TECHNOCATION FREELANCING TRAINING INSTITUTE & SOFTWARE HOUSE

Professional Information Technology Infrastructure Library (ITIL) Diploma Outline

Module 1: Introduction to ITIL & IT Service Management (ITSM)

- What is ITIL? History & Evolution
- Key ITIL Terminologies & Concepts
- Benefits of ITIL in Modern IT Service Management
- ITIL Framework & Certification Path

Module 2: ITIL Service Value System (SVS) & Guiding Principles

- The ITIL Service Value System (SVS) Overview
- ITIL 4 Guiding Principles (Focus on Value, Collaboration, Automation)
- Governance & Continual Improvement in ITIL
- Organizational Culture & Change Management

Module 3: ITIL Service Lifecycle & Key Components

- Service Strategy: Business Alignment & Value Creation
- Service Design: Building Reliable IT Services
- Service Transition: Managing Change & Risk
- Service Operation: Delivering & Supporting IT Services
- Continual Service Improvement (CSI)

Module 4: ITIL 4 Service Value Chain (SVC)

- Overview of the ITIL Service Value Chain
- Demand & Opportunity Identification
- Planning & Engaging with Stakeholders
- Designing & Transitioning IT Services
- Delivering, Supporting & Improving IT Services

Module 5: ITIL Practices & Processes

- General Management Practices (Risk, Knowledge, Workforce & Talent Management)
- Service Management Practices (Incident, Change, Problem, Service Request, Service Level Management)
- Technical Management Practices (Deployment, Infrastructure & Platform Management)

Module 6: ITIL in Agile, DevOps & Cloud Environments

- ITIL Integration with Agile & DevOps
- Cloud Service Management with ITIL
- Automation & AI in ITIL-Based Service Management
- Case Studies on ITIL in Modern IT Operations

Module 7: ITIL Metrics, KPIs & Performance Monitoring

- ITIL Metrics & Key Performance Indicators (KPIs)
- Measuring & Improving IT Service Performance
- ITIL Service Reporting & Data Analytics
- Using ITSM Tools (ServiceNow, BMC, Jira Service Management)

Final Module: ITIL Exam Preparation & Certification

- Exam Structure & Sample Questions
- ITIL Implementation Case Studies
- ITIL-Based Project for Hands-On Experience
- Course Completion & ITIL Certification Guidance