ITIL® 4 Foundation Training

ITIL or Information Technology Infrastructure Library is a management framework used in delivering IT services. This framework helps in delivering top-notch IT services and encourages best practices for better planning and organization. The framework also helps organizations manage risks, introduce better planning and executing strategies, and build an IT environment that is scalable and welcomes growth.

ITIL 4 Certification is the most widely acknowledged entry-level ITIL certification available for IT professionals. This newest ITIL v4 certification training for the ITIL 4 framework is designed to introduce learners to the management of modern IT-enabled services, including key concepts, service value chain, IT service management practices, opportunities to develop IT practices using ITIL guidelines, importance of IT and business integration.

ITIL® 4 Foundation Training Delivery Methods
• In-Person
• Online

What You Will Learn
At the end of this course, participants will be able to:
- Understand the key concepts of ITIL service management
- Understand how ITIL guiding principles can help an organization to adopt and adapt ITIL service management
- 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
- Understand the key concepts of continual improvement
- Learn the various ITIL practices and how they contribute to value chain activities

Who Should Attend?
The ITIL® 4 Foundation course fundamentally targets the participants in the IT and business domains who wish to take first steps in service management or who are familiar with earlier versions of ITIL and/or other sources of industry best practice and wish to learn about ITIL 4. This course and the related certification can be beneficial for the following roles:
- IT Support Staff
- IT Consultants
- Business Managers
- Business Process Owners
- IT Developers
- Service Providers
- System Integrators
- Anyone working in a Devops team

ITIL® 4 Foundation Training Course Information

ITIL 4 Foundation Training Prerequisites
No specific experience is required to join! But do bring your curiosity and willingness to try new, innovative things.

ITIL 4 Foundation Certification Information
To earn this certification, you must:
• Sit for the ITIL 4 Foundation exam.
• Score a 65% on the exam in 60 minutes.

ITIL® 4 Foundation Training Course Outline

Module 1: Service Management
• Service Value System (SVS) and Service Value Chain
• Organizations
• Service Provisioning and Consumption
• Customers, Users, Sponsors, and Other Stakeholders
• Services, Products, and Service Offerings
• Service Relationships
• Value, Outcomes, Costs, and Risks
• Utility and Warranty

Module 2: The Four Dimensions
• Organizations and People
• Information and Technology
• Partners and Suppliers
• Value Streams and Processes

Module 3: The Service Value System
• Opportunity, Demand, and Value
• Guiding Principles
• Governance
• ITIL Practices
• Continual Improvement
• Organizational Silos

Module 4: The Service Value Chain
• Components of the Service Value System (SVS): Plan, Improve, Engage, Design & Transition, Obtain & Build, Deliver & Support
• Inputs of the SVS: Opportunities & Demand
• Outcome of the SVS: Value
• Addressing the Challenges of Silos

Module 5: The Seven 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

Module 6: ITIL Practices: Practice Overview and General Management Practices
• Practices and Processes
• Continual Improvement
• Information Security Management
• Supplier Management
• Relationship Management

Module 7: ITIL Practices: Service Management and Technical Management Practices
• Service Level Management
• Event Management
• Service Desk
• Service Request Management
• Incident Management
• Problem Management
• Change Enablement
• IT Asset Management
• Service Configuration Management
• Release Management
• Deployment Management