

ITIL 4 Foundation

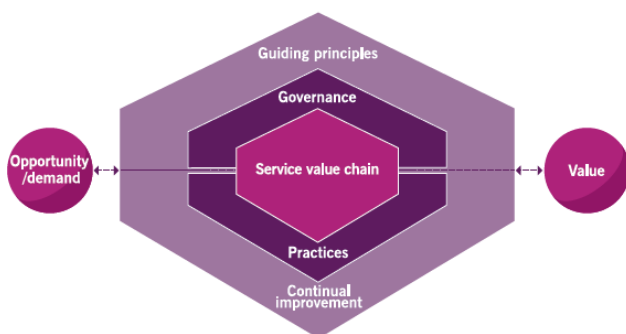
Course Description:

The ITIL Foundation course is the entry level certification course for IT Service Management (ITSM) Best Practices training in ITIL.

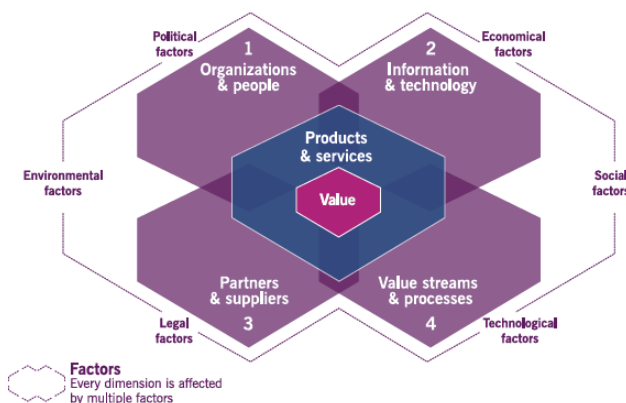
ITIL 4 practices and examples are focused on IT services and ITSM, but the key concepts and models are applicable to any service and context. ITIL 4 provides the guidance organizations need to address new service management challenges and utilize the potential of modern technology.

The key components of the ITIL 4 framework are the ITIL Service Value System (SVS) and the four dimensions model.

Service value system



The four dimensions of service management



Organizations aim to create value for the stakeholders. ITIL helps to achieve this with the ITIL Service Value System (SVS). The ITIL SVS describes how all the components and activities of the organization work together as a system to facilitate value creation.

The ITIL SVS describes a number of concepts and includes components that help an organization to perform effective service management. These components include:

- The ITIL service value chain
- The ITIL practices
- The guiding principles of service management
- The continual improvement model

The ITIL service value chain is a set of activities that cover the end-to-end value chain of a service, from initial engagement with customers to the facilitation of outcomes to co-create value.

The six activities of the service value chain are:

- plan
- improve
- engage
- design and transition
- obtain/build
- deliver and support

People who have attended this course are suitably prepared to successfully take the associated ITIL Foundation certification exam which is a requirement for attending any of the further learning courses (ITIL intermediate level training) available in this track.

Course and Learning Objectives:

This course equips participants with:

- A holistic approach to the facilitation of co-creation of value with customers and other stakeholders in the form of products and services
- The guiding principles of ITIL 4
- The four dimensions of ITIL Service Management
- Key concepts from Lean, Agile, DevOps, and why these are important to deliver business value
- How ITIL practices described in ITIL 4 will maintain the value and importance provided by the current ITIL processes, whilst at the same time expand to be integrated to different areas of service management and IT, from demand to value.
- Prepare the student to take the ITIL Foundation Certification exam

Course Approach:

Participants will learn the principles and core elements of the service lifecycle approach to IT Service Management according to ITIL. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the ITIL Foundation certification exam as well as providing valuable practical

knowledge that can be rapidly applied in the workplace. The integrated case studies deepen the participant's appreciation of how ITIL best practices can be applied in order to improve IT performance.

Course Student Material:

Students will receive an ITIL Foundation classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

Certificate:

ITIL Foundation

Duration:

2 days

About the Examination:

The ITIL 4 Foundation certificate is awarded on successful completion of the exam. The exam is closed book with forty (40) multiple choice questions. The pass grade is 65% (26 out of 40 questions). The exam lasts 60 minutes.

Prerequisites:

There are no pre-requisites for this course, although a basic knowledge of Service Management concepts will be helpful.

Target Audience:

ITIL 4 Foundation is suitable for individuals who require a basic understanding of the ITIL framework and how it may be used to enhance the quality of IT service management within an organization. The certification also applies to IT professionals who work within an organization that has adopted ITIL and so need to be aware of and contribute to the overall service improvement program.

Course Outline

Module 1: Course Introduction

- Introduction to IT Service Management in the Modern World
- Introduction to ITIL 4

Module 2: Service Management: Key Concepts

- Value and Value Co-Creation
- Value: Service, Products, and Resources
- Service Relationships
- Value: Outcomes, Costs, and Risks

Module 3: The Guiding Principles

- The Seven Guiding Principles
- Applying the Guiding Principles

Module 4: The Four Dimensions Of Service Management

- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes
- External Factors and Pestle Model

Module 5: Service Value System

- Overview of Service Value System
- Overview of the Service Value Chain

Module 6: Continual Improvement

- Introduction to Continual Improvement
- The Continual Improvement Model
- Relationship between Continual Improvement and Guiding Principles

Module 7: Overview Of ITIL Practices

- Purpose of ITIL Practices
- The Continual Improvement Practice
- The Change Control Practice
- The Incident Management Practice
- The Problem Management Practice
- The Service Request Management Practice
- The Service Desk Practice
- The Service Level Management Practice

Module 8: Exam Preparation

- Understand the ITIL Certification Scheme
- Recap