WE ARE IN THE MIDST OF THE 4TH INDUSTRIAL REVOLUTION

The world is becoming digital. As technology is becoming embedded in society, organizations need to ready themselves for a new way of working. Over the years organizations and professionals have looked at ITIL as their guiding light to support organizations, now ITIL has evolved, and ITIL 4 is here to navigate organizations into the modern age.

COURSE DESCRIPTION

The ITIL 4 Foundation course is the entry level course for certification in IT Service Management (ITSM). ITIL 4 brings ITIL up to date in 2019 by re-shaping much of the established ITSM practices in the wider context of customer experience, value streams, and digital transformation, as well as embracing new ways of working, such as Lean, Agile, and DevOps.

ITIL 4
FOUNDATION

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ITIL®

TRAINING ORGANIZATION ACCREDITED BY

PEOPLECERT ON BEHALF OF **AXELOS**

OBJECTIVE

The ITIL 4 Foundation course is the foundation of Modern ITSM that prepares learners for the IT service management in modern world with all the practices. By attending this course, learners gain knowledge on how modern IT processes should work and how to improve current IT processes.

The exam is mandatory and part of the course. The purpose of the exam is to test if participants are able to demonstrate sufficient recall and understanding of the ITIL 4 service management framework, as described in the AXELOS syllabus, to take the test and be awarded the ITIL 4 Foundation qualification.

COURSE OUTLINE

01 IT SERVICE MANAGEMENT IN THE MODERN WORLD

- Overview of Key Concepts of Service Management

02 KEY CONCEPTS OF SERVICE MANAGEMENT

- Service, Utility, Warranty, Customer, User, Service Management, Sponsor, Cost;
- Value, Organization, Outcome, Output, Risk, Utility, Warranty
- Service offering, Service relationship management, Service provision, Service consumption.

03 THE FOUR DIMENSIONS OF SERVICE MANAGEMENT

- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value streams and Processes

04 THE ITIL SERVICE VALUE SYSTEM

- Guiding principles
- Governance
- Service value chain
- Practices
- Continual improvement

05 SELECTED PRACTICES FOR ITIL 4 FOUNDATION

- Service level management
- Change control
- Service desk
- Service request management
- Incident management
- Problem management
- Continual improvement

06 ITIL MANAGEMENT PRACTICES

The rest of ITIL 4 practices

COURSE FEATURES

- Instructor-led discussion
- Workshop
- Also available via Virtual Instructor-led Training or e-Learning

WHO SHOULD ATTEND?

All professionals working in IT fields to understand on how Enterprise IT works.

Individuals at the start of their journey in Service Management.

ITSM Managers and aspiring ITSM Managers; Individuals working in other parts of "IT" (digital, product, development) with strong interface with service delivery

Existing ITIL qualification holders wishing to update their knowledge.

ITIL 4 CERTIFICATION SCHEME

Below is the complete ITIL 4 Certification Scheme from foundation to ITIL 4 Master.

ITIL Master					
ITIL Managing Professional (MP)				ITIL Strategic Leader (SL)	
ITIL Specialist Create, Deliver & Support	ITIL Specialist Drive Stakeholder Value	ITIL Specialist High Velocity IT	ITIL Strategist Direct, Plan & Improve	ITIL Strategist Direct, Plan & Improve	ITIL Leader Digital & IT Strategy
ITIL Foundation					