

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.

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 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 Value Service Chain that incorporate the core of ITIL® version 4.

Course Outline

1 - ITIL 4 OVERVIEW

- Structured Benefits
- The Service Value System
- Four Dimensions of Service Management

2 - KEY CONCEPTS OF ITIL

- What is Service Management?
- Service Relationships
- Creating Value

3 - THE FOUR DIMENSIONS OF SERVICE MANAGEMENT

- A Holistic Approach to Value Delivery
- Organizations and People
- Informational Technology
- Partners and Suppliers
- Value Streams and Processes
- External Factors

4 - THE ITIL SERVICE VALUE SYSTEM (SVS)

- Guiding Principles
- Governance

- Service Value Chain
- Practices
- Continual Improvement

5 - 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
- Principle Interaction

6 - GOVERNANCE

- Governing Bodies
- Governance Activities
- The Role of Governance in the SVS

7 - THE SERVICE VALUE CHAIN

- Plan
- Improve
- Engage
- Design and Transition
- Obtain and Build
- Deliver and Support

8 - CONTINUAL IMPROVEMENT

- The Model, the Value Chain, and Practice
- Continual Improvement Model
- Continual Improvement and the Guiding Principles
- Theory of Constraints

9 - KEY ITIL PRACTICES

- Introduction to ITIL Practices
- Continual Improvement
- Service Level Management
- Change Control
- Incident Management
- Service Request Management
- Service Desk
- Problem Management

10 - OTHER ITIL PRACTICES

- General Management Practices
- Service Management Practices
- Technical Management Practices