

Contents

Foreword

Acknowledgements

About this guide

1 Introduction

- 1.1 IT service management in the modern world
- 1.2 ITIL 4
- 1.3 Structure and benefits of ITIL 4

2 Key concepts of service management

- 2.1 Key definitions
- 2.2 Creating value with services
- 2.3 Service relationships

3 The ITIL guiding principles

- 3.1 The nature of the guiding principles
- 3.2 Use of guiding principles

4 The four dimensions of service management

- 4.1 Organizations and people
- 4.2 Information and technology
- 4.3 Partners and suppliers
- 4.4 Value streams and processes
- 4.5 External factors

5 The ITIL service value system

- 5.1 Purpose
- 5.2 Overview of the SVS

6 Service value chain

- 6.1 Purpose
- 6.2 Overview of the service value chain

7 ITIL management practices

- 7.1 Purpose statements
- 7.2 Definition of terms
- 7.3 Understanding the ITIL management practices

8 Taking the Foundation examination

- 8.1 Purpose of the ITIL 4 Foundation examination
- 8.2 Examination overview
- 8.3 Question types
- 8.4 Examination modalities

9 The ITIL 4 certification scheme

- 9.1 ITIL Foundation
- 9.2 ITIL Managing Professional stream
- 9.3 ITIL Strategic Leader stream
- 9.4 ITIL Master
- 9.5 ITIL and the T-shaped individual

10 ITIL 4 Foundation syllabus

Further information