

ITIL 4 Foundations Certification

Course Summary

Description

This course is designed to prepare students to sit for the ITIL 4 Foundation Exam which leads to the internationally recognized ITIL 4 Foundation Certification.

Objectives

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

- Key concepts of IT service management
- ITIL's guiding principles and how they assist an organization to adopt and adapt service management
- The four dimensions of service management
- ITIL's service value system and its components including the service value chain and service value streams
- Key ITIL practices
- How to prepare for the ITIL 4 Foundation exam

Topics

- Course Introduction: ITIL® 4 Foundation
- Exam Tips
- High-Level Service Management & Key Elements of ITIL 4
- ITIL 4 Key Concepts
- Service - Definition & Key Features
- Service Offerings & Relationship
- Putting it All Together
- The Service Relationship Model
- Axel Car Hire Example
- Criticality of Value
- The Dimensions of Service Management
- Key Features of Information & Technology
- Partners & Suppliers
- Value Streams and Processes
- Introduction to ITIL's Service Value System (SVS)
Service Value System Components
- Overview of ITIL's Service Value Chain (SVS)
Service Value Chain – Plan
- Service Value Chain – Improve
- Service Value Chain – Engage
- Service Value Chain – Design & Transition
- Service Value Chain – Obtain/Build & Deliver & Support
- ITIL's 7 Guiding Principles
- Start Where You Are
- Progress Iteratively with Feedback
- Think and Work Holistically
- Optimize & Automate
- Introduction to Key ITIL Practices
- General Management Practices
- Continual Improvement
- The Continual Improvement Model
- Continual Improvement & Guiding Principles
- Service Management Practices (SMP)
- Service Management Practices - Change Control
- Service Management Practices - Incident Management
- Service Management Practices - Problem Management
- Service Management Practices - Service Requests Management
- Service Management Practices - The Service Desk
- Service Level Management (SLM)
- Information Analysis for Service Level Management
- Technical Management Practices
- Conclusion

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Course Summary (cont'd)

Audience

This course is designed to prepare students to sit for the ITIL 4 Foundation Exam which leads to the internationally recognized ITIL 4 Foundation Certification.

- Everyone who is ITIL V3 Foundation Certified
- Everyone who is new to ITIL getting ITIL Foundation Certified for the first time
- All ITIL V3 Certificate holders who want to understand what ITIL 4 covers in order to prepare their organizations to adopt and adapt ITIL 4 into their organization

Prerequisites

There are no prerequisites to take the ITIL 4 Foundation Course.

Duration

Four and one half hours

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Course Outline

I. Course Introduction: ITIL® 4 Foundation

- A. The Nature of the Class
- B. Agenda
- C. AXELOS ITIL 4 Schema
- D. Available Resources

- F. Outcome
- G. Output
- H. Risk

II. Exam Tips

- A. Understanding the Exam Process
- B. Exam Questions and Grading
- C. Taking the Exam
- D. Using the Practice Exams

X. Critically of Value

- A. Utility
- B. Warranty

III. High-Level Service Management & Key Elements of ITIL 4

- A. Where are Services and Service Management Today?
- B. Introduction to the Key Elements of ITIL 4:
- C. Service Value System (SVS)
- D. Four Dimensions Model

XI. The Dimensions of Service Management

- A. Overview of the Four Dimensions
- B. Organizations & People
- C. Information & Technology
- D. Partners & Suppliers
- E. Value Streams & Processes
- F. Organization & People
- G. Culture

IV. ITIL 4 Key Concepts

- A. 15 Terms
- B. Practical Application
- C. Axel Car Hire

XII. Key Features of Information & Technology

- A. The Changing Role of Technology
- B. The Value of Technology
- C. The Importance of Data

V. Service - Definition & Keys Features

- A. What is a Service?
- B. Service Provision
- C. Service Offering
- D. Service Relationship Management
- E. Organizational Service Management

