



ITIL 4 Foundation

COURSE OVERVIEW

ITIL 4 Training will equip students with:

- A holistic approach to the facilitation of co-creation of value with customers and other stakeholders in the form of products and services
- The guiding principles of ITIL 4
- The four dimensions of Service Management
- Key concepts from Lean, Agile, DevOps, and why these are important to deliver business value
- How ITIL practices described in ITIL 4 will maintain the value and importance provided by the current ITIL processes, whilst at the same time expand to be integrated to different areas of service management and IT, from demand to value.

An exam voucher is included with this course!

BONUS: Sometimes, the exam result may not be the expected one. Now, you can redeem the Take2 re-sit option that allows you to retake your exam in case of an unsuccessful result, within 6 months of your initial exam.

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WHO WILL BENEFIT FROM THIS COURSE?

ITIL 4 Foundation is suitable for individuals who require a basic understanding of the ITIL framework and how it may be used to enhance the quality of IT service management within an organization. The certification also applies to IT professionals who work within an organization that has adopted ITIL and so need to be aware of and contribute to the overall service improvement programme.

ITIL 4 continues to support the ITSM community while expanding to a wider range of professionals working in the digital world, guiding how IT interfaces with, and leads the wider business strategy.

PREREQUISITES

There are no pre-requisites for this course, although a basic knowledge of Service Management concepts will be helpful.

COURSE OBJECTIVES

ITIL 4 is the next evolution of ITIL, providing a practical and flexible transition that allows organizations to adopt the new ways of working required by the modern digital world. It provides an end-to-end IT/digital operating model for the delivery and operation of tech-enabled products and services and enables IT teams to continue to play a crucial role in wider business strategy.



You'll gain a new way to look at IT Service Management through a Service Value System. This provides a holistic framework which creates value in our increasingly complex, and high-velocity environment.

- Understand the key concepts of service management.
- Understand how the ITIL guiding principles can help an organization adopt and adapt service management.
- Understand the four dimensions of service management.
- Understand the purpose and components of the ITIL service value system.
- Understand the activities of the service value chain, and how they interconnect.
- Know the purpose and key terms of 15 ITIL practices, and details of 7 ITIL practices.
- Prepare for the ITIL 4 Foundation exam.

COURSE OUTLINE

Day 1

1. Course Introduction
 - Overview, objectives, agenda, introductions
 - About the exam
 - Introduction to ITIL 4
2. Service Management
 - Value and co-creation
 - Stakeholders in service management
 - Products and services
 - Service relationships
 - Value: outcomes, costs and risks
3. Guiding Principles
 - Overview
 - Guiding principles descriptions
4. Service Management Dimensions Overview
 - Descriptions of the four dimensions

Day 2

5. Service Value System
 - Service value components
 - Organizational considerations
6. Service Value Chain
 - Overview
 - Value chain activities
7. ITIL Practices
 - Introduction



- General management practices
 - Service management practices
 - Technical management practices
8. Closing and Exam Preparation

Day 3

- Test preparation session with your instructor.

WHY TRAIN WITH SUNSET LEARNING INSTITUTE?

Sunset Learning Institute (SLI) has been an innovative leader in developing and delivering authorized technical training since 1996. Our goal is to help our customers optimize their technology Investments by providing convenient, high quality technical training that our customers can rely on. We empower students to master their desired technologies for their unique environments.

What sets SLI apart is not only our immense selection of trainings options, but our convenient and consistent delivery system. No matter how complex your environment is or where you are located, SLI is sure to have a training solution that you can count on!

Premiere World Class Instruction Team

- All SLI instructors have a four-year technical degree, instructor level certifications and field consulting work experience
- Sunset Learning has won numerous Instructor Excellence and Instructor Quality Distinction awards since 2012

Enhanced Learning Experience

- The goal of our instructors during class is ensure students understand the material, guide them through our labs and encourage questions and interactive discussions.

Convenient and Reliable Training Experience

- You have the option to attend classes live with the instructor, at any of our established training facilities, or from the convenience of your home or office
- All Sunset Learning Institute classes are guaranteed to run – you can count on us to deliver the training you need when you need it!

Outstanding Customer Service

- You will work with a dedicated account manager to suggest the optimal learning path for you and/or your team
- An enthusiastic student services team is available to answer any questions and ensure a quality training experience

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