SM-ITILF4

ITIL® FOUNDATION V4 (EXAM INCLUDED)

DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
2 Days	Foundation	ITIL®	Instructor Led	NA

INTRODUCTION

ITIL® 4 Foundation introduces delegates to the Service Value System (SVS) which describes how all the components and activities of the organisation work together as a system to enable value creation. The ITIL® SVS supports many work approaches, such as Agile, DevOps and Lean as well as traditional process and project management, with a flexible value-oriented operating model.

The ITIL® 4 Foundation level course provides delegates with an extensive introduction to the core concepts of ITIL® 4. It helps your understanding of the ITIL® 4 principles and demonstrates how they can improve an individual's work and the work of the organization.

The ITIL® 4 Foundation course provides delegates with the skills and knowledge on modern IT-enabled services, to provide them with an understanding of the common language and key concepts and to show them how they can improve their work and the work of their organization with ITIL® 4 guidance.

In addition, this course will provide candidates with an understanding of the ITIL® 4 service management framework and how it has evolved to adopt modern technologies and ways of working. This course will further teach delegates on a flexible, coordinated and integrated system for the effective governance and management of IT-enabled services.

AUDIENCE PROFILE

This course is aimed at:

- Individuals at the start of their journey in service management
- ITSM Managers and aspiring ITSM Managers
- Individuals working in other parts of "IT" (digital, product, development) with strong interface with service delivery
- Existing ITIL® qualification holders wishing to update their knowledge

PREREQUISITES

There are no specific pre-requisites however some appreciation of the ideas and principles of services may be useful.

COURSE OBJECTIVES

After completing this course, students will be able to:

- Understand the key concepts of ITIL® service management.
- Understand how ITIL® guiding principles can help an organization to adopt and adapt ITIL® service management.
- Understand the four dimensions of ITIL® service management.
- Understand the purpose and components of the ITIL® service value system, and activities of the service value chain, and how they interconnect.
- Understand the key concepts of continual improvement.
- Learn the various ITIL® practices and how they contribute to value chain activities

COURSE CONTENT

Module 1: Course Introduction
− Let's Get to Know Each Other
− Course Overview
− Course Learning Objectives
− Course Structure
− Course Agenda
− Introduction to IT Service Management in the Modern World
− Introduction to ITIL® 4
− Case Study: Axle Car Hire
− Case Study: The CIOs Vision for Axle
− Exam Details

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

ASSOCIATED CERTIFICATIONS & EXAM

This course is designed to prepare students to take the ITIL® 4 Foundation Examination in IT Service Management. Successfully passing this exam will result in the attainment of the ITIL® 4 Foundation Certificate in IT Service Management.

Exam Prerequisite:

Note that attendance and completion of the Instructor-led ITIL® 4 Foundation course is mandatory and serves as a prerequisite before attempting the ITIL® 4 Foundation Examination.

Exam Format:

− 40 questions, multiple choice examination
− Closed Book
− Duration: 60 minutes

Candidates taking the exam in a language that is not their native or working language may be awarded 25% extra time, i.e. 75 minutes in total.

Pass Score: 65% or higher.

BOOK YOUR COURSE & EXAM

Please Note:

The ITIL® 4 Foundation course bundle includes the ITIL® 4 Foundation examination and will be quoted and purchased together.