THE AGILENOW

ITIL 4 Foundation

COURSE CURRICULUM & LEARNING GUIDE

Review the complete module outline below, including topics and learning outcomes. Practical exercises are The AgileNow learning activities; certification requirements remain governed by the relevant awarding body.

Module 1: Service management concepts

Explore service management concepts through practical explanations and a course-relevant example.

Topics Covered

- Services and products
- Utility and warranty
- Customers, users and sponsors
- Outcomes, costs and risks

Learning Outcome: Explain service management concepts and use the covered concepts to reason about a practical scenario.

Module 2: Guiding principles

Explore guiding principles through practical explanations and a course-relevant example.

Topics Covered

- Focus on value and start where you are
- Progress iteratively with feedback
- Collaborate and promote visibility
- Think holistically, keep it simple, optimize and automate

Learning Outcome: Explain guiding principles and use the covered concepts to reason about a practical scenario.

Module 3: Four dimensions

Explore four dimensions through practical explanations and a course-relevant example.

Topics Covered

- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes

Learning Outcome: Explain four dimensions and use the covered concepts to reason about a practical scenario.

Module 4: Service value system

Explore service value system through practical explanations and a course-relevant example.

Topics Covered

- Governance
- Guiding principles
- Service value chain activities
- Continual improvement

Learning Outcome: Explain service value system and use the covered concepts to reason about a practical scenario.

Module 5: Management practices

Explore management practices through practical explanations and a course-relevant example.

Topics Covered

- Incident, problem and service request management
- Service desk and service level management
- Change enablement
- Continual improvement and supporting practices

Learning Outcome: Explain management practices and use the covered concepts to reason about a practical scenario.

Module 6: Knowledge application

Explore knowledge application through practical explanations and a course-relevant example.

Topics Covered

- Terminology comparisons
- Practice-purpose scenarios
- Original knowledge checks
- Exam preparation and version review

Learning Outcome: Explain knowledge application and use the covered concepts to reason about a practical scenario.

Plan Your Learning

Discuss your experience and goals with our team. Confirm prerequisites, training format, materials, dates, fees and examination inclusion before booking. Course attendance is distinct from earning a certification. This guide is The AgileNow curriculum; it is not an official awarding-body syllabus.

Official reference: https://www.peoplecert.org/en/browse-certifications

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