ITIL® 4 Foundation

COURSE SUMMARY

Certification: ITIL 4 Foundation	**Exam:** 60 minutes
Duration: 2.5 days	**Questions:** 40 multiple choice
Materials: Course materials + exam	**Materials permitted in exam:** None – Closed book
Practice: Service Management **Pass mark:** 65% or raw score of 26 marks or above	
Cost: TBA (under request)	

WHY ITIL 4?

ITIL supports organisations 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.

In a time of unprecedented change and increasingly fast paced and complex environments, organisations need to be more agile and better equipped to adapt what they do and ready to adopt new ways of working to succeed. This is also known as the 'Fourth Industrial Revolution', which is characterised by the digital transformation of our world and the unavoidable interaction between humans, digital technologies and physical assets.

ITIL 4, through its framework, helps organisations to connect and align these different challenges that are relevant to a wide range of professionals working in the digital world.

COURSE OBJECTIVE

This 2.5 day course aims to introduce participants to the management of modern IT-enabled services, to provide them with an understanding of the common language and key concepts, and to show them how they can improve their work and the work of their organisation with ITIL 4 guidance.

The qualification will provide the candidate with an understanding of the ITIL 4 service management framework and how it has evolved to adopt modern technologies and ways of working.

ITIL 4 provides guidance on service management and utilising the potential of modern technology. It is designed to ensure a flexible, coordinated and integrated system for the effective governance and management of IT-enabled services.

This course prepares you for the exam leading to the new **Foundation Certificate in IT Service Management.**

LEARNING OUTCOMES

1. Understand the key concepts of service management
2. Understand how the ITIL guiding principles can help an organisation adopt and adapt service management
3. Understand the four dimensions of service management
4. Understand the purpose and components of the ITIL service value system
5. Understand the activities of the service value chain, and how they interconnect
6. Know the purpose and key terms of 18 ITIL practices
7. Understand 7 ITIL practices with **high level concepts and examples from the telecommunications sector.**

WHO SHOULD ATTEND?

- Individuals at the start of their journey of managing services and customer interaction
- Individuals working in the business who interact with information technology
- Individuals working in projects and transferring services into operations
- Individuals working in IT (digital, product, development) delivering customer and user experiences
- Existing ITIL qualification holders wishing to update their knowledge

PREREQUISITES

There are no mandatory prerequisites.

ITIL v2 and ITIL v3 certifications. Due to the structure of ITIL 4 Foundation, there will be no transition module or path from earlier versions of ITIL Foundation certificates into ITIL 4 Foundation level!
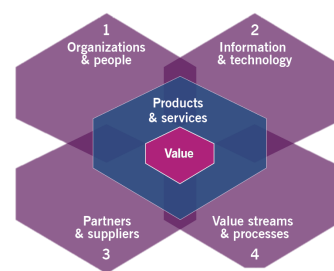
STRUCTURE AND BENEFITS OF THE ITIL 4 FRAMEWORK

The key components of the ITIL 4 framework are the ITIL service value system (SVS) and the four dimensions model.

- The ITIL SVS facilitates this integration and coordination and provides a strong, unified, value-focused direction for the organisation.
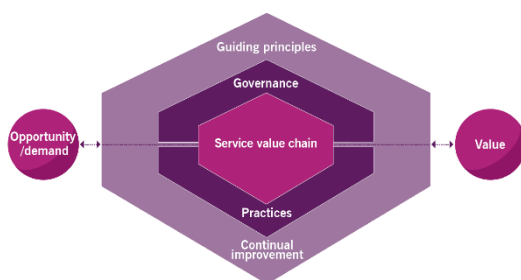
Service Value System

four dimensions of service management

- To ensure a holistic approach to service management, ITIL 4 outlines four dimensions of service management, from which each component of the SVS should be considered. By giving each of the four dimensions an appropriate amount of focus, an organisation ensures its SVS remains balanced and effective.

1.   ITIL 4 GUIDING PRINCIPLES

These are recommendations that guide an organisation in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure. A guiding principle is universal and enduring.

