

ITIL® 4 Foundation Training

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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Objective

This aim of the ITIL® 4 Foundation course is to help the candidate understand the role, objectives, organisational structures, staffing and metrics of the Service Desk function and the role and objectives of the other three functions which are:

- Technical Management
- Application Management
- IT Operations Management

Details

Duration: 2 Days*

Who is this course for

IT professionals, customers, and users involved in IT Service Management. We recommend at least one year's experience of the IT industry to get the most out of the course.

Course Content

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
- Achieving a Balance
- Event Management
- Incident Management
- Request Fulfilment
- 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