



## ITIL® 4 Foundation

### Description

#### **We train you in the ITIL® 4 organizational approach**

This course allows participants to discover the new ITIL® and its comprehensive approach based on the Service Value System (SVS), including its principles, dimensions, and practices (formerly processes and functions) to effectively deliver value to the business. Learn how to master the ITIL® 4 approach to transform IT service management within your organization. Designed by experts, this course provides you with a deep understanding of key concepts, modern practices such as Agile and DevOps, and tools to optimize value creation and digital transformation.

#### **We prepare you for the ITIL® 4 Foundation exam**

This ITIL certification training supports and prepares you optimally to succeed in your ITIL® 4 Foundation exam, which is included in this training. This exam certifies your understanding of the various concepts related to this new version.

### Course Content

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

- Some basic definitions
- Key concepts of value creation
- Key concepts of service relationships

#### **Module 2: Understanding How ITIL® Guiding Principles Help Organizations Adopt and Adapt Service Management**

- Describe the nature, use, and interactions of service management principles
- Explain the use of service management principles

#### **Module 3: Understanding the Four Dimensions of Service Management**

- Describe the four dimensions of service management

#### **Module 4: Understanding the Nature and Components of the Service Value System (SVS)**

- Describe the Service Value System

## **Module 5: Understanding the Activities of the Service Value Chain and Their Interconnections**

- Describe the nature of the Service Value Chain and understand how it supports value streams

## **Module 6: Knowing the Purpose and Terms of 18 ITIL® Practices**

- Recall the nature of certain ITIL® practices
- Recall some key definitions

## **Module 7: Understanding the 7 ITIL® Practices**

- Explain 7 practices in more detail

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### **Documentation**

Official courseware ITIL® 4 Foundation

### **Exam**

This course prepares to the ITIL® 4 Foundation exam included in the course price.

- Duration: 1 hour
- 40 multiple-choice questions
- Passing score 65%

It also delivers 21 PDUs for PMP® credential holders.

### **Participant profiles**

- All professionals who need to manage services through the new Service Value System (SVS) proposed by ITIL®
- Any people who wish to formalize their experience in service management or to compare it with proposed ITIL® principles, dimensions, and practices
- Anyone already using ITIL® and who want to understand the huge add-ons proposed by the new version

### **Prerequisites**

- No prerequisites

### **Objectives**

- Understand the key concepts of service management
- Understand how ITIL guiding principles can help an organization
- Understand the 4 dimensions of service management
- Know the purpose and key terms of 18 ITIL® practices
- Understand the 7 ITIL® practices

### **Description**

ITIL® 4 Foundation Training

### **Niveau**

Fondamental

### **Classroom Registration Price (CHF)**

2350

### **Virtual Classroom Registration Price (CHF)**

2200

**Duration (in Days)**

3

**Reference**

ITIL4-01