ITIL® 4 Foundation (2-days) + exam

Duration: 2 Days   Course Code: ILFN4-2

Overview:

During the 2-day ITIL® 4 Foundation course, participants will learn concepts such as Service Value System, the Service Value Chain and the ITIL® Guiding Principles. There is also an extensive focus on 15 Practices (or as they were called in previous ITIL editions: the processes'). After attending this training course, the participant is able to take the ITIL® 4 Foundation exam and can contribute to the further professionalisation of their own (IT) organisation.
This course is extremely suitable for anyone who already has experience with ITIL and wants to pass the exam via this shorter route. For more in-depth training and for participants without any ITIL experience, we recommend the 3-day ITIL® 4 Foundation course.
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Target Audience:

Anyone who contributes in (IT) service delivery will, after attending this training, not only have a better understanding of the importance of perfect (IT) service delivery, but will also get tools to make this possible.
The target group consists of employees who want to continue to develop themselves in the world of Service Management.

Objectives:

- During this 2-day course, the participant will be 'immersed' in the 'new' world of Service Management and will be able to make a significant contribution to service delivery in their own organisation.

- The course helps the participant to understand the following:

- Key IT service management concepts

- How ITIL® guiding principles can help and organization to adopt and adapt service management

- The 4 dimensions of service management

- The purpose and components of the service value system

- The activities of the service value chain and how they interconnect

- Know the purpose of key ITIL® practices

- Preparation to sit the ITIL® 4 foundation examination

Prerequisites:

This course is extremely suitable for anyone who already has experience with ITIL and wants to pass the exam via this shorter route. For more in-depth training and for participants without any ITIL experience, we recommend the 3-day ITIL® 4 Foundation course.

Testing and Certification

An exam voucher is included in the course price. Do you prefer also an exam training? If so, we recommend 3-day ITIL® 4 Foundation course instead.

The exam specifications are as follows:

- 40 Multiple-choice questions
- Passrate: 26 questions
- 60 minutes
- Closed book
- Choice of Language= English, Dutch, German, French, Chinese, Italian, Japanese, Polish, Portuguese (Brazil), Spanish, Thai

Follow-on-Courses:

- ITIL4CDS, ITIL® 4 Specialist: Create, Deliver, Support + exam
- ITIL4DITS, ITIL® 4 Leader: Digital and IT Strategy + exam
- ITIL4DPI, ITIL® 4 Strategist: Direct, Plan, Improve + exam
- ITIL4DSV, ITIL® 4 Specialist: Drive Stakeholder Value + exam
- ITIL4HVIT, ITIL® 4 Specialist: High Velocity IT + exam

Content:

IT has long been an integral part of our society. Where IT used to be supportive of the primary business process, IT is now integrated with the primary business processes. To ensure that the primary business processes function optimally, IT services must also be optimal.

Best Practice ITIL gives an (IT) organisation opportunities and possibilities to perfectly align IT services with the needs of and possibilities within the business processes. ITIL has long since ceased to be applicable only to IT services. Other forms of service delivery can also make use of these Best Practices.The following topics are covered in this training course:

The basic concepts and principles of ITIL® 4

- Service and Value
- Service Relationships
- Stakeholders
- Service management

The 4 dimensions of Service management:

- Organisation and people
- Information and technology
- Value streams and processes

Partners and suppliers

The 7 Guiding Principles:

- Focus on value
- Start where you are
- Make iterative progress with feedback
- Collaborate and make it visible
- Think and work holistically
- Keep it simple and practical
- Optimise and automate

Service Value Chain:

- Plan
- Improve
- Engage
- Design ; transition
- Obtain / Build
- Delivery ; Support

Practices:

Inputs, Outputs and the role in supporting Value Streams

ITIL® practices and how they support the service value chain:

- Continual improvement (including the continual improvement model
- Change enablement
- Incident management
- Problem management
- Service request management
- Service desk
- Service level management

The purpose of the following ITIL® practices:

- Information security management
- Relationship management
- Supplier management
- Service configuration management
- IT asset management
- Deployment management
- Monitoring and event management
- Release management

Further Information:

For More information, or to book your course, please call us on 00 971 4 446 4987

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