€TRAINING

Information Technology Infrastructure Library
ITIL V4

12 - 16 August 2024
Kuala Lumpur (Malaysia)

Information Technology Infrastructure Library ITIL V4

REF: B1823 DATE: 12 - 16 August 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 5850 Euro

Introduction:

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

This training program provides participants with a comprehensive understanding of ITIL V4, focusing on best practices for IT service management. It empowers them to implement and manage IT services effectively, aligning IT service management with business needs and enhancing organizational performance.

Program Objectives:

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

- Understand the core principles and concepts of ITIL V4.

- Implement ITIL V4 practices to improve IT service management.

- Align IT services with organizational objectives and customer needs.

- Manage and optimize IT service delivery and support processes.

- Apply ITIL V4 methodologies to drive continuous improvement in IT services.

Targeted Audience:

- IT Service Managers and IT Professionals.

- IT Consultants and Advisors.

- Project Managers.

- IT Operations and Support Staff.

- Personel preparing for ITIL V4 certification.

Program Outline:

Unit 1:

Introduction to ITIL V4:

- Overview of ITIL V4 and its evolution from previous versions.

- Key concepts and principles of ITIL V4.

- ITIL V4 Service Value System SVS and its components.

- Understanding the ITIL V4 service value chain.

- The role of ITIL V4 in digital transformation.

Unit 2:

ITIL V4 Guiding Principles:

- The seven ITIL V4 guiding principles.

- Applying the guiding principles to IT service management.

- How guiding principles support decision-making and service design.

- Examples of principles in practice.

- Integrating principles with organizational culture.

Unit 3:

ITIL V4 Service Value Chain:

- The components of the ITIL V4 service value chain.

- Key activities and their relationships in the value chain.

- Value stream mapping and its role in service management.

- Designing and managing value streams.

- Case studies on value chain implementation.

Unit 4:

ITIL V4 Practices:

- Overview of ITIL V4 practices and their purpose.

- Key ITIL V4 practices, including Incident Management, Problem Management, Change Control, and Service Desk.

- Implementing and optimizing ITIL V4 practices.

- Measuring and evaluating practice performance.

- Continuous improvement through practice management.

Unit 5:

ITIL V4 Continual Improvement:

- The continual improvement model and its components.

- Identifying and prioritizing improvement opportunities.

- Implementing improvement initiatives and measuring outcomes.

- Creating a culture of continual improvement within IT.

- Leveraging feedback and lessons learned for ongoing enhancements.

- Prepare for the certification exam.

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