

# ITIL 4 FOUNDATION

## Overview

The ITIL 4 Foundation certification is designed as an introduction to ITIL 4 and enables candidates to look at IT Service Management through an end-to-end operating model for the creation, delivery and continual improvement of tech-enabled products and services. The ITIL 4 Foundation qualification is intended to introduce candidates to the management of modern IT-enabled services, to provide them with an understanding of the common language and key concepts, and to show them how they can improve their work and the work of their organization with ITIL 4 guidance. The qualification will provide the candidate with an understanding of the ITIL 4 service management framework and how it has evolved to adopt modern technologies and ways of working.

## Target Group

Those who require a basic understanding of the ITIL framework.

- Those who want to understand how ITIL can be used to enhance IT service management.
- IT professionals or others working within an organization that has adopted ITIL.
- Anyone who has interest in IT service management.

## Duration

5 Days

## Certificate

ITIL® 4 Foundation

## Governing Body

AXELOS

## Examination Body

PeopleCert

## Upon successful completion of this course, participants should be able to:

- A holistic approach to the facilitation of co-creation of value with customers and other stakeholders in the form of products and services.
- The guiding principles of ITIL 4.
- The four dimensions of Service Management.
- Key concepts from Lean, Agile, DevOps, and why these are important to deliver business value.

- How ITIL practices described in ITIL 4 will maintain the value and importance provided by the current ITIL processes, whilst at the same time expand to be integrated to different areas of service management and IT, from demand to value.

## **Course Outline**

### 1. Key Concepts of Service Management

- Definition
- Key Concepts of Creating Value with Services
- Key Concepts of Service Relationships

### 2. ITIL Guiding Principles

- Nature, Use and Interaction of the Guiding Principles
- Use of Guiding Principles

### 3. The Four Dimensions of Service Management

- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes

### 4. The ITIL Service Value System

- Guiding Principles
- Governance
- Service Value Chain
- Practices
- Continual Improvement

### 5. Service Value Chain

- Interconnected Nature of the Service Value Chain and How this Supports Value Streams
- Purpose of Value Chain

### 6. Key ITIL Practices

- Purpose of the ITIL Practices

### 7. Other ITIL Practices

- Detail of ITIL Practices