



ITIL® Certification Training Course Content Structure

Lesson 1: Introduction to ITIL® certification Prep Course

Lesson 2: Evolution of ITIL

Lesson 3: Service Management as a Practice

Concept of Good Practice & ITIL

Concept of a Service

Concept of Service Value

Concept of Service Management

Value Creation through Services

Technologies Private Limited

Functions and Processes

The Process Model & Characteristics

Role Definitions & RACI Model

Service Management Technology & Automation

Lesson 4: The Service Lifecycle

Define & understand the follo

The Service Lifecycle

The ITIL Library

The Role of IT Governance

Lesson 5 : The Lifecycle Phase: Service Strategy

Functions and Processes in Service Strategy



Financial Management

Service Portfolio Management (SPM)

Demand Management

Lesson 6: The Lifecycle Phase: Service Design

Functions and Processes in Service Design

Service Catalogue Management

Service Level Management

Capacity and Availability Management

IT Service Continuity Management

Information Security Management

Supplier Management

Lesson 7 : The Lifecycle Phase: Service Transition

Functions and Processes in Service Transition

Transition Planning and Support

Change Management

Service Asset and Configuration Management

Release and Deployment Management

Service Validation and Testing, Evaluation

Knowledge Management (DIKW cycle)

Lesson 8: The Lifecycle Phase: Service Operation

Functions and Processes in Service Operation

Event and Incident Management

Request Fulfillment

Problem and Access Management



Monitoring and Control

IT Operations

Service Desk

Technology and Architecture

Lesson 9: The Lifecycle Phase: Continuous Service Improvement

Functions and Processes in Service Operation