

ITIL4 Foundation

Course Overview:

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.

ITIL4 conjointly provides a holistic end-to-end image that integrates frameworks like Lean IT, Agile, and DevOps.

The ITIL® (4) Foundation “Pro” is a 2-day classroom room based on the exam specifications specified by AXELOS for the ITIL® (4) Foundation certification. 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.

Course Outline

Module 1: Course Introduction

- 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