DevOpsSchool

Course curriculum · November 2026

LEVEL 03 OF 04 · INTERMEDIATE

ITIL Intermediate Training

Design value streams, improve stakeholder journeys and apply ITIL with Agile, DevOps and high-velocity IT ways of working.

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	36 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-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 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 INTERMEDIATE LEVEL ADDS

Value streams, stakeholder value and high-velocity IT

Hands-on: 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.

WHO SHOULD ATTEND

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

BEFORE YOU START

- The Essential level, or equivalent hands-on experience.
- You can already: Apply the core ITIL practices for incidents, problems, changes, requests, the service desk and service levels in daily operations.
- 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 Intermediate Training agenda

36 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

New at this level

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

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.

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 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 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 Intermediate Training

WHATSAPP · INDIA
+91 99057 40781

WHATSAPP · USA
+1 (469) 756-6329

EMAIL
contact@DevOpsSchool.com

Next step after this level: ITIL Advanced Training - Direct, plan and improve IT services at organisational level with strategy, governance, risk management and change leadership.