



ITIL 4 Foundation Course

Course Overview

This exciting and dynamic 2-day course introduces learners to a new way of looking at IT Service Management through a Service Value System (SVS). ITIL 4 takes you through the Service Value System (SVS), which provides a holistic end-to-end picture of what it really means to contribute to business value, and also integrates concepts from models such as Lean IT, Agile and DevOps.

This course utilizes an engaging approach to learning the core disciplines of the updated ITIL best practice. This course also positions the student to successfully complete the associated exam, required for entry into the future updated ITIL Specialist level training courses. ITIL supports organizations and individuals to gain optimal value from IT and digital services. It helps define the direction of the service provider with a clear capability model and aligns them to the business strategy and customer needs.

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

What You'll Learn

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

- Understand the high level overview of ITIL v3's 5-step Lifecycle model and how the current 26 processes and functions map to the new ITIL 4 model
- Know the seven Guiding Principles of ITIL 4
- Understand ITIL's new Service Value Chain
- Understand four dimensions of Service Management
- Know the 34 ITIL practices, with a focus on 18 of these
- Know and understand the key concepts from Lean IT, Agile, DevOps, and Organizational Change Management, and why these are important to deliver business value

Who Needs To Attend

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