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ITIL V4 Foundation Course Content – HB Services

1. Understand the key concepts of service management
2. Understand how the ITIL guiding principles can help an organization adopt and adapt service management
3. Understand the four dimensions of service management
4. Understand the purpose and components of the ITIL service value system
5. Understand the activities of the service value chain, and how they interconnect
6. Know the purpose and key terms of 15 ITIL practices
7. Understand 7 ITIL practices

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