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## What is ITIL® 4 Foundation Training?

ITIL® 4 Foundation Training is an intensive introduction to the ITIL service management framework.

Our training is designed to enable successful delivery and support of quality IT Services, providing a “best practice” approach to all aspects of the service life cycle.




ITIL® 4 Foundation Training consists of three days of short lectures, discussions and examination technique practice leading up to in an invigilated exam on the third day.

Our Foundation course provides the ideal introduction to IT Service Management, and offers preparation for a Service Improvement Programme.

We also provide private and in-company ITIL 4 Foundation training. Call us on +44 (0)1273 622272 for a quote.

## ITIL® 4 Foundation Pre-Course Reading

Before you attend one of our ITIL training courses we'll provide you with our own bespoke pre-course workbook.

Please read the book before the course, as this will increase your chances of passing your exam.

## ITIL® 4 Foundation evening work

You will be given homework during the course in the form of Sample Papers to complete and you may also wish to do additional reading in the evenings as preparation for the next day.

Please ensure you keep your social diary free during the course so that you are able to complete work during the evenings.

## ITIL® 4 Course Price Guarantee

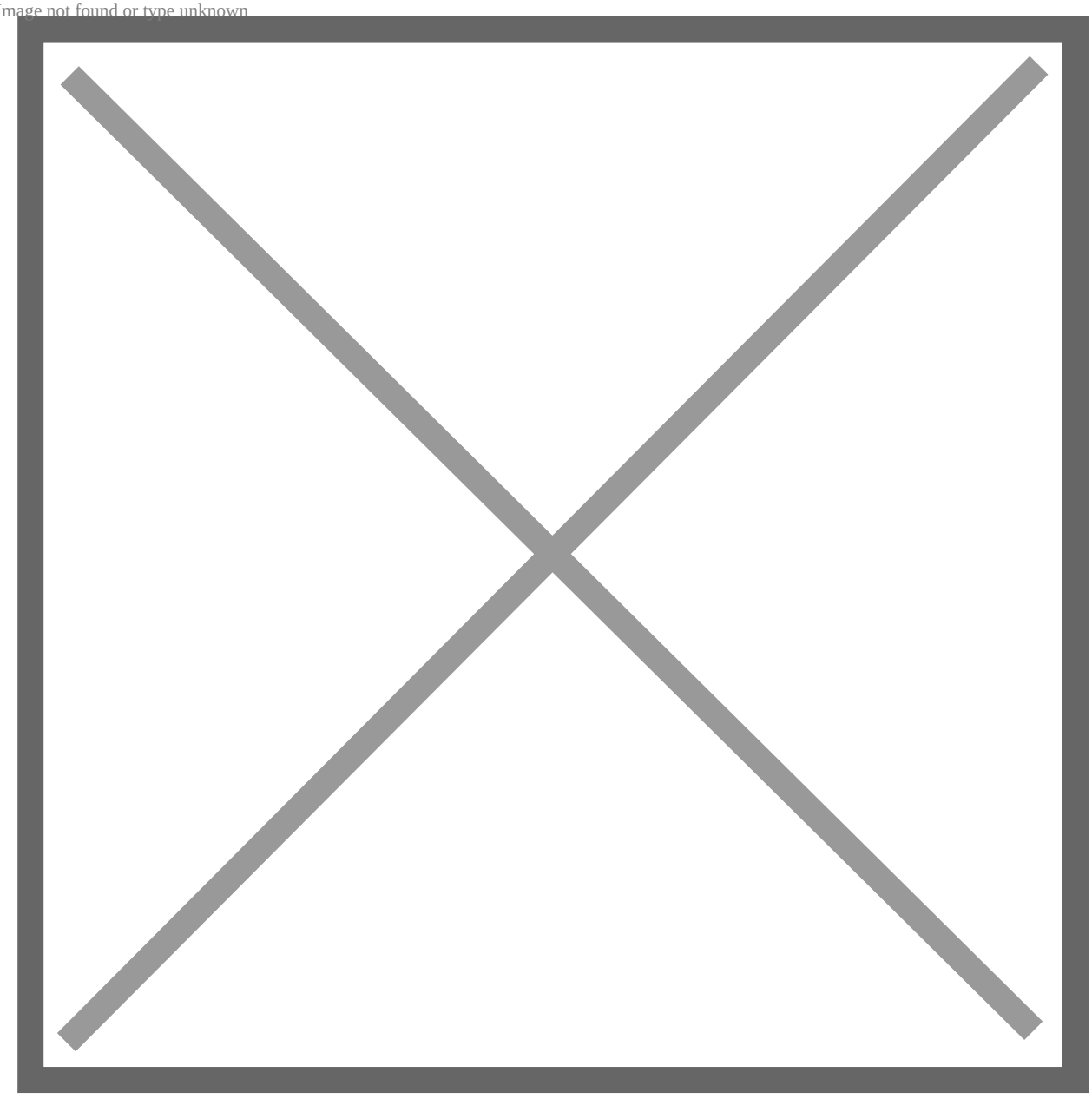
We guarantee our ITIL® 4 Foundation course in Brighton has the lowest price around. If you find

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Our ITIL 4 Foundation Training course ends with a one hour ‘closed book’ multiple-choice paper, with 40 questions. The pass mark is 26 / 40.

If you don't pass your exam first time round, you can re-sit the foundation course again for free. You just pay the exam cost.

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**ITIL 4 Foundation Training**

*Silicon Beach Training is an Accredited Training Organisation for PRINCE2®, MSP® and ITIL®*

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## Course Objectives

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role and objectives of the other three functions which are:

- Technical Management
- Application Management
- IT Operations Management

## Gain an understanding of Service Management as a practice

- The concept of “Service”
- The concept of “Service Management”
- Understanding Customer Requirements and building relationships
- The concept of “Good Practice”
- The process model and process characteristics

## Gain an understanding of the Service Life Cycle

- The objectives and business value for each phase in the life cycle

## ITIL® Service Strategy

- Understand and develop markets
- Creation of value through services
- The four main activities
- Service Portfolio Management
- Financial Management
- Demand Management

## ITIL® Service Design

- The importance of People, Processes, Products and Partners for Service Management
- The five major aspects of Service Design
- Different sourcing approaches and options
- The Service Design Processes

ITIL® Service Transition

- Planning and setting expectations
- The Service V model
- Knowledge Management
- Service Asset and Configuration Management
- Change Management
- Release and Deployment Management

## ITIL® Service Operation

- Where the business value is realised

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- Problem Management
- Access Management
- Understanding of the Functions

## ITIL® Continual Service Improvement

- Vital to ensure continued Good Practice
- The importance of Measurements and metrics
- The Deming Cycle
- Basic concepts, process activities, interfaces and metrics for the 7 step improvement process
- The role of Governance for Continual Service Improvement

ITIL® 4 Foundation course is designed to prepare delegates to pass the ITIL 4 Foundation Certificate examination, a one-hour, multiple-choice paper, which is taken during the ITIL 4 course and included in our course fee.

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