ITIL® 4 Foundation

Course Overview

ITIL® is the world’s leading best practice framework for implementing IT Service Management. ITIL version 4 introduces IT Service Management through the lens of a Service Value System (SVS), which provides a holistic end-to-end view of how to successfully contribute to business value, and also how to leverage concepts from models such as Lean IT, Agile, DevOps and Organizational Change Management. This foundational course immerses you in the guiding principles, dimensions, and practices of ITIL® 4. This course will earn you 14 PDUs.

Who Should Attend

This course is designed for anyone who needs an understanding of IT Service Management to help deliver better value to customers. It is appropriate for all IT staff and management, as well as customers who work closely with IT to support business requirements. This course is also designed for students who are seeking the ITIL® 4 Foundation certification and who want to prepare for ITIL® 4 Foundation exam.

Course Objectives

By the completion of this course, you will have a deep understanding of the 7 Guiding Principles, 4 Dimensions of Service Management, 34 ITIL® Practices, and the new Service Value Chain that incorporate the core of ITIL® version 4.

Course Outline

1  ITIL 4 OVERVIEW
   Introduction to ITIL
   Key Concepts of ITIL

2  The ITIL Framework
   The Four Dimensions of Service Management
   The ITIL Service Value System

3  The ITIL 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

4  THE ITIL SERVICE VALUE SYSTEM (SVS)
   Governance
   The Service Value Chain
   Continual Improvement
5 Key ITIL Practices
Continual Improvement
Service Level Management
Change Control
Incident Management
Service Request Management
Service Desk
Problem Management

6 Other ITIL Practices
General Management Practices
Service Management Practices
Technical Management Practices