

ITIL 4 Foundation



Days: 3

Prerequisites: There are no mandatory prerequisites, although 2+ years' experience in an IT environment is highly recommended.

Audience: ITIL Foundation® training is essential for anyone involved in the internal or external delivery of IT services including:

- 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 a strong interface to service delivery
- Existing ITIL qualification holders wishing to update their knowledge

Description: The ITIL 4 Foundation course provides a foundational understanding of ITIL 4 core concepts, vocabulary, key practices and more through presentation, guided discussions, exercise, and games. Students will also be prepared to take the official ITIL 4 Foundation exam at the end of class, and will also learn ITIL implementation tips, tricks, and challenges

OUTLINE:

LESSON 1: INTRODUCTION TO IT SERVICE MANAGEMENT

- Brief History of ITIL
- Certification paths beyond Foundation

LESSON 2: KEY CONCEPTS OF SERVICE MANAGEMENT

LESSON 3: HOW VALUE CREATION IS ENABLED THROUGH SERVICES

LESSON 4: THE ITIL® GUIDING PRINCIPLES

- Focus on value
- Start where you are
- Progress iteratively and with feedback
- Collaborate and promote visibility
- Think and work holistically
- Keep it simple and practical
- Optimize and automate

LESSON 5: THE FOUR DIMENSIONS OF SERVICE MANAGEMENT

- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes

LESSON 6: SELECT ITIL® PRACTICES (IN DETAIL)

- Continual improvement
- Change controls
- Incident management
- Problem management
- Service desk
- Service level management
- Service request management

LESSON 7: SELECT ITIL® PRACTICES (IN BRIEF)

- Information Security Management
- Relationship Management
- Supplier Management
- IT Asset Management
- Monitoring and Event Management
- Release Management
- Service Configuration Management
- Deployment Management

LESSON 8: INPUTS, OUTCOMES, AND COMPONENTS OF THE ITIL® SERVICE VALUE SYSTEM

LESSON 9: THE SIX INGREDIENTS AND ACTIVITIES OF THE ITIL® SERVICE VALUE CHAIN

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LESSON 10: EXAM PREPARATION

- Class review: trying it all together
- Sample exam, review, and analysis
- Test taking strategies