

€ TRAINING

ITIL 4 Foundation





ITIL 4 Foundation

Introduction:

This program is designed to prepare participants for the certification exam only.

This training program is designed to introduce participants to the ITIL® 4 framework, providing a comprehensive understanding of IT service management principles and practices.

Program Objectives:

By the end of this program, participants will be able to:

- Understand the key concepts and terminology of ITIL® 4.
- Explain the five core components of the ITIL® 4 service management framework.
- Apply ITIL® 4 practices for enhancing service management efficiency and effectiveness.
- Prepare effectively for the ITIL® 4 Foundation certification exam.
- Identify opportunities for implementing ITIL® 4 principles within their organizations.

Targeted Audience:

- IT Professionals.
- Service Desk Managers.
- IT Managers and Directors.
- Business Owners interested in IT service management.

Program Outline:

Unit 1:

Introduction to ITIL® 4:

- Overview of ITIL® 4 and its evolution from previous versions.
- Key concepts and principles of IT service management ITSM.
- The four dimensions of service management.

- ITIL® 4 service value system SVS overview.
- Case studies demonstrating ITIL® 4 adoption and benefits.

Unit 2:

The Four Dimensions of Service Management:

- Organization and people.
- Information and technology.
- Partners and suppliers.
- Value streams and processes.
- Integrating the four dimensions for effective service management.

Unit 3:

The ITIL® 4 Service Value System SVS:

- Overview of the ITIL® 4 SVS components.
- Service value chain activities and their purpose.
- Governance and continual improvement practices.
- Service value streams for delivering value to customers.
- Steps for Implementing ITIL® 4 SVS in diverse organizational contexts.

Unit 4:

ITIL® 4 Service Management Practices:

- Overview of ITIL® 4 service management practices General Management, Service Management, and Technical Management.
- Applying key practices such as incident management, problem management, and change control.
- Aligning service management practices with business goals and objectives.
- Case studies illustrating successful implementation of ITIL® 4 practices.

Unit 5:

ITIL® 4 Certification Preparation:



- Overview of the ITIL® 4 Foundation certification exam structure and format.
- Effective exam preparation strategies and resources.
- Tips for exam day and managing exam anxiety.

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