

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 free access to an ITIL 4 Foundation Certification Examination voucher to be redeemed when you are ready to take the challenging examination. Also included is free access to the official AXELOS ITIL Foundation Guidance e-book to both help you reinforce what you learned in class as you prepare to take the certification examination, and as a reference guide for you and your organization as you begin your ITIL 4 adoption.

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

Structured Benefits
The Service Value System
Four Dimensions of Service Management

2 - Key Concepts of ITIL

What is Service Management?
Service Relationships
Creating Value

3 - The Four Dimensions of Service Management

A Holistic Approach to Value Delivery
Organizations and People
Informational Technology
Partners and Suppliers
Value Streams and Processes
External Factors

4 - The ITIL Service Value System (SVS)

Guiding Principles
Governance
Service Value Chain
Practices
Continual Improvement

5 - 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
Principle Interaction

6 - Governance

Governing Bodies
Governance Activities
The Role of Governance in the SVS

7 - The Service Value Chain

Plan
Improve
Engage
Design and Transition
Obtain and Build
Deliver and Support

8 - Continual Improvement

The Model, the Value Chain, and Practice
Continual Improvement Model
Continual Improvement and the Guiding Principles
Theory of Constraints

9 - Key ITIL Practices

Introduction to ITIL Practices
Continual Improvement
Service Level Management
Change Control
Incident Management
Service Request Management
Service Desk
Problem Management

10 - Other ITIL Practices

General Management Practices
Service Management Practices
Technical Management Practices

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