

ITIL® 4 Foundation Bridge + exam

Duration: 1 Day Course Code: ILFN4B

Overview:

IT has long been an integral part of our society. Where IT used to support the primary business process, IT is now integrated with the primary business process. To ensure that the primary business processes function optimally, the IT services must also be optimal. The Best Practice ITIL® gives an (IT) organization opportunities and possibilities to perfectly tune the IT services to the needs and possibilities of the business processes. ITIL® is not only applicable to IT services anymore. Other forms of service provision can also make use of this Best Practice.

During the ITIL® 4 Foundation Bridge training course the participant who is already have an ITIL® V3/2011 Foundation certificate learns about concepts such as the Service Value System, the Service Value Chain and the ITIL® 'Guiding Principles'. After following this training the participant is able to take the ITIL® 4 Foundation exam and can contribute to the further professionalization of their own (IT) organization. *ITIL® is a registered trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.*

Target Audience:

This course is aimed at IT professional who wish to upgrade from ITIL® v3/2011 Foundation to ITIL® 4 Foundation.

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:

Students must have the ITIL® v3/2011 Foundation qualification. Also, we expect some prework before commencement of the 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 paper of 40 questions taken at the end of the course. The pass mark is 65% (26 out of 40)

Cost of the exam is included in the course fee.

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 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; Service configuration management; IT asset management; Business analysis; Deployment management;

Further Information:

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

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