XIII. Partners & Suppliers

- A. Making it All Work
- B. Partners & Suppliers
- C. Contracts and Agreements

VI. Service Offerings & Relationship

- A. Goods
- B. Provisioning
- C. Consumption

XIV. Value Streams and Processes

- A. The Service Value System
- B. The Service Value Chain
- C. Value Streams
- D. Processes

VII. Putting it All Together

- A. Example

XV. Introduction to ITIL's Service Value System (SVS)

- A. The Objectives
- B. The Purpose
- C. Overview

VIII. The Service Relationship Model

XVI. Service Value System Components

- A. Governance
- B. Practices
- C. Service Value Chain
- D. The Impact of a Poor SVS

IX. Axel Car Hire Example

- A. Value
- B. Value Co-Creation
- C. Utility
- D. Warranty
- E. Cost

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Course Outline (cont'd)

XVII. Overview of ITIL's Service Value Chain (SVS)

- A. Value Chain Activities
- B. What's included, What's not
- C. Triggers
- D. Service value Streams
- E. Key Exam Tip

XVIII. Service Value Chain – Plan

- A. The Purpose
- B. What's Included

XIX. Service Value Chain – Improve

- A. The Purpose
- B. What's Included

XX. Service Value Chain – Engage

- A. The Purpose
- B. What's Included

XXI. Service Value Chain – Design & Transition

XXII. Service Value Chain – Obtain/Build & Deliver & Support

- A. The Purpose
- B. What's Included

XXIII. ITIL's 7 Guiding Principles

- A. What They Do
- B. How They Help
- C. What They Are
- D. Exam Tip
- E. Focus on Value

XXIV. Start Where You Are

- A. Definition
- B. How it Works

XXV. Progress Iteratively with Feedback

- A. Definition
- B. Application
- C. Collaborate & Promote Visibility
- D. Definition
- E. Application
- F. Agile, Lean & DevOps

XXVI. Think and Work Holistically

- A. Definition
- B. Implications
- C. Keep it Simple and Practical
- D. Why Simple is Important
- E. Practical Solutions

XXVII. Optimize & Automate

- A. Technology VS. Human Oversight
- B. Benefits of Automation

XXVIII. Introduction to Key ITIL Practices

- A. Introduce the Concept of a "Practice"
- B. Introduce the Three Groups of ITIL Practices
- C. General Management
- D. Service Management
- E. Technical Management

XXIX. General Management Practices

- A. Purpose Statements
- B. Information Security Management
- C. Relationship Management
- D. Supplier Management

XXX. Continual Improvement

- A. The Purpose
- B. The Scope
- C. Key Activities
- D. Methods and Models
- E. Approaches – Lean, Agile, DevOps

XXXI. The Continual Improvement Model

- A. What Does it Say?
- B. How it Works

XXXII. Continual Improvement & Guiding Principles

- A. The Details
- B. Collaborate & Promote Visibility

XXXIII. Service Management Practices (SMP)

- A. Discuss the Purpose of:
- B. IT Asset Management
- C. Monitoring and Event Management
- D. Release Management
- E. Service Configuration Management

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Course Outline (cont'd)

XXXIV. Service Management Practices - Change Control

- A. The Definition
- B. The Importance of Change Enablement
- C. Emergency Change

XXXV. Service Management Practices - Incident Management

- A. The Definition
- B. The Purpose
- C. The Process

XXXVI. Service Management Practices - Problem Management

- A. The Purpose
- B. The Definition
- C. Phases

XXXVII. Service Management Practices - Service Requests Management

- A. The Definition
- B. The Purpose
- C. Types of Requests
- D. Guidelines

XXXVIII. Service Management Practices - The Service Desk

- A. The Purpose
- B. The Function
- C. Practical Application

XXXIX. Service Level Management (SLM)

- A. The Purpose
- B. The Definition
- C. Skills and Competencies

XL. Information Analysis for Service Level Management

- A. The Process
- B. Information Sources

XLI. Technical Management Practices

- A. Discuss the Purpose of:
- B. Deployment Management
- C. Review the Discussed ITIL Practices

XLII. Conclusion

- A. Review Exam Content
- B. Final Thoughts on Taking the Exam