

## ITIL 4 Foundations (2 days)

### *Course objectives*

The purpose of the ITIL 4 Foundation qualification is to introduce you to the management of modern IT-enabled services, to provide you with an understanding of the common language and key concepts, and to show you how your organization and your work can improve with the ITIL 4 guidance. The Foundation qualification is a prerequisite for the higher ITIL 4 qualifications.

This two-day workshop is designed to provide ITIL concepts and best practices drawn from the public and private sectors internationally.

Candidates should expect to gain competencies in the following areas after successful completion of the training course:

- An understanding of the ITIL 4 service management framework and how it has evolved to adopt modern technologies and ways of working.
- 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.

### **The course includes:**

- Course reference manual containing copy of course slides, support documents, quizzes and answers
- Practice exam
- Training attendance certificate

### *Audience*

Anyone wishing to gain an insight to the ITIL (Information Technology Infrastructure Library) which is the most widely accepted approach to IT service management in the world. ITIL can help individuals and organizations use IT to realize business change, transformation and growth.

### *Prerequisite*

Experience and knowledge of IT computing environments are useful but not essential.

### *Duration*

This is a **two-day ITIL 4 Foundations**. The course starts at **09:30** and runs until **16:30**.

**Alternate timings** can be arranged upon request. The course can be held on a **date that suits you**.

### *Location*

Our **ITIL 4 Foundations** course will be **delivered Online Remotely using online training platforms**. It can also be run at **our training venue near Liverpool Street (London)** or any preferred location in the **UK or Europe**.

# **ITIL 4 Foundations Course Outline**

## **Introduction**

- History and Background of ITIL®
- ITIL® Qualification Scheme
- Key definitions
- Key concepts of service management

## **ITIL guiding principles**

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

## **Dimensions of service management**

- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes

## **ITIL service value system**

- Service value chain
- Service value streams
- Value chain activities
  - Plan
  - Improve
  - Engage
  - Design & transition
  - Obtain/build
  - Deliver & support

## Selected ITIL practices

Information security management  
Relationship management  
Supplier management  
IT asset management  
Monitoring and event management  
Release management  
Service configuration management  
Deployment management  
Continual improvement  
Change control  
Incident management  
Problem management  
Service request management  
Service desk  
Service level management