

# ITIL 4 Foundation

Learn via: **Classroom**

Duration: **2 Day**

## Overview

This course provides IT leaders, practitioners, support staff and staff interfacing with the organization's digital and information systems functions with a practical understanding of the key concepts, common language, principles and practices that enables successful management of modern IT-enabled services. It also prepares delegates for the ITIL Foundation Certificate Examination. The course is based on the ITIL 4 best practice service value system featured in the latest 2019 guidelines.

Classroom students will take the ITIL 4 Foundation certification exam in class on the last day. Students in live, instructor led virtual sessions, On-Demand, and Blended Live sessions will receive a voucher to schedule their exam via webcam proctor at their convenience.

In this exciting and dynamic course, you will get an introduction to the lifecycle of managing IT services to deliver to business expectations. Using an engaging case study, you'll learn the core disciplines of ITIL best practices. Upon completing this course, you'll be well positioned to successfully complete the associated ITIL exam required for entry into the future ITIL intermediate-level training courses.

### **ITIL covers five core disciplines:**

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

These disciplines represent a service lifecycle framework that further enhances alignment to the business while demonstrating business value and ROI and enabling IT to solve specific operational needs.

## Prerequisites

Familiarity with IT terminology and IT-related work experience are recommended.

## Who Should Attend

Anyone seeking ITIL Foundation certification and everyone interested in aligning IT with business, controlling or reducing IT costs, improving IT service quality, and balancing IT resources in the most effective manner. All IT professionals, IT project managers, IT managers, IT project or team members, coordinators, network operators, business process analysts, IT architects, consultants, systems integrators, help desk managers and staff, planners, managed service providers, outsourcers, application developers, and other IT-related positions.

## What You Will Learn

- Key IT service management concepts
- How ITIL guiding principles can help and organization to adopt and adapt service management
- The 4 dimensions of service management
- The purpose and components of the service value system
- The activities of the service value chain and how they interconnect
- Know the purpose of key ITIL practices
- Preparation to sit the ITIL4 foundation examination

## Outline

- IT **Service Management definitions**; Service, Utility, Warranty, Customer, User, Service management, Sponsor
- Key concepts of **value creation**
- Key concepts of **service relationships**; service offering; service provision; service consumption; service relationship management

- The nature, use and interaction of 7 **ITIL guiding principles**; Focus on value; Start where you are; Progress iteratively with feedback; Collaborate and promote visibility; Think and work holistically; Keep it simple and practical; Optimize and automate
- The 4 **dimensions of service management**; Organizations and people; Information and technology; Partners and suppliers; Value streams and processes
- The ITIL **service value system**
- The **service value chain**, its inputs and outputs, and its role in supporting value streams
- Service value chain elements; Plan, Improve, Engage, Design & transition, Obtain / Build, Deliver & support
- Detail of how the following ITIL practices support the service value chain:
  - Continual Improvement (including continual improvement model)
  - Change control
  - Incident management
  - Problem Management
  - Service request management
  - Service desk
  - Service level management
- The purpose of the following ITIL practices
- Information security management
- Relationship management
- Supplier management
- Availability management
- Capacity and performance management
- Service configuration management
- IT asset management
- Business analysis
- Service continuity management
- Deployment management
- Monitoring and event management
- Release management