DevOpsSchool

Course curriculum · November 2026

LEVEL 03 OF 04 · INTERMEDIATE

ITIL 4 Intermediate Training

Map and improve value streams, design the stakeholder journey and integrate ITIL practices with DevOps, Agile and ITSM tooling.

LIVE ONLINE **Max 8-10 hours**	CORPORATE (DAY-WISE) **3 days · Days 1-3**	SELF-PACED VIDEO **1-year LMS access**
BATCH SIZE **Max 10 learners**	NEXT BATCHES **1st of every month · weekends: first Saturday**	CERTIFICATE **Verifiable certificate of completion**

Foundation	Essential	Intermediate	Advanced
1 day · Included	2 days · Included	3 days · This curriculum	5 days · Next step

INSIDE THIS CURRICULUM

What you will achieve	Outcomes and level focus
Who should attend	Audience and prerequisites
Agenda	39 topics · Foundation to Intermediate
Hands-on labs	3 labs
Formats and fees	Live, 1:1, self-paced, corporate
Trainer and reviews	Rajesh Kumar
Enrolment	Batches, payment, contacts

WHY DEVOPSSCHOOL

- Rated 4.6 on Google
- 1,500+ verifiable certificates issued in the public registry
- Trainer Rajesh Kumar: 20 years in industry
- Small batches: max 10 learners, every session recorded

Course page: www.devopsschool.com/courses/itil/itil-4-intermediate-training.html
Talk to us: WhatsApp +91 99057 40781 · +1 (469) 756-6329 · contact@DevOpsSchool.com · reply within 1 hour

OUTCOMES

What you will achieve

By the end of the ITIL 4 course path, you will be able to:

1

Speak ITIL 4 fluently

Explain the service value system, value chain, four dimensions and guiding principles in the context of your own organisation.

2

Run core service practices

Operate incident, problem, change, request and service level practices with clear records, priorities and metrics.

3

Lead measurable service improvement

Map value streams, set direction and drive continual improvement that shows up in service and business outcomes.

WHAT THE INTERMEDIATE LEVEL ADDS

Value streams, stakeholder value and high-velocity IT

Hands-on: Map and redesign a value stream. Map the current value stream for a new-employee onboarding request, measure lead and wait times, and redesign it with self-service and automation.

WHO SHOULD ATTEND

- Regular ITIL 4 users who want to automate, integrate and manage it at a deeper level.
- Specialists who support ITIL 4 for colleagues or customers.
- Leads preparing ITIL 4 for wider use across projects.

BEFORE YOU START

- The Essential level, or equivalent hands-on experience.
- You can already: Operate incident, problem, change, request and service level practices day to day with clear records, priorities and service reports.
- Basic computer skills and a laptop with a stable internet connection for the live sessions and labs.
- This curriculum includes every earlier level, so it is complete on its own.

Preparing for the exam? This course follows the official exam objectives and includes mock exams. DevOpsSchool is an independent training provider and is not affiliated with PeopleCert and AXELOS.

AGENDA · FOUNDATION TO INTERMEDIATE

ITIL 4 Intermediate Training agenda

39 topics. Each level builds on the one before it, so this curriculum lists every earlier level in full. Days are for corporate (day-wise) delivery; live online batches cover the same agenda in max 8-10 hours.

DAY 1 — Foundation: ITIL 4 concepts, value system and practices

Included from Foundation

1. Introduction: welcome to ITIL 4 Foundation training, our agenda for the training and the ITIL 4 certification roadmap
2. Key concepts of service management: definitions of value, service, product and service management
3. Service offerings: goods, access to resources and service actions, and how products become offerings
4. Service relationship model: service provision, service consumption and service relationship management
5. Value, outputs, outcomes, risks and costs: how providers and consumers co-create value
6. Four dimensions of service management: organizations and people, information and technology, partners and suppliers
7. Value streams and processes: the fourth dimension and the external PESTLE factors that shape all four
8. ITIL service value system: guiding principles, governance, service value chain, practices and continual improvement
9. ITIL service value chain: plan, improve, engage, design and transition, obtain/build, deliver and support
10. ITIL guiding principles: focus on value, start where you are, progress iteratively, collaborate, think holistically, simplify, automate
11. Introduction to ITIL practices: general management, service management and technical management practices
12. General management practices: continual improvement and its approach, relationship, supplier and information security management
13. Service management practices: service desk, service request, incident, problem, continuity, availability and capacity management
14. Release and technical management: release management, deployment management, and the next best move after ITIL 4 Foundation

DAY 2 — Essential: Running everyday service management practices

Included from Essential

15. Change enablement: standard, normal and emergency changes, change authority, change schedule and risk assessment
16. Incident management in depth: logging, categorisation, impact and urgency priority matrix, swarming, major incidents
17. Problem management in depth: problem identification, problem control, error control, known errors and workarounds
18. Service request management: request models, fulfilment workflows, approvals and self-service request catalogues
19. Service level management: SLAs, OLAs, underpinning contracts, experience-level measures and service reviews
20. Service catalogue management: business and technical catalogue views and keeping the catalogue current
21. Service configuration management: configuration items, CMDB relationships, configuration records and audits
22. IT asset management: asset lifecycle, software licence compliance, hardware and cloud asset tracking
23. Monitoring and event management: informational, warning and exception events, thresholds and event correlation
24. Knowledge management: knowledge articles, known error records, capture during resolution and self-help content
25. Service desk operations: channels, shift-left, first-contact resolution, ticket quality and user satisfaction

