



# ITIL 4 Foundation Course

## Course Overview

This exciting and dynamic 2-day course, fully updated for ITIL 2011, introduces learners to the lifecycle of managing IT services to deliver to business expectations. As well as an engaging approach to learning the core disciplines of the ITIL best practice, this course also positions the student to successfully complete the associated exam, required for entry into the future ITIL intermediate level training courses. Certification exam voucher included!

The ITIL best practice is composed of five core disciplines: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement. These disciplines represent a service life cycle framework that further enhances alignment to the business while demonstrating business value, ROI and enabling IT to solve specific operational 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:

- Comprehend Service Management as a practice
- Understand the Service Lifecycle
- Know the generic concepts and definitions
- Understand the key principles and models used behind selected processes
- Identify the selected processes
- Understand the selected functions and roles
- Comprehend the technology and architecture of the Service Lifecycle
- Comprehend competence and training

## Who Needs To Attend

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