

ITILv4 Foundation

Duration- 3 days

Course Overview

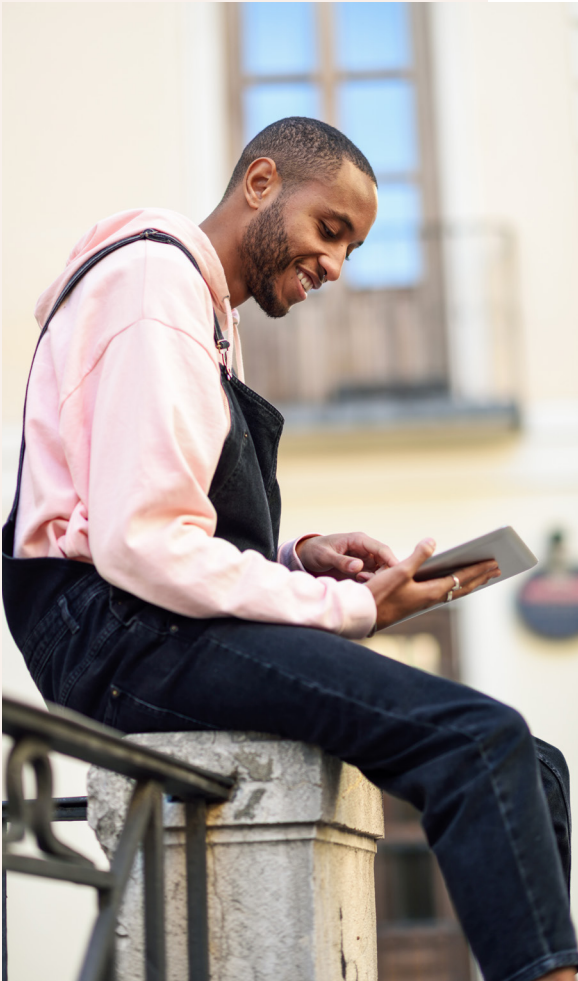
This course provide delegates with a huge introduction to the core concepts of ITIL4. It helps you understand how the ITIL 4 principles can improve an individual's work and the work of the organi-



zation.

What you will learn.

- An overview of the tools and methodologies, purpose and components of ITIL 4, including the ITIL Service Lifecycle and the Service Value System
- The key concepts and value of IT service management to IT service providers and their customers
- How the ITIL guiding principles can help organizations adopt and adapt service management
- The activities of the service value chain, and how they interconnect
- The purpose and key



terms of 18 ITIL practices and the 7 essential practices

- How the ITIL best practice framework is used to boost the efficiency, effectiveness and overall quality of IT-related services, regardless of an organization's size, structure or industry
- How to become an ITIL 4 Expert by understanding the new certification path in-

cluding the ITIL Managing Professional (MP) and ITIL Strategic Leader (SL) streams

Who is this course for?

- 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

Prerequisites

There are no specific pre-requisites. By the way, some appreciation of the ideas and principles of services may be useful.

COURSE CONTENT

Key Service Management and

ITIL 4 Concepts

- **Defining Value and its relationship with stakeholders**
- **Service relationships and co-creation of value**
- **Understanding Service Offerings and Products**
- **Balancing Outcomes, Value,**

