

ITIL® 4 Foundation - Including Exam

Duration: 3 Days Course Code: ILFN4

Overview:

This course 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. It also prepares delegates for the ITIL® Foundation Certificate Examination. The course is based on the ITIL® 4 best practice service value system featured in the latest 2019 guidelines.

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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:

- **After you complete this course you will be able to:**
- 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.
- Sit the ITIL® 4 foundation examination - Sample papers are set during the class by instructors to take during the class or as homework exercises.

Prerequisites:

There are no pre-requisites for this course

Testing and Certification

Recommended preparation for exam(s):

- **ITIL® 4 Foundation Certificate in IT Service Management**
This is a pre-requisite for other ITIL® 4 qualifications. The examination is a 1 hour, closed book, multiple choice paper of 40 questions taken after completion of the course - exam vouchers are provided with this course. These will have a validity of 12 months. You will need to schedule your exams within this time frame.

The pass mark is 65% (26 out of 40)

Cost of the exam is included in the course fee

Follow-on-Courses:

The following courses are recommended for further study:

- Create, deliver and support
- Drive stakeholder value
- High velocity IT
- Direct, plan and improve
- Digital and IT strategy

Content:

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| <ul style="list-style-type: none">■ 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 practi | <ul style="list-style-type: none">■ 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 | <ul style="list-style-type: none">■ 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; Capacity and performance management; Service configuration management; |
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Additional Information:

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Students will receive fully digital student kit, proctor exam voucher, and a digital core guide as standard

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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