

COURSE AGENDA

ITIL® 4 Foundation Training Agenda

DAY ONE

Introduction

- Introduction
- Key Concepts of Service Management
- The Four Dimensions of Service Management
- Exam preparation questions and summary
- Tips and exam strategy
- Daily review

DAY TWO

- ITIL® Service Value System
- ITIL® Management Practices
- Exam preparation questions and summary
- Tips and exam strategy
- Daily review