Costs and Risks

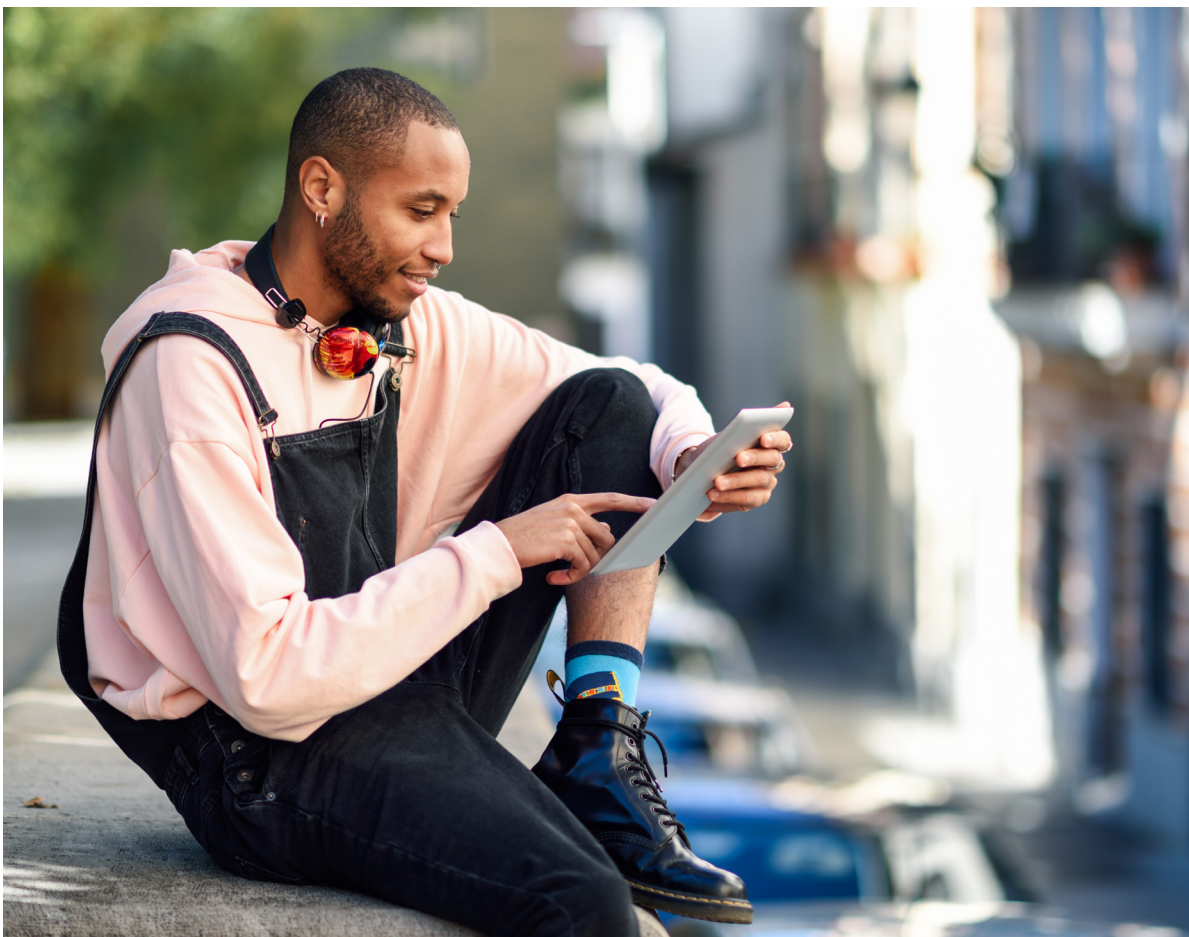
- **The 4 Dimensions of Service Management**
- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes

The ITIL 4 Guiding Principles

- Introduction to the Guiding Principles
- Understand and apply each of the 7 Guiding Principles

ITIL 4 Service Management Practices

- **Introducing the 3 areas of Practice**





- **Key practices in ITIL4**
- Incident Management
- Problem Management
- Change Control
- Service Request Management
- Service Level Management
- Service Desk
- Continual Improvement
- Overview of other practices in ITIL4

The ITIL 4 Service Value System (SVS)

- **Understanding the role of the Service Value System**
- **Elements of the ITIL4 SVS**
- Guiding Principles
- Governance
- Service Value Chain
- Practices
- Continual Improvement
- **Service Value Chain**
- Understanding the Elements of the Service Value Chain
- Practices and their role in the Service Value Chain
- Using the Service Value Chain to identify and map Value Streams