

## ITIL® 4 Foundation (2-days) Including Exam

Duration: 2 Days Course Code: ILFN4-2

### Overview:

This 2-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 is based on the ITIL® 4 best practice service value system featured in the latest 2019 guidelines.

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:

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 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 "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)

### 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 enablement; Incident management; Problem Management; Service request manageme
- 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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## Additional Information:

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## Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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