



# ITIL 4 Foundation



## Course Overview

ITIL® 4 Foundation introduces an end-to-end operating model for the creation, delivery and continual improvement of technology-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.

Furthermore, the qualification will provide the candidate with an understanding of the ITIL® 4 service management framework and how it has evolved to integrate new technologies and ways of working. The ITIL® 4 Foundation examination is intended to assess whether the candidate can demonstrate sufficient recall and understanding of the ITIL® 4 service management framework, as described in the syllabus below, to be awarded the ITIL® 4 Foundation qualification.

## Prerequisites

Some level of work experience in IT service support or IT service delivery is highly recommended.

## Target Audience

Help Desk Analyst

Network Specialist

Network Analyst

Network Administrator

IT Analyst

Network Manager

IT Manager

## Course Objectives

The course will help you to understand:

- How modern IT and digital service organizations operate
- How value streams increase speed and efficiency
- How cultural or behavioral principles guide work that benefits the wider organization
- How to use commonly used service management terms and concepts

## Target Audience

ITIL 4 Foundation is for anyone who needs to understand the key concepts of IT and digital service delivery, and who is interested in helping their organization embrace the new service management culture. It is for professionals at the start of their ITIL 4 journey or people looking to update their existing ITIL knowledge.

## Duration


3 Days

## Certifications

ITIL 4 Foundation

## Contact Us

  
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## Connect with us



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## Course Outline

### Module 1: Introduction

### Module 2: Key concepts of service management

- 2.1 The Concept of Value
- 2.2 Stakeholder and Service Consumer Roles
- 2.3 Service Offerings
- 2.4 Creating Value with Services

### Module 3: Key Concepts of ITIL 4

- 3.1 Four Dimensions of Service Agreement
- 3.2 ITIL Service Value System
- 3.3 Service Value Chain

### Module 4: The Guiding Principles

- 4.1 Introduction to the Guiding Principles
- 4.2 Using the Guiding Principles

### Module 5: ITIL 4 Management Practices

- 5.1 Purpose of the ITIL Practices
- 5.2 Overview of Eight ITIL Practices
- 5.3 Key Management Practices - Part 1
- 5.4 Key Management Practices - Part 2
- 5.5 Key Management Practices - Part 3

### Module 6: Course Review