26. Measurement and reporting: critical success factors, KPIs, balanced scorecards and service performance dashboards

DAY 3 **Intermediate: Value streams, stakeholder value and high-velocity IT** **New at this level**

27. Create, deliver and support: designing end-to-end value streams from demand to value realisation
28. Value stream mapping: identifying steps, handoffs, waste, lead time and wait time, then redesigning the flow
29. Service design: design thinking, customer and user experience, and co-design with service consumers
30. Drive stakeholder value: the customer journey of explore, engage, offer, agree, onboard, co-create and realise
31. High-velocity IT: digital products, Agile, Lean, DevOps and site reliability engineering within ITIL 4
32. Service validation and testing: test strategies, acceptance criteria and quality gates before release
33. Release and deployment in DevOps teams: CI/CD pipelines, feature flags, blue-green and canary deployments
34. Organizational change management: stakeholder analysis, communication plans and handling resistance
35. Information security in operations: access management, security incident handling and vulnerability follow-up
36. Supplier integration: multi-sourcing, service integration and management (SIAM) basics, supplier performance reviews
37. ITSM tooling and automation: workflow engines, automated routing, chatbots, Jira Service Management and ServiceNow
38. Shift-left automation: self-service portals, knowledge-driven deflection and automated request fulfilment
39. Troubleshooting service flows: backlog ageing, reopened tickets, SLA breach analysis and bottleneck removal

PRACTICE

Hands-on labs

You build these yourself during the course, guided by the trainer.

FOUNDATION

Map one service to the value chain

Pick a service from your organisation, describe its offering, consumers and outcomes, and trace how a user request flows through the six value chain activities.

ESSENTIAL

Run an incident-to-change workflow

Build an impact and urgency priority matrix, log and resolve a set of incidents, raise a problem record with a workaround and submit a normal change with a risk assessment.

INTERMEDIATE

Map and redesign a value stream

Map the current value stream for a new-employee onboarding request, measure lead and wait times, and redesign it with self-service and automation.

HOW YOU CAN LEARN

Formats and fees

The same agenda in four formats. Fees are in Indian rupees as of November 2026; the course page shows them in your currency.

FORMAT	DURATION	WHAT YOU GET	FEE
Live & interactive (online)	Max 8-10 hours	Instructor-led public batch of max 10 learners with demos, labs, Q&A and assignment review. Weekday batches start on the 1st of every month, weekend batches on the first Saturday of every month.	**INR 34,999**
1:1 live training (online)	Max 8-10 hours, one-to-one	The same agenda, taught one-to-one by the trainer. Starts immediately, without waiting for the next batch; sessions planned around your working hours, at your pace.	**INR 99,999**
Self-paced video	1-year LMS access	All four ITIL 4 levels, plus 20+ more courses and 50+ tools, at your own pace.	**INR 833/month** billed yearly at INR 9,996
Corporate (day-wise)	3 days for this level	A private batch for your team, on demand. Foundation 1 day, Essential 2, Intermediate 3, Advanced 5 (cumulative).	**Quote on request**

ASSESSMENT AND CERTIFICATE

Your progress is checked through hands-on labs and assignments at every level. On completion you receive a DevOpsSchool certificate of completion with a unique credential ID that anyone can verify at devopsschool.com/certificates.

INCLUDED WITH EVERY LIVE BATCH

- Every live session is recorded and stays in your LMS for a year.
- Can't attend your batch? Move to next month's batch.
- Free demo class before you pay.
- Free 10-15 minute call with an advisor or the trainer to check the course fits you.

YOUR TRAINER

Learn from Rajesh Kumar

Principal Architect, trainer and mentor in DevOps, SRE, DevSecOps and platform engineering, with 20 years across 8+ software MNCs, including Staff DevOps/SRE Engineer for a leading Japanese mobile-payment platform and Principal DevOps Architect and Manager in Europe.

Profile: www.rajeshkumar.xyz · Videos: youtube.com/@TheDevOpsSchool

20 years in industry	**200+** corporate trainings
10,000+ engineers mentored	**70+** organisations coached

REVIEWS

What learners say

Rated 4.6 on Google · more reviews at devopsschool.com/testimonials and in our video testimonials.

> “Rajesh is very good trainer. Rajesh was able to resolve our queries and question effectively. We really liked the hands-on examples covered during this training program.”
>
> Indrayani, India

> “The training was very useful and interactive. Rajesh helped develop the confidence of all.”
>
> Abhinav Gupta, Pune

START YOUR ITIL 4 TRAINING

Join the next batch

Weekday batches start on the 1st of every month and weekend batches on the first Saturday of every month, with max 10 learners each. 1:1 training can start immediately; corporate batches run on demand. We reply within 1 hour.

Pay by UPI, credit and debit cards, net banking or PayPal. Before you pay, read our refund policy. All levels of this course: www.devopsschool.com/courses/itil/

ENROL OR RESERVE A SEAT
ITIL 4 Intermediate Training

WHATSAPP · INDIA
+91 99057 40781

WHATSAPP · USA
+1 (469) 756-6329

EMAIL
contact@DevOpsSchool.com

Next step after this level: ITIL 4 Advanced Training - Direct, govern and continually improve service management across an enterprise, and turn digital strategy into a measured ITSM roadmap.