

ITIL® 4 Foundation

Overview

ITIL® is the world's leading best practice framework for implementing IT Service Management. ITIL version 4 introduces IT Service Management through the lens of a Service Value System (SVS), which provides a holistic end-to-end view of how to successfully contribute to business value, and also how to leverage concepts from models such as Lean IT, Agile, DevOps and Organizational Change Management. This foundational course immerses you in the guiding principles, dimensions, and practices of ITIL® 4. New Horizons is committed to your success beyond the classroom. Your enrollment in this class includes an ITIL 4 certification exam voucher and the official AXELOS ITIL Foundation Guidance e-book. The e-book reinforces what you learned in class and can serve as a reference guide for you and your organization as you begin your ITIL 4 adoption. The ITIL 4 Foundation certification is required before you can get any of the Managing Professional or Strategic Leader certifications. Extra resources with this class also include Sample Papers with Practice Exam questions and a Study Guide.

Target Audience

This course is designed for anyone who needs an understanding of IT Service Management to help deliver better value to 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.

Course Objectives

By completion of this course, you will have a deep understanding of the 7 Guiding Principles, 4 Dimensions of Service Management, 34 ITIL® Practices, and the new Value Service Chain that incorporate the core of ITIL® version 4.

Course Outline

1 - ITIL 4 Overview

Introduction to ITIL
Key Concepts of ITIL

[Register Online](#)

Schedule

Class Length: 2 Days

G2R = "Guaranteed to Run" | OLL = "Online LIVE"
ILT = "Instructor-Led-Training"

18/03/21	G2R	1:00PM - 9:00PM	Dublin, Ireland	OLL	EUR 1395
25/03/21	G2R	3:00PM - 11:00PM	Dublin, Ireland	OLL	EUR 1395
29/03/21	G2R	8:00AM - 4:00PM	Dublin, Ireland	OLL	EUR 1395
08/04/21	G2R	2:00PM - 10:00PM	Dublin, Ireland	OLL	EUR 1395
22/04/21	G2R	2:00PM - 10:00PM	Dublin, Ireland	OLL	EUR 1395
29/04/21	G2R	8:00AM - 4:00PM	Dublin, Ireland	OLL	EUR 1395
29/04/21	G2R	4:00PM - 12:00AM	Dublin, Ireland	OLL	EUR 1395
04/05/21	G2R	2:00PM - 10:00PM	Dublin, Ireland	OLL	EUR 1395
13/05/21	G2R	2:00PM - 10:00PM	Dublin, Ireland	OLL	EUR 1395
20/05/21	G2R	8:00AM - 4:00PM	Dublin, Ireland	OLL	EUR 1395
03/06/21	G2R	2:00PM - 10:00PM	Dublin, Ireland	OLL	EUR 1395
17/06/21	G2R	4:00PM - 12:00AM	Dublin, Ireland	OLL	EUR 1395
01/07/21		8:00AM - 4:00PM	Dublin, Ireland	OLL	EUR 1395
01/07/21	G2R	2:00PM - 10:00PM	Dublin, Ireland	OLL	EUR 1395
08/07/21	G2R	2:00PM - 10:00PM	Dublin, Ireland	OLL	EUR 1395
26/08/21	G2R	8:00AM - 4:00PM	Dublin, Ireland	OLL	EUR 1395

2 - The ITIL Framework

The Four Dimensions of Service Management
The ITIL Service Value System

3 - 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
Optimize and Automate

4 - The ITIL Service Value System

Governance
The Service Value Chain
Continual Improvement

5 - Key ITIL Practices

Continual Improvement
Service Level Management
Change Control
Incident Management
Service Request Management
Service Desk
Problem Management

6 - Other ITIL Practices

General Management Practices
Service Management Practices
Technical Management Practices