

ITIL®4 FOUNDATION
TRAINING & CERTIFICATION

WHAT IS ITIL®4 ?

The ITIL®4 Foundation qualification is intended to introduce candidates to the management of modern IT-enabled services, to provide them with an understanding of the common language and key concepts, and to show them how they can improve their work and the work of their organization with ITIL®4 guidance. Furthermore, the qualification will provide the candidate with an understanding of the ITIL®4 service management framework and how it has evolved to adopt modern technologies and ways of working.

BENEFIT OF ITIL®4

- ITIL®4 will provide a practical and flexible basis to support organizations on their journey into the new world of digital transformation by helping them align their human, digital and physical resources to compete within the modern complex landscape.
- The context of ITIL, with the release of ITIL®4 is now much bigger, with an emphasis on the business and technology world, how it works today, and how it will work in the future with Agile, DevOps and digital transformation.
- ITIL 4 will be much more relevant to software developers, service management practitioners and businesses through promoting a holistic view of delivering products and services. Right from the foundation level, ITIL®4 will emphasize the importance of collaboration, transparency, automating where possible and working holistically.



WHO SHOULD ATTEND?

This course is for professionals seeking the opportunity to enhance their career by achieving certification in ITIL®4 Foundation. This course is especially useful for:

- IT Managers
- Application Developers
- IT Consultants
- Project Managers
- Business Process Professionals
- Systems Integrators
- Business Analysts
- IT Operations Managers
- Service Desk Managers
- IT Operations and Support Professionals

LEARNING OBJECTIVES

- A holistic approach to the facilitation of co-creation of value with customers and other stakeholders in the form of products and services
- The guiding principles of ITIL®4
- The four dimensions of Service Management
- Key concepts from Lean, Agile, DevOps, and why these are important to deliver business value
- Inculcate continuous learning habit through providing access to ITIL resources.
- How ITIL practices described in ITIL®4 will maintain the value and importance provided by the current ITIL processes, whilst at the same time expand to be integrated to different areas of service management and IT, from demand to value.



COURSE CONTENT

UNIT 1 : Service Management - 19 concepts

1.1 Recall the definition of :
- Service
- Utility
- Warranty
- Customer
- User
- Service management
- Sponsor

1.2 Describe the key concepts of creating value with services :
- Cost
- Value
- Organization
- Outcome
- Output
- Risk
- Utility
- Warranty

1.3 Describe the key concepts of service relationships :
- Service offering
- Service relationship management
- Service provision
- Service consumption

UNIT 2 : Service management – 4 dimensions

2.1 Describe the four dimensions of service management :
- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes

UNIT 3 : Service value system – 5 components

3.1 Describe the ITIL service value system

UNIT 4 : ITIL guiding principles – 7 principles

4.1 Describe the nature, use and interaction of the guiding principles

4.2 Explain the use of the guiding principles :
- Focus on value
- Start where you are
- Progress iteratively with feedback
- Collaborate and promote visibility
- Think and work holistically
- Keep it simple and practical
- Optimize and automate

UNIT 5 : ITIL service value chain – 6 activities

5.1 Describe the interconnected nature of the service value chain and how this supports value streams

5.2 Describe the inputs, outputs and purpose of each value chain activity :
- Plan
- Improve
- Engage
- Design & transition
- Obtain/build
- Deliver & support

UNIT 6 : ITIL practices – 18 practices

6.1 Recall the purpose of ITIL practices :
- Information security management
- Relationship management
- Supplier management
- Availability management
- Capacity and performance management
- IT asset management
- Service continuity management
- Monitoring and event management
- Release management
- Service configuration management
- Deployment management
- Continual improvement
- Change control
- Incident management
- Problem management
- Service request management
- Service desk
- Service level management

6.2 Recall definitions of ITIL terms :
- Availability
- IT asset
- Event
- Configuration item
- Change
- Incident
- Problem
- Known error



COURSE CONTENT

6.3 Explain the following ITIL practices in detail, including how they fit within the service value chain :

- Continual improvement including:
  - The continual improvement model
- Change control
- Incident management
- Problem management
- Service request management
- Service desk
- Service level management

Unit 7: Summary and exam preparation

Summarize the course concepts and help you prepare to pass the optional ITIL®4 Foundation certification exam

CERTIFICATION

ITIL®4 Foundation Certification Information:

- Exam Duration : 60 Minutes
- Exam Format : Multiple Choice
- Number of Questions : 40
- Exam Pass Mark : 26 out of 40(65%)
- Electronic Devices Permitted : No
- Open Book : No

PREREQUISITE

- There is no defined eligibility criterion for ITIL Foundation exam. Professionals, who require a basic understanding of the ITIL framework and are willing to enhance the quality of IT Service Management within an organization, can opt for ITIL Foundation certification.

WISELEARNER