



## ITIL® 4 FOUNDATION

### COURSE DESCRIPTION:

Built on the established core of best practice in the ITIL® guidance (IT Infrastructure Library), ITIL® 4 provides a practical and flexible approach to move to the new world of digital transformation and embrace an end-to-end operating model for the delivery and operation of products and services. ITIL® 4 also provides a holistic end-to-end picture that integrates frameworks such as Lean IT, Agile, and DevOps.

The ITIL® 4 Foundation is a 2-day course based on the exam specifications specified by AXELOS for the ITIL® 4 Foundation certification. The fundamental objective of this course is to help participants understand the key concepts of service management and the ITIL® 4 service management framework and get prepared for the ITIL® 4 Foundation Certification Exam. In addition, the course offers a rich learning experience that not only helps participants understand ITIL® 4, but also relate it to their own work environment. This

rich learning experience is supported by additional learning tools such as pre-course reading materials, post-course reading material, and a set of quick reference cards.

### LEARNING OBJECTIVES:

At the end of this course, participants will be able to:

- Understand the key concepts of ITIL Service Management and how an organization can adopt and/or adapt ITIL Service Management to create and deliver business value
- Understand ITIL guiding principles.
- 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.
- Learn the various ITIL practices and how they contribute to value chain activities
- Understand the key concepts of continual improvement.

### COURSE OUTLINE:

#### Module 1: Course Introduction

- Get to Know Each Other
- Course/Learning Objectives
- Course Overview
- Course Structure
- Course Agenda
- Introduction to IT Service Management in the Modern World
- Introduction to ITIL® 4
- 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

#### TARGET AUDIENCES:

The ITIL® 4 Foundation course targets the participants in both IT and business domains who wish to take first steps in service management or who are familiar other sources of industry best practice and wish to learn about ITIL®.

This course and the related certification can be beneficial for the following roles:

- Business Manager
- Business Process Owner
- IT Manager
- IT Development, support and operation staff
- Consultant
- Service Provider
- System Integrator

#### COURSE MATERIALS:

Up on registration, participants will receive downloadable materials as follows:

- ITIL® 4 Foundation Course Book
- Introduction to ITIL 4 Foundation - Pre-Reading
- ITIL® 4 Foundation Post-Reading
- ITIL®4 Foundation Quick Reference Cards
- ITIL® 4 Foundation Sample Questions

**Duration:** 2 Days

Note: Online ITIL® 4 Foundation Exam voucher (valid for 12 months) included

**Prerequisites:** None, however a familiarity with IT service delivery will be beneficial.



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