

ITIL® 4 Foundation with Case Study

Duration: 2 days; Instructor-led

WHAT YOU WILL LEARN

The ITIL 4 Foundation course is the entry level course for certification in IT Service Management (ITSM). This course covers the latest version (4 released 2019) of ITIL®. ITIL has led the IT Service Management (ITSM) industry with guidance, training and certification programmes for over 30 years. ITIL 4 brings ITIL up to date in 2019 by re-shaping much of the established ITSM practices in the wider context of customer experience, value streams, and digital transformation, as well as embracing new ways of working, such as Lean, Agile, and DevOps.

The key components of the ITIL 4 framework are the Service Value System and the Four Dimensions model.

Service value system (SVS) represents how components and activities of the organization facilitate value creation through IT-enabled services. Core components of the ITIL SVS are:

- ITIL service value chain
- ITIL practices
- ITIL guiding principles
- Governance and
- Continual improvement

AUDIENCE

Individuals at the start of their journey in Service Management; ITSM Managers and aspiring ITSM Managers; Individuals working in other parts of "IT" (digital, product, development) with strong interface with service delivery; Existing ITIL qualification holders wishing to update their knowledge.

PREREQUISITES

There are no pre-requisites for this course, although a basic knowledge of Service Management concepts will be helpful.

METHODOLOGY

This program will be conducted with interactive lectures, PowerPoint presentation, discussion and practical exercise.

COURSE OBJECTIVES

This course prepares students for the ITIL 4 Foundation exam. The ITIL 4 Foundation certificate is a requirement for attending any of the ITIL Managing Professional and ITIL Strategic leader modules that lead up to the ITIL master qualification.

Purpose of the exam is to test if participants can demonstrate enough recall and understanding of the ITIL 4 service management framework, as described in the AXELOS syllabus, to take the test and be awarded the ITIL 4 Foundation qualification.

OUTLINE

Module 1: Introduction

- IT Service Management, Agile and DevOps
- Influence of Lean, Agile, DevOps on IT Service Management
- Impact of Lean, Agile and DevOps on The Organization
- How ITIL Supports Agile
- DevOps
- ITIL 4 Design Rationale
- Key Components
- The Service Value System (SVS)
- ITIL guiding principles
- Governance
- The Service Value Chain (SVC)
- Key Concepts
- IT service management
- Value and value co-creation
- Stakeholders
- Services
- Value
- Service relationships

Module 2: Four Dimensions & Guiding Principles

- The Four Dimensions of Service Management
- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes
- The Guiding Principles
- The Service Value System (SVS) – Guiding Principles
- Focus on Value
- Start where you are
- Progress iteratively
- Collaborate & Promote Visibility
- Work holistically
- Keep it simple
- Optimize and automate

Module 3. Service Value Chain and Continual Improvement

- The Service Value Chain
- The Service Value Chain and The Value Streams
- Continual Improvement
- Continual Improvement

Module 4. Management Practices Overview

- What is a Practice?
- General Management Practices
- Continual Improvement (as General Management Practice)
- Information security management
- Relationship Management
- Supplier Management
- Service Management Practices
- Availability management & Availability
- Capacity and performance management
- IT asset management & IT asset
- Monitoring & event management
- Release management
- Service configuration management & Configuration item
- Service continuity management
- Technical Management
- Deployment Management

Module 5: Service Management Practices (Detailed)

- Change control
- Incident management
- Problem management
- Service desk
- Service level management
- Service request management