ITIL® V4 Foundation

Course Code ITL4F
Duration 3 days

Overview

The ITIL® V4 Foundation course will give students an understanding of the common language and key concepts of ITIL® V4. Furthermore, the qualification will enable students to progress onto more specialised ITIL® V4 courses and qualifications.

Audience

The target group for the ITIL® v4 Foundation Certificate in IT Service Management is:

- ▶ Individuals at the start of their journey in Service Management.
- ▶ ITSM Managers and aspiring ITSM Managers.
- ▶ Individuals working in other parts of IT (digital, product or development) with interface to the service delivery.
- ▶ Existing ITIL qualification holders wishing to update their knowledge.

This may include but is not limited to IT Professionals, Business Managers and Business Process Owners.

Learning Objectives

By actively participating in this course, delegates will be able to:
- ▶ Understand the key concepts of service management.
- ▶ Understand how the ITIL® guiding principles can help an organisation adopt and adapt service management.
- ▶ Describe the nature, use and interaction of the seven guiding principles.
- ▶ Understand the purpose and components of the ITIL® service value system.
- ▶ Understand the activities of the service value chain and how they interconnect and describe the inputs, out puts and purpose of each value chain activity.
- ▶ Recall the purpose of the ITIL® practices.
- ▶ Be able to describe the purpose of key ITIL® practices.

Pre-Requisites

Whilst this course has no specific pre-requisites, it is assumed that students will have a basic understanding of IT and IT concepts.

Course Contents

Candidates can expect to gain comprehension and awareness in the following topics upon successful completion of the education and examination components related to this certification.

Key Concepts of Service Management

The ITIL® 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.
- » Optimise and automate.

The Purpose and Components of the ITIL® Service Value System

The Activities of the Service Value Chain and how they Interconnect.

Describe the inputs, outputs and purpose of each value chain activity:
- » Plan
- » Improve
- » Engage
- » Design and transition
- » Obtain/build
- » Delivery & Support

Recall the Purpose of the following ITIL® Practices:

- » Information security management
- » Relationship management
- » Supplier management
- » IT asset management
- » Monitoring and event management
- » Release management
- » Service configuration management
- » Deployment management
- » Continual improvement
- » Change control
- » Incident management
- » Problem management
- » Service request management
- » Service desk
- » Service level management

The following ITIL® practices are covered in more detail:

- » Continual improvement
- » Change control
- » Incident management
- » Problem management
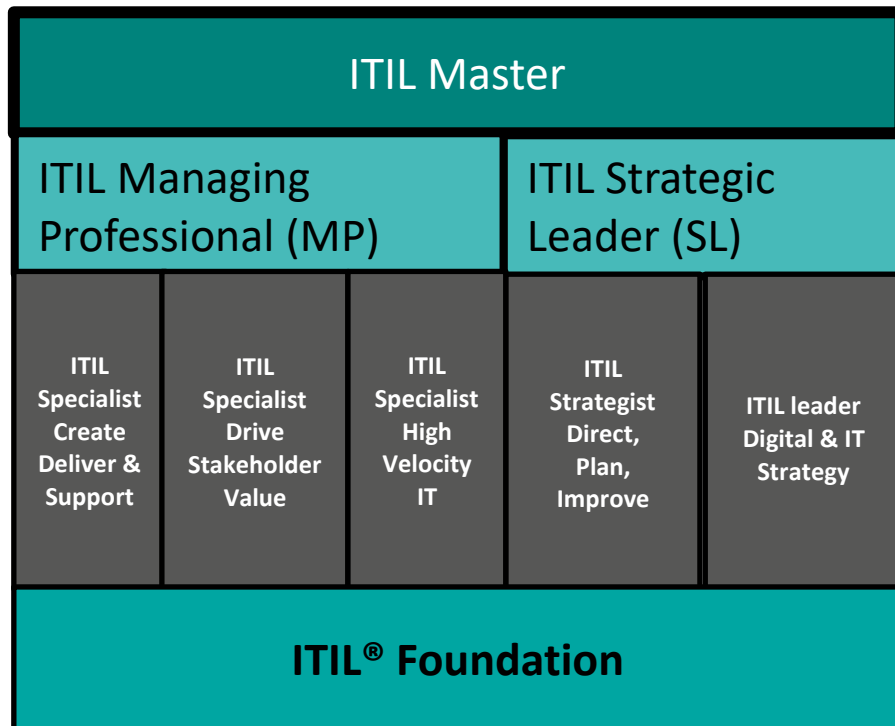- » Service request management
- » Service desk
- » Service level management

Exam Details

The course includes an hour long, formal examination. The one-hour exam takes the form of a closed book, multiple choice examination comprising of 40 questions. The pass score is 65% (26 out of 40)

ITILV4 QUALIFICATION

ITIL Master				
ITIL Managing Professional (MP)			ITIL Strategic Leader (SL)	
ITIL Specialist Create Deliver & Support	ITIL Specialist Drive Stakeholder Value	ITIL Specialist High Velocity IT	ITIL Strategist Direct, Plan, Improve	ITIL leader Digital & IT Strategy
ITIL® Foundation				

Further Information

For more information or to book this course, please contact our Course Enquiries Team on **01752 227330** (Option 2) or email us at **enquiries@skilltec.co.uk**.