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## ITIL® 4 Foundation + exam

**Duration: 3 Days**    **Course Code: ILFN4**

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### 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. There is also a lot of attention for the 15 Practices (or as they were called in the previous ITIL editions: the processes). The training also prepares delegates for the ITIL®4 Foundation Certificate Examination. 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.

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### Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

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### 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.

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### 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 they interconnect
  - Know the purpose of key ITIL® practices
  - Preparation to sit the ITIL® 4 foundation examination
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### 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 of 40 questions. The pass mark is 65% (26 out of 40)

Cost of the exam is included in the course fee.

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### 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
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## 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 practicable
- 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;

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## Further Information:

For More information, or to book your course, please call us on Head Office Tel.: +974 40316639

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