

ITIL® 4 Foundation

Course Duration: 16 Hours (2 Days)

Overview

Embark on a journey to master IT service management with our ITIL® 4 Foundation course. This

comprehensive training lays a solid foundation, detailing ITIL® frameworks and their applications in the modern digital world. Starting with a Course Overview, you'll grasp the learning objectives, structure, and the real-world benefits of ITIL® 4 through an engaging case study. Gain insights into Service Management concepts, understanding how to co-create value and manage service relationships effectively. Embrace the core Guiding Principles of ITIL®, learning to apply them in various scenarios. Dive into the Four Dimensions of Service Management, exploring how to optimize resources and relationships. Experience the Service Value System and drive Continual Improvement within your organization. Lastly, the course offers a practical look at ITIL® Practices, equipping you with the tools for effective Change control, incident, and Problem management. Achieve your ITIL foundations certification through our expert ITIL foundations training and apply these concepts to deliver exceptional service management.

Audience Profile

The ITIL® 4 Foundation course offers a comprehensive introduction to IT service management, equipping professionals with the latest in ITIL® practices.

- IT Service Managers
- IT Directors and Strategists
- IT Architects and Planners
- Systems Analysts
- IT Consultants
- IT Audit Managers
- IT Security Managers
- Service Designers
- ITSM Trainers
- Service Desk and Support Staff
- Application Managers
- Project Managers
- Business Managers involved in IT
- IT Engineers and Supervisors
- Quality Analysts
- Service Delivery Professionals

- Change and Release Managers
- IT Operations Managers
- Database Administrators
- IT Infrastructure Managers
- Professionals aiming for ITIL® certification

Course Syllabus

Module 1: Course Introduction

- Course Overview
- Course Learning Objectives
- Course Structure
- Introduction to IT Service Management in the Modern World
- Structure and Benefits of ITIL® 4
- Case Study: Axle Car Hire
- Exam Details

Module 2: Service Management: Key Concepts

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

Module 3: The Guiding Principles

- Identifying Guiding Principles
- Topics Covered
- The Seven Guiding Principles
- Applying the Guiding Principles

Module 4: The Four Dimensions of Service Management

- The Four Dimensions
- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes

- External Factors and the Pestle Mode

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