ITIL® 4
Foundation

ITIL 4 – The essential starting point for anyone wanting to get started in ITIL.

Duration: 2

ITIL 4 is the result of a great amount of global research and development work across the IT and service management industries. It has been designed to help organisations meet the increasing challenges of today's complex digital environment by integrating concepts from Agile, DevOps and Design Thinking. ITIL 4 represents an advanced guidance that prepares organisations for success in their digital transformation journey by focusing on creating and delivering value to their customers.

ITIL 4 Certification Scheme

The new ITIL 4 Certification Scheme comprises a number of modules:

- ITIL 4 Foundation Certificate
- Three ITIL Specialist modules (Create, Deliver & Support; Drive Stakeholder Value; High Velocity IT)
- ITIL Strategist
- ITIL Leader

There are two high-level qualifications - ITIL® Managing Professional (MP) and ITIL® Strategic Leader (SL) with ITIL Master being the highest level. Further details are on our web site.

Who Should Attend

The ITIL 4 Foundation course is appropriate for:

- Any individual working in an IT environment who requires a basic understanding of the ITIL Best Practice framework
- Any individual who needs a greater understanding of how an organisation can make use of ITIL to enhance the quality of IT services and the managing thereof
- Anyone who may have an interest in the subject such as Business Owners, IT Managers, Project Managers, Service Desk staff, Operations staff, Developers
- APMG Accredited AgilePM Foundation Exam

Learning Outcomes

The aim of this course is for each participant to be able to:

- Understand and use the ITIL terminology and key concepts
- Understand the four dimensions of service management that collectively provides a holistic approach to the delivery of service value to the customers
- Understand the ITIL Management Practices
- Understand the ITIL Service Value System
- Understand the ITIL Guiding Principles, the need for Governance and Continual Improvement

Course Contents

1. Introduction
- History of ITIL
- IT Service Mgmt in the modern world
- About ITIL 4
- The structure and benefits of the ITIL 4 Framework

2. Key Concepts
- Value and value co-creation
- Organisations, service providers, service consumers, and other stakeholders
- Products and services
- Service relationships
- Value: outcomes, costs and risks

3. The Four Dimensions of Service Management
- Organisations and people
- Information and technology
- Partners and suppliers
- Value streams and processes
- External factors

4. The ITIL Service Value System
- Opportunity, demand and value
- ITIL Guiding Principles
- Governance
- Service Value Chain
- Continual Improvement

5. ITIL Management Practices

5.1 General Management Practices
- Continual Improvement
- Information Security Management
- Relationship Management
- Supplier Management

5.2 Service Management Practices
- Availability Management
- Capacity Performance Management
- Change Control
- Incident Management
- IT Asset Management
- Monitoring and Event Management
- Problem Management
- Release Management
- Service Configuration Management
- Service Continuity Management
- Service Desk
- Service Level Management
- Service Request Management

5.3 Technical Management Practices
- Deployment Management

ALC is accredited by PEOPLECERT on behalf of AXELOS to deliver ITIL 4 Training