

# ITIL 4 Foundation Course

**Course Duration: 16 Hrs.**

**Course code: ITIL 4**

## Course Overview

Learn the foundations of IT service management and how they can benefit your organization.

This course provides IT leaders, practitioners, support staff and staff interfacing with the organization's digital and information systems functions with a practical understanding of the key concepts, common language, principles and practices that enable successful management of modern IT-enabled services. It also prepares delegates for the ITIL Foundation Certificate Examination. The course is based on the ITIL 4 best practice service value system.

## What you'll learn?

The course will help students to understand:

- Key IT service management concepts
- How ITIL guiding principles can help and organization to adopt and adapt service management
- The 4 dimensions of service management
- The purpose and components of the service value system
- The activities of the service value chain and how they interconnect
- Know the purpose of key ITIL practices
- Preparation to sit the ITIL 4 foundation Examination

## Target Audience

The ITIL 4 Foundation course offers a comprehensive introduction to IT service management, equipping professionals with the latest in ITIL practices.

- IT Service Managers
- IT Directors and Strategists
- IT Architects and Planners
- Systems Analysts
- IT Consultants
- IT Audit Managers
- IT Security Managers
- Service Designers

## Pre-Requisites

Familiarity with IT terminology and IT-related work experience are recommended.

## Course content

### Module 1: Course Introduction

- Course Overview
- Course Learning Objectives
- Course Structure
- Introduction to IT Service Management in the Modern World
- Structure and Benefits of ITIL 4
- Case Study: Axle Car Hire Exam Details

### Module 2: Service Management: Key Concepts

- Intent and Context
- Value and Value Co-Creation
- Value: Services, Products, and Resources

- Service Relationships
- Value: Outcomes, Costs and Risks

### **Module 3: The Guiding Principles**

- Identifying Guiding Principles
- Topics Covered
- The Seven Guiding Principles
- Applying the Guiding Principles

### **Module 4: The Four Dimensions of Service Management**

- The Four Dimensions
- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes
- External Factors and the Pestle Mode

### **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