

## **ITIL4 Foundation Training**

Duration: 3 days; Instructor-led

### **WHAT YOU WILL LEARN**

This course is a three-day classroom training relevant for professionals who play a role in developing, implementing and managing IT services in order to understand, create and deliver business value. The course is based on the updated ITIL framework dubbed ITIL4.

The ITIL framework is used by millions of professionals globally. Businesses are built on ITIL. Every year, organisations invest heavily in adopting and adapting ITIL into their business practices and upskilling their workforce with ITIL qualifications. Extensive research by AXELOS, among a diverse group of stakeholders, has consistently shown that ITIL is fundamental to businesses, enables transformation and helps organizations realise value.

ITIL4 will help businesses navigate the new technological era, commonly known as the Fourth Industrial Revolution. The speed of current breakthroughs is disrupting almost every industry on a global scale. The Fourth Industrial Revolution is marked by emerging technology in fields including robotics, artificial intelligence, nanotechnology, quantum computing, biotechnology, the Internet of Things (IoT), 3D printing, autonomous vehicles and much more.

ITIL4 will provide a practical and flexible basis to support organizations on their journey into the new world of digital transformation by helping them align their human, digital and physical resources to compete within the modern complex landscape and adopt this emerging technologies into their IT operations

### **AUDIENCE**

The target audience for this course and qualification are:

- 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 prerequisites to attending the ITIL Foundation course or for sitting for the ITIL Foundation certification examination.

### **COURSE OBJECTIVES**

This course introduces the concept of the ITIL Service Value System (SVS). Additionally, key concepts of each element of the ITIL SVS such as Value Chain Activities, Practices and Value Streams will be expanded upon. By the end of this course, the following learning outcomes would have been achieved:

- Understand the key service management concepts
- Understand how the ITIL guiding principles can help an organization adopt and adapt servicemanagement
- Understand the four dimensions of service management
- Understand the purpose and components of the ITIL service value system
- Understand the activities of the service value chain, and how they interconnect
- Know the purpose and key terms of 18 ITIL practices with focus on 7 selected practices

### **OUTLINES**

#### **Module 1: Understand Key Concepts of Service Management**

- Service Management
- Service and relationship with Value, Outcome, Cost and Risks
- Service Consumers, Service Providers, Users, Customer
- Understanding Nature and Components of Value
- Value Co-Creation
- Understanding Service Relationships

#### **Module 2: ITIL 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

### **Module 3: ITIL Service Value System**

- Four Dimensions of Service Management
- Components of the Service Value System including Value Chain, Governance and Practices
- Value Chain Activities within the Value System

### **Module 4: ITIL Practices**

- 3 Categories of ITIL Practices
- Purpose and detailed look at selected Practices (including):
- Incident Management
- Problem Management
- Change Control
- Service Level Management
- Continual Improvement
- Service Request Management
- Service Desk
- Information Security Management
- Relationship Management
- Service Configuration Management
- Supplier Management
- Availability Management

### **Certification**

Participants who successfully complete the course and pass the examination will be recognized as certified with ITIL Foundation under the AXELOS certification scheme. Delegates who do not attain a passing score for the examination would be awarded a course attendance certificate only.

Anyone who takes an ITIL certification is entitled to one year's subscription to My ITIL which is included with their exam. A 'My ITIL' subscription is intended to support a candidate beyond their certification.

- There are case studies, practical guidance and examples that can be used, as well as further deep dives into the current and new guidance.
- Today there is a very complicated and complex business context to IT enabled services, and there is no single path to navigate it, but the further supplementary content and CPD (Continuing Professional Development) activity on the site will help with that navigation.
- The supplementary content and supporting CPD activities are extremely useful to candidates as they provide further clarity on specific areas of knowledge when using ITIL.

### **Examination**

The examination duration is 60 minutes and is a closed-book paper containing 40 MCQ (multiple choice questions) with 4 answers to select from for each question. Only one answer is correct. Each of the 40 questions carries 1 mark for the correct answer.

A candidate is expected to answer all questions and must attain a score of 65% (26/40) and above to pass the examination and qualify for certification.