error

Understand 7 ITIL practices

- Explain the following ITIL practices in detail, excluding how they fit within the service value chain:
 - a) Continual improvement including:
 - The continual improvement model
 - b) Change control
 - c) Incident management
 - d) Problem management
 - e) Service request management
 - f) Service desk
 - g) Service level management