

ITIL® 4 Foundation Certificate

Duration 3 Days

(This is a draft Outline – the final version will be released in Feb'19)

COURSE DESCRIPTION

ITIL 4 is built on the established core of best practice in the ITIL guidance. ITIL 4 provides a practical and flexible approach to move to the new world of digital transformation and embrace an end-to-end operating model for the delivery and operation of products and services. ITIL 4 also provides a holistic end-to-end picture that integrates frameworks such as Lean IT, Agile, and DevOps.

The fundamental objective of this course is to help the participants understand the key concepts of service management and the ITIL 4 service management framework and prepare for the ITIL® (4) Foundation exam. In addition, the “Pro” edition offers a rich learning experience that helps the participants understand ITIL 4 and relate ITIL to their own work environment. This rich learning experience is supported by additional learning tools such as pre-course reading materials, post-course reading material, and a set of quick reference cards.

AUDIENCE

The ITIL® (4) Foundation course fundamentally targets the participants in the IT and business domains who wish to take first steps in service management or who are familiar with earlier versions of ITIL and/or other sources of industry best practice and wish to learn about ITIL 4. This course and the related certification can be beneficial for the following roles:

- IT Support Staff
- IT Consultants
- Business Managers
- Business Process Owners
- IT Developers
- Service Providers
- System Integrators

PREREQUISITES

None, although a familiarity with IT service delivery will be beneficial.

COURSE OBJECTIVES

At the end of this course, participants will be able to:

- Understand the key concepts of ITIL service management.
- Understand how ITIL guiding principles can help an organization to adopt and adapt ITIL service management.
- Understand the four dimensions of ITIL service management.
- Understand the purpose and components of the ITIL service value system, and activities of the service value chain, and how they interconnect.
- Understand the key concepts of continual improvement.
- Learn the various ITIL practices and how they contribute to value chain activities.

ABOUT THE EXAMINATION

- Accredited Foundation training is strongly recommended but not a prerequisite.
- The exam is a closed book, forty (40) multiple choice questions. The pass score is 65% (26 out of 40 questions). The exam lasts 60 minutes.

AGENDA

Module 1: Course Introduction

- Let's Get to Know Each Other
- Course Overview
- Course Learning Objectives
- Course Structure
- Course Agenda
- Introduction to IT Service Management in the Modern World
- Introduction to ITIL 4
- Case Study: Axle Car Hire
- Case Study: The CIOs Vision for Axle
- Exam Details

Module 2: Service Management: Key Concepts

- Value and Value Co-Creation
- Value: Service, Products, and Resources
- Service Relationships
- Value: Outcomes, Costs, and Risks

Module 3: The Guiding Principles

- The Seven Guiding Principles
- Applying the Guiding Principles

Module 4: The Four Dimensions of Service Management

- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes
- External Factors and Pestle Model

Module 5: Service Value System

- Overview of Service Value System
- Overview of the Service Value Chain

Module 6: Continual Improvement

- Introduction to Continual Improvement
- The Continual Improvement Model
- Relationship between Continual Improvement and Guiding Principles

Module 7: Overview of ITIL Practices

- Purpose of ITIL Practices
- The Continual Improvement Practice
- The Change Control Practice
- The Incident Management Practice
- The Problem Management Practice
- The Service Request Management Practice
- The Service Desk Practice
- The Service Level Management Practice



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