Module Title	:	ITIL® 4 Foundation
Duration	:	3 days

Overview

ITIL® is the world's leading best practice framework for implementing IT Service Management. Organizations use ITIL to plan, implement, support and improve services and create value for their customers. In this course you will learn the Foundational knowledge and skills for adopting and adapting best practices for ITSM in your organization.

Target Student

This course is designed for anyone who would like a foundational understanding of IT Service Management, its key principles and practices, and how it will help you deliver better value to your customers. It is appropriate for all IT staff and management, as well as customers who work closely with IT to support business requirements.

This course is also designed for students who are seeking the ITIL 4 Foundation certification and who want to prepare for ITIL 4 Foundation exam. Exam voucher is included with the training.

Prerequisites

To ensure your success in this course, end-user level computer and networking skills are required. You can obtain this level of skills and knowledge by taking the following Logical Operations courses:

- *Using Microsoft® Windows® 10* or any similar introductory course

Some level of work experience in IT service support or IT service delivery is highly recommended. You may wish to take any one or more courses from the Logical Operations "IT Systems and Support" curriculum library to supplement your professional experience in this area.
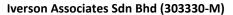
Course Outline

Day 1

9:00am - 10:30am

1. Introduction

10:30am - 10:45am Morning Break

10:45am - 12:30pm

2. Key Concepts of Service management

2.1 The concept of value

12:30pm - 1:30pm Lunch Break

1:30pm - 3:30pm

2.2 Stakeholder and service consumer roles

2.3 Service offerings

3:30pm - 3:45pm Afternoon Break

3:45pm - 5:00pm

2.4 Creating value with services

Day 2

9:00am - 10:30am

3. Key Concepts of ITIL 4

3.1 Four dimensions of service management

10:30am - 10:45am Morning Break

10:45am - 12:30pm

3.2 ITIL service value system

3.3 Service value chain

12:30pm - 1:30pm Lunch Break

1:30pm - 3:30pm

4. The Guiding Principles

4.1 introduction to the guiding principles

3:30pm - 3:45pm Afternoon Break

3:45pm - 5:00pm

4.2 Using the guiding principles

Day 3

9:00am - 10:30am

5. ITIL 4 Management Practices

5.1 Purpose of the ITIL practices

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Course Outline :: ITIL® 4 Foundation::

5.2 Overview of eight ITIL practices

10:30am - 10:45am Morning Break

10:45am - 12:30pm

5.3 Key management practices – Part 1

5.4 Key management practices – Part 2

12:30pm - 1:30pm Lunch Break

1:30pm - 3:30pm

5.5 Key management practices – Part 3

3:30pm - 3:45pm Afternoon Break

3:45pm - 5:00pm

6. Course review