

ITIL® 4 Foundation

Duration: 3 Days

ITIL (Information Technology Infrastructure Library) is a set of publications owned by AXELOS which brings together best practices to maximize the added value of information technologies and digital services. Following the 4th Industrial Revolution, characterized by the digital transformation of society, it became necessary to be more agile, able to constantly adapt to constantly changing needs. ITIL 4 extends the previous version 3 / Edition 2011 for operational models incorporating new practices adapted to this digital transformation, Agility or DevOps culture. The participants in this training will familiarize themselves with the vocabulary and issues of ITIL and will actively prepare for obtaining the ITIL Foundation certification which they will pass on the 3rd day.

Audience

This course is intended for Managers, supervisors, team leaders, consultants and operational staff.

Objectives

At the conclusion of this course, attendees will be able to:

- Master the key concepts, 7 principles and practices of IT service management based on ITIL,
- Understand the value chain of IT service management,
- Calmly integrate a team using the ITIL approach in a digital context,
- Prepare and pass the ITIL 4 Foundation certification.

Course Syllabus

1. ITIL 4 OVERVIEW

- ITIL 4 Structure,
- ITIL 4 contributions.

2. SERVICE MANAGEMENT KEY CONCEPTS

- Value and co-creation,
- Service providers, consumers and other stakeholders,
- Products and services, the configuration of resources to create Value,
- Service relationship management,
- Outcome, costs and risks, utility and warranty.

3. THE 4 DIMENSIONS OF SERVICE MANAGEMENT

- Organizations and people,
- Information and technology,
- Partners and suppliers,
- Value streams and processes.

4. THE 7 GUIDING PRINCIPLES

- Focus on value,
- Start where you are,
- Progress iteratively with feedback,
- Collaborate and promote visibility,
- Think and work holistically,
- Keep it simple and practical,
- Optimize and automate.

5. GOVERNANCE

- Governance and organizations,
- Service value stream governance,

6. THE SERVICE VALUE STREAM

- Plan,
- Improve,
- Engage,
- Conception a& Transition,
- Obtain/build,
- Deliver & support.

7. CONTINUAL IMPROVEMENT

- The continual improvement model,
- The guiding principles.

8. SERVICE MANAGEMENT PRACTICES

- General management practices,
- Service management practices,
- Technical management practices.

9. EXAM PREPARATION

10. OFFICIAL ITIL 4 FOUNDATION EXAM

ITIL® 4 Foundation

Fees include :



- This training is accredited AXELOS / PeopleCert and is delivered by and AXELOS accredited trainer
- Certification fees are included in the price of the training session
- At the end of the session, an attendance certificate will be delivered worth 21 CPD credit