



# ITIL® V4 FOUNDATION WORKSHOP & EXAM PREPARATION

<b>DURATION</b>	<b>2 DAYS</b>
<b>TECHNICAL</b>	<b>12</b>
<b>LEADERSHIP</b>	<b>0</b>
<b>STRATEGIC</b>	<b>2</b>
<b>TOTAL PDU</b>	<b>14</b>

## **COURSE OVERVIEW**

The purpose of the ITIL Foundation certificate in IT Service Management is to certify that the candidate has gained knowledge of the ITIL terminology, structure and basic concepts and has comprehended the core principles of ITIL practices for service management. ITIL 4 Foundation is the first publication of ITIL 4, the latest evolution of the most widely adopted guidance for ITSM.

## **TRAINING OBJECTIVES**

ITIL 4 Foundation will:

- Provide readers with an understanding of the ITIL 4 service management framework and how it has evolved to adopt modern technologies and ways of working
- Explain the concepts of the service management framework to support candidates studying for the ITIL 4 Foundation exam
- Act as a reference guide that practitioners can use in their work, further studies, and professional development.

## **TARGET AUDIENCE**

- IT Professionals
- Business Managers
- Operation Managers
- Contact Centre Professionals
- Any individual that requires knowledge to improve Service Management within the company

## **COURSE OUTLINE**

1. Introduction
2. IT service management in the modern world
3. The structure and benefits of the ITIL 4 framework
  - The ITIL SVS
  - The four dimensions model
4. Key concepts of service management
  - Value and value co-creation
5. Organizations, service providers, service consumers, and other stakeholders
  - Service providers
  - Service consumers
  - Other stakeholders

## 6. Products and Services

- Configuring resources for value creation
- Service offerings

## 7. Service Relationships

- The service relationship model

## 8. Value: outcomes, costs, and risks

- Outcomes
- Costs
- Risks
- Utility and warranty

## 9. The four dimensions of service management

- Organizations and people
- Information and technology
- Partners and suppliers

## 10. Value streams and processes

- Value streams for service management
- Processes
- External Factors

## 11. ITIL® Service Value System

- Service Value System Overview
- Opportunity, Demand and Value
- ITIL Guiding Principles
- Governance
- Service Value Chain
- Continual Improvement

## 12. ITIL® Management Practices

- General Management  
14 Key Areas
- Service Management  
17 Key Areas
- Technical Management  
3 Key Areas