- Focus on value ensuring everything that the organisation does, needs to be directed to value for the stakeholders
- Recognise, use and adapt existing ways of working towards new ways of working
- Progress iteratively and realise incremental value
- Collaborate and create transparency to build trust
- Think and work holistically; integrate all dimensions of service management
- Outcome based thinking by keeping things simple and practical
- Continuous optimisation and automation and elimination of waste

2.   GOVERNANCE

Organisational governance is a system by which an organisation is directed and controlled. The governing body is accountable for the organisation's compliance with policies and any external regulations. Its main activities are:

- Evaluate, Direct, and Monitor

3.   SERVICE VALUE CHAIN

The central element of the SVS is the Service Value Chain, an operating model which outlines the key activities required to respond to demand and facilitate value realisation through the creation and management of products and services. The six value chain activities are:

- Plan, Improve, Engage, Design and Transition, Obtain and/or Build, and Deliver and Support.

4.   PRACTICES

A practice is a set of organisational resources designed for performing work or accomplishing an objective. These resources are grouped into the four dimensions of service management.

The ITIL Service Value System includes:

- General management, Service management, and Technical management practices

5.   CONTINUAL IMPROVEMENT

The continual improvement model applies to the SVS in its entirety, as well as to all the organisation's products, services, service-components and relationships. To support continual improvement at all levels, the ITIL SVS includes:

- The ITIL continual improvement model, which provides organisations with a structured approach to implementing improvements
- The improve service value chain activity, which embeds continual improvement into the value chain
- The continual improvement practice, supporting organisations in their day-today improvement efforts

COURSE OVERVIEW

PROGRAM OUTLINE

DAY 1
- Understand the key concepts of service management
  - What is a service?
  - The concepts of creating value
  - The concepts of service relationships
- Understand how the ITIL guiding principles can help an organisation 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

DAY 2
- Know the purpose and key terms of 15 ITIL practices
  - 4 general management practices
  - 10 service management practices
  - 1 technical management practice
- Understand **7 ITIL practices in more detail** & in relation to **telecommunication organisations**:
  - Continual improvement
  - Service level management
  - Change enablement
  - Problem management
  - Incident and Request management
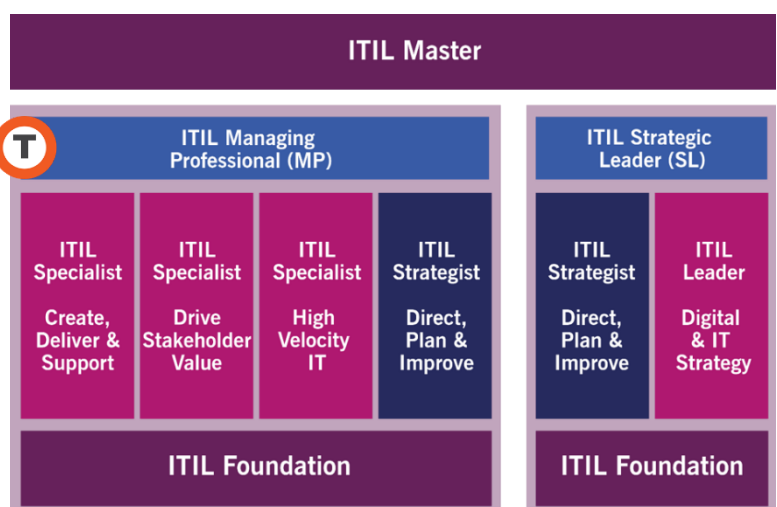 - Service desk

DAY 2.5
- Exam Preparation and Exam

THE ITIL® 4 CERTIFICATION PROGRAM

ITIL has been designed to help organisations meet the increasing demand from the current complex digital environment. The new scheme has been designed to be backwards compatible with ITIL v3 and streamlined to encourage conversion beyond ITIL Foundation level.

- ITIL® 4 Foundation is the entry level certification, offering a general awareness of key-elements, concepts and terminology used in ITIL 4.
- ITIL® Managing Professional [MP] stream provides practical and technical knowledge about how to run successful (IT) projects, teams and workflows. All 4 modules must be completed to obtain the ITIL MP designation and have the ITIL 4 Foundation as prerequisite.
- ITIL® Strategic Leader [SL] stream provides a clear understanding of how IT influences and directs business strategy. Both modules are valuable independently, but both must be completed to obtain the ITIL SL designation and have the ITIL 4 Foundation as prerequisite.
- ITIL® Managing obtained ITIL across the

(T) Professional [MP] Transition recognises the achievements of individuals having v3 certifications, i.e. being an ITIL Expert or who have achieved 17 credits from scheme. Successfully completing the module obtains the ITIL MP designation.

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