



# ITIL® 4 Foundation Certification Course

Course ISI-1315E    3 Days    Instructor-led, Hands-on

## Introduction

ITIL® 4 is built on the established core of best practice in the ITIL® guidance. ITIL® 4 provides a practical and flexible approach to move to the new world of digital transformation and embrace an end-to-end operating model for the delivery and operation of products and services. ITIL® 4 also provides a holistic end-to-end picture that integrates frameworks such as Lean IT, Agile, and DevOps.

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The ITIL® 4 Foundation Pro is a 3-day classroom room based on the exam specifications specified by AXELOS for the ITIL® 4 Foundation certification. The fundamental objective of this course is to help the participants understand the key concepts of service management and the ITIL® 4 service management framework and prepare for the ITIL® 4 Foundation exam. In addition, the Pro edition offers a rich learning experience that helps the participants understand ITIL® 4 and relate ITIL® to their own work environment. This rich learning experience is supported by additional learning tools such as pre-course reading materials, post-course reading material, and a set of quick reference cards.

The ITIL® 4 Foundation course fundamentally targets the participants in the IT and business domains who wish to take first steps in service management or who are familiar with earlier versions of ITIL® and/or other sources of industry best practice and wish to learn about ITIL® 4. This course and the related certification can be beneficial for the following roles:

- IT Support Staff
- IT Consultants
- Business Managers
- Business Process Owners
- IT Developers
- Service Providers
- System Integrators

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## At Course Completion

At the end of this course, participants will be able to:

- Understand the key concepts of ITIL® service management.
- Understand how ITIL® guiding principles can help an organization to adopt and adapt ITIL® service management.
- Understand the four dimensions of ITIL® service management.
- Understand the purpose and components of the ITIL® service value system, and activities of the service value chain, and how they interconnect.
- Understand the key concepts of continual improvement.
- Learn the various ITIL® practices.

## Prerequisites

Experience and knowledge of IT computing environments are useful, but not essential.

## Course Materials

The student kit includes a workbook and other necessary materials for this class.

## Course Outline

### Module 1: Course Introduction

- Let's Get to Know Each Other
- Course Overview
- Course Learning Objectives
- Course Structure
- Course Agenda
- Introduction to IT Service Management in the Modern World
- Introduction to ITIL® 4
- Structure and Benefits of ITIL® 4
- Case Study: Axle Car Hire
- Case Study: Meet the Key People at Axle
- Case Study: The CIOs Vision for Axle
- Exam Details
- ITIL® 4 Certification Scheme

### Module 2: Service Management: Key Concepts

- Intent and Context
- Key Terms Covered in the Module
- Module Learning Objectives
- Value and Value Co-Creation
- Value: Service, Products, and Resources

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- Service Relationships
- Value: Outcomes, Costs, and Risks

### **Module 3: The Guiding Principles**

- Intent and Context
- Identifying Guiding Principles
- Key Terms Covered in the Module
- Module Learning Objectives
- The Seven Guiding Principles
- Applying the Guiding Principles

### **Module 4: The Four Dimensions Of Service Management**

- Intent and Context
- The Four Dimensions
- Key Terms Covered in the Module
- The Four Dimensions and Service Value System
- Module Learning Objectives
- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes
- External Factors and Pestle Model

### **Module 5: The Service Value System**

- Intent and Context
- Service Value System and Service Value Chain
- Module Learning Objectives
- Overview of Service Value System
- Overview of the Service Value Chain

### **Module 6: Continual Improvement**

- Intent and Context
- Key Terms Covered in the Module
- Introduction to Continual Improvement
- Module Learning Objectives
- The Continual Improvement Model
- Relationship between Continual Improvement and Guiding Principles

### **Module 7: The ITIL® Practices**

- Intent and Context
- ITIL® Management Practices
- Key Terms Covered in the Module



- Module Learning Objectives
- 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
- Purpose of ITIL® Practices