Information Technology Infrastructure Library (ITIL V4)

Program Overview

The purpose of the ITIL Foundation certificate in IT Service Management is to certify that the candidate has gained knowledge of the ITIL terminology, structure and basic concepts and has comprehended the core principles of ITIL practices for service management. ITIL 4 Foundation is the first publication of ITIL 4, the latest evolution of the most widely adopted guidance for ITSM.

Objectives

- Providing learners with an understanding of the ITIL 4 service management framework and how it has evolved to adopt modern technologies and ways of working.
- Explaining the concepts of the service management framework to support candidates studying for the ITIL 4 Foundation exam.
- Acting as a reference guide that practitioners can use in their work, further studies, and professional development.

Topics Covered

- Key concepts of service management
- The four dimensions of service management
- The ITIL service value system
- Governance
- Service value chain
- ITIL management practices

Target Audience

This course is suitable for individuals who require a basic understanding of the ITIL framework and how it may be used to enhance the quality of IT service management within an organization. The certification also applies to IT professionals who work within an organization that has adopted ITIL and so need to be aware of and contribute to the overall service improvement programme.

Duration

24 HRS

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Agenda

DAY 1	
Module	**Duration (HRS)**
Introduction -IT service management in the modern world -About ITIL4 -The structure and benefits of ITIL4 framework	3
Key Concepts of Service Management -Value and value co-creation -Organizations, service providers, service consumers, and other stakeholders -Products and services -Service relationships -Value: outcomes, costs, and risks -Summary	5

DAY 2	
Module	**Duration (HRS)**
The four dimensions of service management -Organizations and people -Information and technology -Partners and suppliers -Value streams and processes -External factors -Summary	4
The ITIL service value system -Service value system overview -Opportunity, demand, and value -The ITIL guiding principles -Governance -Service value chain -Continual improvement -Practices -Summary	4

Day 3	
Module	**Duration (HRS)**
ITIL management practices -General management practices -Service management practices -Technical management practices	8
ITIL4 Foundation Exam (40 questions multiple choice written exam)	

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