

ITIL® 4 Foundation

Description

This course introduces attendees to the new ITIL® and its holistic view of a Service Value System (SVS), including its principles, dimensions and practices (formally processes and functions) in order to effectively provide value to the business.

Classroom Registration Price (CHF)

2350

Virtual Classroom Registration Price (CHF)

2200

Course Content

Module 1: Understand the key concepts of service management

- Lesson 1: Some definitions
- Lesson 2: Key concepts of creating value
- Lesson 3: Key concepts of service relationships

Module 2: Understand how ITIL® guiding principles can help an organization to adopt and adapt service management

- Lesson 1: Describe nature, usage and interaction of guiding principles
- Lesson 2: Explain usage of guiding principles

Module 3: Understand the 4 dimensions of service management

- Lesson 1: Describe the 4 dimensions of service management

Module 4: Understand the purpose and components of ITIL® Service Value System (SVS)

- Lesson 1: Describe the ITIL® Service Value System

Module 5: Understand activities of the Service Value Chain and their interconnections

- Lesson 1: Describe interconnected nature of the Service Value Chain and how this supports value streams

Module 6: Know the purpose and key terms of 18 ITIL® practices

- Lesson 1: Recall purpose of some ITIL® practices
- Lesson 2: Recall definitions

Module 7: Understand the 7 ITIL® practices

- Lesson 1: Explain some practices in 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 14 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

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Duration (in Days)

3

Reference

ITIL4-01