
ITIL4 Foundation

Duration: 3 Days **Course Code: ILFN4** **Delivery Method: Virtual Learning**

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.

Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

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 ITIL4 foundation examination
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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

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