

ITIL®4 FOUNDATION CERTIFICATION COURSE

Course Overview

ITIL® stands out as the globally embraced methodology for IT service management, facilitating individuals and organizations in harmonizing strategic objectives with IT infrastructure and practices to foster systematic business development. In this course, you'll explore the comprehensive training program which is designed to provide participants with a solid understanding of the key concepts, principles, and practices of IT Service Management (ITSM) based on ITIL® 4. The course aims to prepare individuals for the ITIL® 4 Foundation certification exam.

Course Outline

1. Introduction to ITIL® 4:
 - Overview of ITIL® framework
 - Evolution from ITIL v3 to ITIL® 4
 - Key ITIL® 4 concepts and terminology
 2. Service Management Concepts:
 - Definition and characteristics of services
 - Service relationships and service value
 - Service management vs. IT service management
 3. Four Dimensions of Service Management:
 - Organizations and people
 - Information and technology
 - Partners and suppliers
 - Value streams and processes
 4. ITIL Service Value System (SVS):
 - Overview of the ITIL SVS
 - Service value chain and its activities
 - Service value streams and their components
 5. ITIL Practices:
 - Overview of ITIL practices
 - Key practices, including Service Desk, Incident Management, Change Control, and more
 - Purpose and components of selected practices
 6. ITIL Guiding Principles:
 - Overview of the seven ITIL guiding principles
 - Applying guiding principles to ITSM activities
- Methodology
- Instructor-led training sessions
 - Group discussions and case studies
 - Interactive workshops and exercises
 - Mock exams and quizzes



Who should attend?

IT professionals, IT support staff, Individuals seeking an understanding of ITIL® 4 concepts, ITIL® certified professionals who want to transition to the new version V4

Which industry needs TIL® 4 Foundation?

Information Technology (IT), Finance and Banking, Healthcare, Manufacturing, Retail and E-commerce, Telecommunications, Consulting, Government and Public Sector, Education, Energy and Utilities

TIL® 4 Foundation exam Certification

The exam covers key concepts, principles, and practices introduced in the ITIL® 4 Foundation course. It includes topics such as the ITIL service value system, guiding principles, service value chain, four dimensions of service management, and key ITIL practices.

What are the Exam Details?

PMP Certification exam pattern:

- Exam Duration - 1 hours
- Exam Pattern - 40 multiple-choice questions
- It is a competency-based