

ITIL Foundation V4 Online

Delivery Method : Online

Code : ITILFV40

Duration : 180 days

What you will learn

ITIL training provides individuals with a structured approach for developing their competencies in the current and future workplace. The accompanying guidance also helps organizations to take advantage of the new and upcoming technologies, succeed in making their digital transformations, and create value as needed for themselves and their customers.

ITIL 4's holistic approach raises the profile of service management in organizations and industries, setting it within a more strategic context. Its focus tends to be on end-to-end product and service management, from demand to value.

This course leads to the ITIL® Foundation level certification. Delegates are prepared for the Foundation examination. The Foundation qualification is a pre-requisite for the ITIL Intermediate examinations.

The ITIL Foundation examination is a closed- book 60 minute 40 multiple choice question paper. The pass mark is 65% (26 marks required to pass out of 40 available).

Audience Profile

The target groups of the ITIL® Foundation Certificate are:

- Individuals who require a basic understanding of the refreshed ITIL® framework and how it may be used to enhance the quality of IT service management within an organization.
- IT professionals that are working within an organization that has adopted and adapted ITIL®, who need to be informed about and thereafter contribute to, an ongoing service improvement programme.

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Prerequisites

There are no pre-requisites for this course.

Course Learning Objectives

- To provide a basic understanding of the ITIL framework
- To understand how ITIL can be used to enhance the quality of IT service management within an organization
- To enable comprehension and / or awareness of key areas of the ITIL framework:
- To prepare to sit the ITIL Foundation Exam

What is included

- **Chapter Tests and Evaluation Tests:** These tests assess the delegate's degree of understanding of the respective chapter content.
- **AXELOS Sample Papers:** To get a feel of the actual ITIL Foundation exam, take the AXELOS full length sample papers as part of our online course and assess your responses with the provided answers to the same.

Investment

- USD 600.00
- **ITIL V4 Certification Exam:** Please note that the certification exam is part of this course.

Payment

Link: www.paypal.me/Primeconsultores



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Course Outline

Introduction to ITIL V4

Key Concepts of Service Management

- Key Concepts
- Products and Services
- Value: Outcomes, Costs, and Risks

Four Dimensions of Service Management

- Dimensions of Service Management
- Partners and Suppliers
- Value Streams for Service Management

ITIL Service Value System

- The ITIL Service Value System
- Organizational Agility and Organizational Resilience
- ITIL, Agile, and DevOps
- Current State Assessment
- Collaboration and Visibility
- Simplicity and Practicality
- Optimization and Automation
- Service Value Chain
- Value Chain Activities
- Continual Improvement
- Continual Improvement – Guiding Principles

ITIL Management Practices

- ITIL Management Practices
- General Management Practices
- Continual Improvement
- Knowledge Management
- Organizational Change Management
- Portfolio Management
- Project Management and Relationship Management
- Risk Management and Service Financial Management
- Strategy Management and Supplier Management
- Workforce and Talent Management
- Availability Management and Business Analysis
- Capacity Management and Change Control
- Incident Management and IT Asset Management
- Monitoring and Event Management, and Problem Management
- Release Management and Service Catalogue Management
- Service Configuration Management and Service Continuity Management
- Service Design
- Service Desk and Service Level Agreement
- Service Request Management and Service Validation and Testing
- Technical Management Practices