

ITIL V4 Foundation

Duration: 2 Days · **Training format:** Virtual Classroom / Online

Description

Digital transformation has altered the IT landscape significantly. ITIL 4 addresses this new world in ways no other best practice framework can, providing an end-to-end operating model for the delivery and operation of technology-based products and services. ITIL 4 embraces a holistic philosophy to service management, integrating collaborative frameworks such as Lean IT, Agile and DevOps into a single, seamless approach.

ITIL® 4 Foundation is the most widely acknowledged entry-level ITIL certification available for IT professionals. This newest training for the ITIL framework is designed to introduce learners to the management of modern IT-enabled services, including key concepts and common language used in the ITIL services lifecycle, how lifecycle stages are linked, processes involved, and best practices for improving the quality of IT services across the IT organization.

This course begins your ITIL 4 journey, enabling you to understand a new way to look at IT Service Management through the holistic view of a Service Value System (SVS).

Delegates will learn

- 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 the interconnect
- Know the purpose of key ITIL practices
- Preparation to sit the ITIL4 foundation examination

Audience

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.

Outline

ITIL 4 Overview

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

Key Concepts Of ITIL

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

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

The ITIL Service Value System (SVS)

- Guiding Principles
- Governance
- Service Value Chain
- Practices
- Continual Improvement

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

Governance

- Governing Bodies

- Governance Activities
- The Role of Governance in the SVS

The Service Value Chain

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

Continual Improvement

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

Key ITIL Practices

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

Other ITIL Practices

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

Prerequisites

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