ITIL 4 Foundation

Overview

Learners need to possess an undergraduate degree or a high school diploma.

Basic understanding of IT concepts and terminology: Familiarity with common IT terms and concepts will help in grasping the course content more effectively.

Awareness of the importance of IT service management: An appreciation for how IT services contribute to achieving business objectives can provide a good foundation for learning ITIL® principles.

No prior ITIL® or service management experience required: The ITIL® 4 Foundation course is designed as an entry-level qualification, so previous experience with ITIL® or service management processes is not necessary.

ITIL® 4 Foundation course is intended to be accessible to a wide audience with varying levels of IT knowledge. It serves as a starting point for anyone interested in IT service management, regardless of their current role or experience.

Objectives

➢ Understand the key concepts of IT service management and how ITIL® 4 supports modern ITSM practices.

➢ Identify the components of the ITIL® 4 service value system, including the service value chain and guiding principles.

➢ Recognize the importance of co-creating business value through IT-enabled services and products.

➢ Comprehend the four dimensions of service management and their relevance to delivering effective IT services.

➢ Apply the seven ITIL® guiding principles in a real-world context to improve service management practices.

➢ Learn about the continual improvement model and how it promotes ongoing enhancements in service management.

➢ Gain insights into ITIL® practices, with a focus on continual improvement, change control, incident, problem, and service request management.

➢ Understand the roles of the service desk and service level management in maintaining service quality and customer satisfaction.

➢ Explore the purpose and components of various ITIL® practices and how they contribute to an organization's overall service management capability

Training 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 CarHire
- 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