ITIL 4 Foundation

Days: 3

Prerequisites: None.

Audience: ITIL 4 Foundation Certification Course is for anyone working in IT seeking knowledge in IT Service Management and how to provide business value. Additionally, anyone who is looking to upgrade their ITIL v3 certification and knowledge.

Description: The ITIL 4 Foundation course provides a foundational understanding of managing modern IT-enabled services by providing students with ITIL 4's core concepts, common vocabulary, and information about key practices and showing them how to co-create value through their services. Through the instructor's presentation, guided discussions, and exercises, the students will gain an understanding of the ITIL 4 service management framework, learn how it integrates with modern technologies and ways of working such as DevOps, Agile, and Lean, and address current challenges, and they will learn ITIL implementation tips and tricks. Students will also be prepared to take the official ITIL 4 Foundation exam at the end of class.

OUTLINE:

LESSON 1. COURSE INTRODUCTION

- Overview, objectives, agenda, introductions
- About the exam
- Introduction to ITIL 4

LESSON 2. SERVICE MANAGEMENT

- Value and co-creation
- Stakeholders in service management
- Products and services
- Service relationships
- Value: outcomes, costs and risks

LESSON 3. GUIDING PRINCIPLES

- Overview
- Guiding principles descriptions

LESSON 4. SERVICE MANAGEMENT DIMENSIONS OVERVIEW

- Descriptions of the four dimensions

LESSON 5. SERVICE VALUE SYSTEM

- Service value components
- Organizational considerations

LESSON 6. SERVICE VALUE CHAIN

- Overview
- Value chain activities

LESSON 7. ITIL PRACTICES

- Introduction
- General management practices
- Service management practices
- Technical management practices

LESSON 8. CLOSING AND EXAM PREPARATION

Test preparation session with your instructor. As a remote student, you will be receiving an exam voucher to independently schedule your computer-based exam with PEOPLCERT. You will need a webcam and the ability to install software on your computer to successfully take the exam. Your exam voucher will be delivered to you via email towards the end of class.