

## ITIL<sup>®</sup> Foundation

**Duration: 3 Days Course Code: ILFN4**

### Overview:

This course provides IT leaders, practitioners, support staff and staff interfacing with the organisation's digital and information systems functions with a practical understanding of the key concepts, common language, principles and practices that enables successful management of modern IT-enabled services. It also prepares delegates for the ITIL Foundation Certificate Examination. The course is based on the ITIL<sup>®</sup>4 best practice service value system featured in the latest 2019 guidelines.

### Target Audience:

This course is aimed at all levels of IT professional and those involved in designing, building, delivering and managing modern digital products and services.

### Objectives:

- The course will help students to understand:
  - Key IT service management concepts
  - How ITIL<sup>®</sup> 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 they interconnect
- Know the purpose of key ITIL<sup>®</sup> practices
- Preparation to sit the ITIL<sup>®</sup> v4 foundation examination

### Prerequisites:

There are no pre-requisites for this course

### Testing and Certification

The "ITIL<sup>®</sup>4 Foundation Certificate in IT Service Management" is a pre-requisite for other ITIL<sup>®</sup> 4 qualifications. The examination is a 1 hour, closed book, multiple choice paper of 40 questions taken on completion of the course or shortly afterwards. The pass mark is 65% (26 out of 40)

### Follow-on-Courses:

These courses are scheduled to be available from Summer 2019

Create, deliver and support

Drive stakeholder value

High velocity IT

Direct, plan and improve

Digital and IT strategy

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## Content:

- IT Service Management definitions; Service, Utility, Warranty, Customer, User, Service management, Sponsor
  - Key concepts of value creation
  - Key concepts of service relationships; service offering; service provision; service consumption; service relationship management
  - The nature, use and interaction of 7 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 practica
  - The 4 dimensions of service management; Organizations and people; Information and technology; Partners and suppliers; Value streams and processes
  - The ITIL® service value system
  - The service value chain, its inputs and outputs, and its role in supporting value streams
  - Service value chain elements; Plan, Improve, Engage, Design ; transition, Obtain / Build, Deliver ; support
  - Detail of how the following ITIL® practices support the service value chain: - Continual Improvement (including continual improvement model); Change control; Incident management; Problem Management; Service request management;
  - The purpose of the following ITIL® practices: - Information security management; Relationship management; Supplier management; Availability management; Capacity and performance management; Service configuration management; IT
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