DevOpsSchool

Course curriculum · November 2026

LEVEL 04 OF 04 · ADVANCED

ITIL Advanced Training

Direct, plan and improve IT services at organisational level with strategy, governance, risk management and change leadership.

LIVE ONLINE Max 8-10 hours	**CORPORATE (DAY-WISE)** 5 days · Days 1-5	**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 · Included	5 days · This curriculum

INSIDE THIS CURRICULUM

What you will achieve	Outcomes and level focus
Who should attend	Audience and prerequisites
Agenda	48 topics · Foundation to Advanced
Hands-on labs	4 labs
Formats and fees	Live, 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-advance-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 course path, you will be able to:

1

Speak the ITIL language

Use ITIL 4 concepts, the service value system and guiding principles to discuss and design IT services.

2

Run core service practices

Apply incident, problem, change, request, service desk and service level practices in daily operations.

3

Lead service improvement

Design value streams and lead ITIL-based improvement alongside Agile, DevOps and SRE ways of working.

WHAT THE ADVANCED LEVEL ADDS

Strategy, governance, risk and organisational change

Hands-on: Build an ITIL improvement roadmap. Assess the service management maturity of a case organisation and present a prioritised improvement roadmap with governance, risks and success metrics.

WHO SHOULD ATTEND

- Experienced ITIL practitioners responsible for quality, security and scale.
- Senior engineers, architects and leads who design and troubleshoot ITIL solutions.
- Teams making ITIL an organisation-wide standard.

BEFORE YOU START

- The Intermediate level, or equivalent hands-on experience.
- You can already: Design value streams, improve stakeholder journeys and apply ITIL with Agile, DevOps and high-velocity IT ways of working.
- 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 ADVANCED

ITIL Advanced Training agenda

48 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: Service management concepts and the ITIL 4 framework

Included from Foundation

1. Service management basics: services, products, service offerings, consumers, providers and sponsors
2. Value and co-creation: outcomes, costs, risks, utility and warranty
3. Service relationships: service provision, service consumption and relationship management
4. Four dimensions of service management: organizations and people, information and technology, partners, value streams
5. ITIL service value system: inputs, components and the opportunity-to-value flow
6. Guiding principles: focus on value, start where you are, progress iteratively with feedback
7. More guiding principles: collaborate and promote visibility, think holistically, keep it simple, optimize and automate
8. Governance: evaluate, direct and monitor and how governance shapes the value system
9. Service value chain: plan, improve, engage, design and transition, obtain or build, deliver and support
10. Continual improvement model: vision, current state, targets, plan, act, check and keep momentum
11. ITIL practices overview: general, service management and technical management practices
12. ITIL 4 qualification scheme: Foundation, Managing Professional, Strategic Leader and Practice Manager paths

DAY 2 — Essential: Core ITIL practices for daily service operations

Included from Essential

13. Incident management: logging, prioritisation, swarming, major incidents and communication
14. Problem management: problem identification, problem control, known errors and workarounds
15. Change enablement: standard, normal and emergency changes, change authority and change schedule
16. Service request management: request models, fulfilment workflows and automation
17. Service desk: channels, self-service portals, empathy and the user experience
18. Service level management: SLAs, experience-based metrics, service reviews and watermelon SLAs
19. Monitoring and event management: events, thresholds, alerts and integrating with incident handling
20. IT asset management and service configuration management: CMDB, CIs and relationships
21. Release management and deployment management: release planning, deployment approaches and rollback
22. Relationship management and supplier management: stakeholder engagement, contracts and supplier performance
23. Information security management: confidentiality, integrity, availability and security controls
24. Practice case study: following one incident from detection through problem resolution and change

DAY 3 — Intermediate: Value streams, stakeholder value and high-velocity IT

Included from Intermediate

25. Create, deliver and support: team culture, competencies, workforce planning and organisational structures
26. Value streams: mapping a value stream for a new service and for user support, and finding waste
27. Work management: prioritising work, managing queues and backlogs, shift-left and swarming
28. Information and technology: integration, data sharing, reporting, collaboration tools and automation
29. Drive stakeholder value: customer journeys from explore and engage to offer, agree, onboard and realise

30. Service design thinking: user research, personas, experience design and service blueprints
31. Demand and capacity: shaping demand, capacity and performance management
32. High-velocity IT: digital products, the five objectives and the ethics of digital work
33. ITIL with DevOps, Agile and Lean: CI/CD, small batches, flow and feedback loops
34. ITIL with SRE: SLOs, error budgets, toil reduction and blameless post-incident reviews
35. Measurement and reporting: KPIs, balanced scorecards, critical success factors and dashboards
36. Tooling: implementing ITIL practices in ServiceNow, Jira Service Management or similar platforms

DAYS 4-5 **Advanced: Strategy, governance, risk and organisational change** — New at this level

37. Direct, plan and improve: scope of control, objectives, policies and decision-making
38. Governance, risk and compliance: risk management, controls, audits and regulatory requirements
39. Organisational change management: stakeholder management, communication and adoption
40. Continual improvement at scale: improvement registers, assessments and maturity models
41. Measurement and reporting for leaders: value metrics, outcome-based reporting and decision support
42. Digital and IT strategy: strategy formulation, digital disruption and operating models
43. Portfolio management: service portfolio, investment decisions and architecture management
44. Workforce and talent management: skills frameworks, roles and building capability
45. Sourcing and multi-supplier ecosystems: service integration and management (SIAM)
46. Service continuity and availability management: business impact analysis and recovery planning
47. Implementing ITIL in an organisation: assessment, roadmap, quick wins and avoiding bureaucracy
48. Capstone: an ITIL improvement programme for a real organisation with governance, metrics and roadmap

PRACTICE

Hands-on labs

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

FOUNDATION **Map a service to ITIL**
Take a real IT service from your organisation and map its consumers, value, four dimensions and value chain activities on a single page.

ESSENTIAL **Run an incident-to-change scenario**
Role-play a major incident, raise a problem record with a workaround and take the fix through change enablement and release with clear metrics.

INTERMEDIATE **Map and improve a value stream**
Map an end-to-end value stream for a new digital service, measure its flow and propose improvements that combine ITIL, DevOps and SRE practices.

ADVANCED **Build an ITIL improvement roadmap**
Assess the service management maturity of a case organisation and present a prioritised improvement roadmap with governance, risks and success metrics.

HOW YOU CAN LEARN

Formats and fees

The same agenda in three 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**
Self-paced video	1-year LMS access	All four ITIL levels, plus 20+ more courses and 50+ tools, at your own pace.	**INR 833/month** billed yearly at INR 9,996
Corporate (day-wise)	5 days for this level	A private batch for your team, on demand. Foundation 1 day, Essential 2, Intermediate 3, Advanced 5 (cumulative). 1:1 training is also available on demand.	**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 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. Corporate and 1:1 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 Advanced Training

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