ITIL® 4 Foundation Evening Training + Exam

Duration: 3 Days   Course Code: ILFN4EX

Overview:

This 3-day course ITIL® 4 Foundation provides IT leaders, practitioners, support staff and staff interfacing with the organisation's digital and information systems functions with a practical understanding of the key concepts, common language, principles and practices that enables successful management of modern IT-enabled services. The training also prepares delegates for the ITIL®4 Foundation Certificate

Examination. The training is based on the ITIL® 4 best practice service value system featured in the latest 2019 guidelines. Evening 1: Introduction, general ITIL terminology, Service Value System overview and the four dimensionsEvening 2: Guiding principles, CI model and Service Value ChainEvening 3: Value Streams and practicesCourse times from 18:00 to 21:00

This training has significantly shorter classroom contact hours than a full-day training. It is therefore necessary that the participant works independently on assignments that we will send prior to the training.
After the training, the pratice-exam will be made available and participants can ask questions via email.
ITIL® is a registered trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

Target Audience:

This course is aimed at all levels of IT professional and those involved in designing, building, delivering and managing modern digital products and services.

Objectives:

- The course will help students to understand:

- 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 the interconnect

- Know the purpose of key ITIL® practices

- Preparation to sit the ITIL® 4 foundation examination

Prerequisites:

There are no pre-requisites for this course

Testing and Certification

The "ITIL® 4 Foundation Certificate in IT Service Management" is a pre-requisite for other ITIL® 4 qualifications. The examination is a 1 hour, closed book, multiple choice paper of 40 questions taken at the end of day 3 of the course. The pass mark is 65% (26 out of 40)

Cost of the exam is included in the course fee.

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 Service Management definitions; Service, Utility, Warranty, Customer, User, Service management, Sponsor
- Key concepts of value creation
- Key concepts of service relationships; service offering; service provision; service consumption; service relationship management
- The nature, use and interaction of 7 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 practic

- The 4 dimensions of service management; Organizations and people; Information and technology; Partners and suppliers; Value streams and processes
- The ITIL® service value system
- The service value chain, its inputs and outputs, and its role in supporting value streams
- Service value chain elements; Plan, Improve, Engage, Design ; transition, Obtain / Build, Deliver ; support

- Detail of how the following ITIL® practices support the service value chain: - Continual Improvement (including continual improvement model); Change control; Incident management; Problem Management; Service request management;
- The purpose of the following ITIL® practices: - Information security management; Relationship management; Supplier management; Availability management; Service configuration management; IT asset management; Business analysis;

Further Information:

For More information, or to book your course, please call us on 0800/84.009

info@globalknowledge.be

www.globalknowledge.com/en-be/