

---

## ITIL4 Foundation

**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 ITIL4 best practice service value system featured in the latest 2019 guidelines.

---

### 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 ITIL4 foundation examination
- 

### Prerequisites:

There are no pre-requisites for this course

### Testing and Certification

The "ITIL4 Foundation Certificate in IT Service Management" is a pre-requisite for other ITIL4 qualifications. The examination is a 1 hour, closed book, multiple choice paper of 40 questions taken on completion of the course or shortly afterwards. The pass mark is 65% (26 out of 40)

Cost of the exam is included in the course fee

---

## Follow-on-Courses:

These courses are scheduled to be available from Summer 2019

Create, deliver and support

Drive stakeholder value

High velocity IT

Direct, plan and improve

Digital and IT strategy

---

## 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 practica
- 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; Capacity and performance management; Service configuration management; IT

---

## Further Information:

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

[info@globalknowledge.co.uk](mailto:info@globalknowledge.co.uk)

[www.globalknowledge.com/en-gb/](http://www.globalknowledge.com/en-gb/)

Global Knowledge, Mulberry Business Park, Fishponds Road, Wokingham Berkshire RG41 2GY UK