

ITIL4 Foundation



Overview

ITIL 4 Foundation is the most accepted foundation-level ITIL certification available for IT professionals. The newly updated ITIL guidance will be called ITIL 4 which reflects the new versions role in supporting individuals and organizations during the Fourth Industrial Revolution. The ITIL 4 Foundation course is designed to introduce students to the management of modern IT enabled services and the key concepts of service architecture. This course provides learners with an understanding of ITIL 4 including, common language and key concepts, the services lifecycle, how the lifecycle stages are linked, the processes involved, and the best practices for improving their work and the work of their organization.

ITIL4 Foundation Training Contents

Module 1: Basic concepts of service management

- What is ITIL?
- History of ITIL?
- The concepts of a service
- Services and service management
- Outcomes and outputs
- Costs and risks
- Utility, warranty and value
- Organizations
- Consumers, customers and users
- Sponsors
- Service offerings
- Service relationship management
- Service provision
- Service consumption
- Service management practices and processes
- Exercise 1: Basic concepts of service relationship management

Module 2: The four dimensions of service management

- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes
- Exercise 2: Understanding the four dimensions of service management

Module 3: Guiding principles of service management

- Understanding and using the 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 practical
- Optimize and automate
- Exercise 3: Understanding the guiding principles of service management

Module 4: The service value system and service value chain

- The services value system
- The service value chain
- Service value chain activities
- Plan
- Purpose
- Inputs and outputs
- Improve
- Purpose
- Inputs and outputs
- Engage
- Purpose
- Inputs and outputs
- Design and transition
- Purpose
- Inputs and outputs
- Obtain and build
- Purpose
- Inputs and outputs
- Deliver and support
- Purpose
- Inputs and outputs
- Exercise 4: Service value system and service value chain

Module 5: General management practices

- The general management practices
- Continual improvement
- The continual improvement model
- Information security management
- Relationship management
- Supplier management
- Exercise 5: The continual improvement register

Module 6: Service and technical management practices

- Service management practices
- Service level management
- Availability management
- Availability
- Capacity and performance management
- Service continuity management
- IT asset management
- IT asset
- Service configuration management
- Configuration item
- Change control
- Change
- Release management
- Monitoring and event management
- Event
- Incident management
- Incident
- Problem management
- Problem
- Known error
- Service request management
- The service desk
- The technical management practices
- Deployment management
- Exercise 6: Overall review

Module 7: Practice exam I

Module 8: Practice exam II

Module 9: ITIL 4 Foundation Certification exam

Learning Objective

- High level overview of ITIL v3's 5-step Lifecycle model and how the current 26 processes and functions map to the new ITIL 4 model
- The seven Guiding Principles of ITIL 4
- ITIL's new Service Value Chain
- The four dimensions of Service Management
- The 34 ITIL practices, with a focus on 18 of these
- Key concepts from Lean IT, Agile, DevOps, and Organizational Change Management, and why these are important to deliver business value