

COURSE OUTLINE

ITIL® 4 Foundation

Duration: 2 Days

Prerequisites:

- Basic understanding of IT concepts and terminology: Familiarity with common IT terms and concepts will help in grasping the course content more effectively.
- Awareness of the importance of IT service management: An appreciation for how IT services contribute to achieving business objectives can provide a good foundation for learning ITIL® principles.
- No prior ITIL® or service management experience required: The ITIL® 4 Foundation course is designed as an entry-level qualification, so previous experience with ITIL® or service management processes is not necessary.
- Openness to learning new best practices: A willingness to learn and adapt to the ITIL® 4 framework and its approach to service management is crucial for success in the course.
- Basic literacy and comprehension skills: As the course material is in English, proficiency in reading and understanding English is important for following the lessons and preparing for the exam.
- Remember, the ITIL® 4 Foundation course is intended to be accessible to a wide audience with varying levels of IT knowledge. It serves as a starting point for anyone interested in IT service management, regardless of their current role or experience.

Course Description:

The ITIL® 4 Foundation course is a comprehensive training program that introduces learners to the latest iteration of IT Service Management (ITSM) best practices. It is designed to provide a fundamental understanding of the ITIL® framework and how it can be used to enhance the quality of IT service management within an organization. Throughout the course, participants will explore key concepts such as value co-creation, service relationships, and the guiding principles that underpin effective service management. The course is structured to help learners grasp the four dimensions of service management, the ITIL® service value system, and the importance of continual improvement. By engaging with case studies like Axle Car Hire, students will see real-world applications of ITIL® practices. Additionally, the course prepares individuals for the ITIL® 4 Foundation exam, which upon successful completion, validates their knowledge of the framework. This certification is beneficial for IT professionals seeking to align their skills with industry standards and contribute to their organizations' service management strategies.

Course Objectives:

- Understand the key concepts of IT service management and how ITIL® 4 supports modern ITSM practices.
- Identify the components of the ITIL® 4 service value system, including the service value chain and guiding principles.
- Recognize the importance of co-creating business value through IT-enabled services and products.
- Comprehend the four dimensions of service management and their relevance to delivering effective IT services.
- Apply the seven ITIL® guiding principles in a real-world context to improve service management practices.
- Learn about the continual improvement model and how it promotes ongoing enhancements in service management.
- Gain insights into ITIL® practices, with a focus on continual improvement, change control, incident, problem, and service request management.
- Understand the roles of the service desk and service level management in maintaining service quality and customer satisfaction.
- Explore the purpose and components of various ITIL® practices and how they contribute to an organization's overall service management capability.
- Prepare for the ITIL® 4 Foundation certification exam by understanding its structure and question types. Learn how to properly, effectively and legally dispose of IT assets at end-of-life

Intended Audience:

The ITIL® 4 Foundation course is designed for professionals seeking a fundamental understanding of IT service management.

- IT Service Managers
- IT Directors and Executives
- IT Support Staff

- IT Consultants
- Quality Analysts
- Process Owners
- IT Developers
- System Integrators
- Service Providers
- Application Managers
- Product Owners
- Business Relationship Managers
- Project Managers
- Business Analysts
- Managed Service Providers
- IT Architects
- Operations Managers
- IT Audit Managers
- IT Security Managers

Course Outlines:

Module 1: Course Introduction

- Course Overview
- Course Learning Objectives
- Course Structure
- Introduction to IT Service Management in the Modern World
- Structure and Benefits of ITIL® 4
- Case Study: Axle CarHire
- Exam Details

Module 2: Service Management: Key Concepts

- Intent and Context
- Value and Value Co-Creation
- Value: Services, Products, and Resources
- Service Relationships
- Value: Outcomes, Costs and Risks

Module 3: The Guiding Principles

- Identifying Guiding Principles
- Topics Covered
- The Seven Guiding Principles
- Applying the Guiding Principles

Module 4: The Four Dimensions of Service Management

- The Four Dimensions
- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes
- External Factors and the Pestle Mode

Module 5: Service Value System

- Overview of Service Value System
- Overview of the Service Value Chain

Module 6: Continual Improvement

- Introduction to Continual Improvement
- The Continual Improvement Model
- Relationship between Continual Improvement and Guiding Principles

Module 7: Overview of ITIL® Practices

- Purpose of ITIL® Practices
- The Continual Improvement Practice
- The Change Control Practice
- The Incident Management Practice
- The Problem Management Practice
- The Service Request Management Practice
- The Service Desk Practice
- The Service Level Management Practice

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