

# ITIL 4 Foundation TOC

1. Introduction
2. Key concepts of service management
  - a. Service
  - b. Service management
  - c. Value and value co-creation
  - d. Stakeholders
  - e. Products
  - f. Service relationship management
3. The four dimensions of service management
  - a. Organizations and people
  - b. Information and technology
  - c. Partners and suppliers
  - d. Value streams and processes
4. ITIL Service value system
  - a. Governance
  - b. Principles
  - c. Service value chain
  - d. Practices
  - e. Continual improvement
5. Principles
  - a. Focus on value
  - b. Start where you are
  - c. Progress iteratively with feedback
  - d. Think and work holistically
  - e. Collaborate and promote visibility
  - f. Keep it simple and practical
  - g. Optimize and automate
6. Service Value chain
  - a. Plan
  - b. Engage
  - c. Improve
  - d. Design and transition
  - e. Deliver and support
  - f. Obtain/build
7. Practices
  - a. General Management practices
    - i. Continual improvement

- ii. Information security management
  - iii. Supplier management
  - iv. Relationship management
- b. Service management practices
  - i. Change control
  - ii. IT asset management
  - iii. Service configuration management
  - iv. Incident management
  - v. Problem management
  - vi. Service desk
  - vii. Service request management
  - viii. Service level management
  - ix. Monitoring and event management
  - x. Release management
- c. Technical management practices
  - i. Deployment management