



IT4IT™ Foundation Course

Course Overview

The IT4IT™ Foundation course explains the key strategies and approaches for offering effective IT services. The course introduces the IT4IT Reference Architecture, which is a standard reference architecture necessary for building and managing an efficient IT organization. The IT4IT Reference Architecture uses a value chain model, which highlights key streams of work that should be undertaken within IT to identify the activities that add value to organization’s business.

This course is interactive and thought provoking. The course includes:

- Group discussions
- Practical “take-aways”
- Practice exam

Course Duration	CPE	Delivery Format
2 days	13	Virtual Classroom Group Training

What You'll Learn

- At the end of this course, participants will be able to:
- Understand the basic concepts of IT4IT value streams and the IT4IT Reference Architecture.
 - Define the key IT4IT Reference Architecture terminologies.
 - Understand the IT4IT Certification program.
 - Explain the key objectives of four IT4IT value streams.
 - Define the functional components of the four IT4IT value streams.
 - Prepare for the IT4IT exam.

Who Needs To Attend

IT Operations Manager, Service Manager, IT Auditor, IT Security Manager, Project Manager, Process Manager, Change Manager, Problem Manager, Incident Manager, Service Level Manager, Customer Support Technician



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