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

Duration: 2 Days **Course Code: ILFN4-2** **Delivery Method: Company Event**

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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Company Events

These events can be delivered exclusively for your company at our locations or yours, specifically for your delegates and your needs. The Company Events can be tailored or standard course deliveries.

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:

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; Service configuration management; IT asset management; Deployment management; Monitoring and event

Additional Information:

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Further Information:

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

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