

# ITIL 4 Foundation Classroom - TTITIL4

Master the core principles and practices of ITIL 4: Learn how to streamline service management, improve processes, and achieve certification success.

**Duration:** 3 Days

**Skill Level:** Introductory

**Available Format:** Instructor-Led Online

The ITIL 4 Foundation is a 3-day classroom room based on the exam specifications specified by AXELOS for the ITIL 4 Foundation certification. The fundamental objective of this course is to help the participants understand the key concepts of service management and the ITIL 4 service management framework and prepare for the ITIL 4 Foundation exam

## What You'll Learn

### Overview

ITIL 4 is built on the established core of best practice in the ITIL guidance. ITIL 4 provides a practical and flexible approach to move to the new world of digital transformation and embrace an end-to-end operating model for the delivery and operation of products and services. ITIL 4 also provides a holistic end-to-end picture that integrates frameworks such as Lean IT, Agile, and DevOps.

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additional learning tools such as pre-course reading materials, post-course reading material, and a set of quick reference cards.

## Objectives

At the end of this course, participants will be able to:

- Understand the key concepts of ITIL service management.
- Understand how ITIL guiding principles can help an organization to adopt and adapt ITIL service management.
- Understand the four dimensions of ITIL service management.
- Understand the purpose and components of the ITIL service value system, and activities of the service value chain, and how they interconnect.
- Understand the key concepts of continual improvement.
- Learn the various ITIL practices and how they contribute to value chain activities.

## Audience

The ITIL 4 Foundation course fundamentally targets the participants in the IT and business domains who wish to take first steps in service management or who are familiar with earlier versions of ITIL and/or other sources of industry best practice and wish to learn about ITIL 4. This course and the related certification can be beneficial for the following roles:

- IT Support Staff
- IT Consultants
- Business Managers
- Business Process Owners
- IT Developers
- Service Providers
- System Integrators
- Anyone working in a DevOps team

## Pre-Requisites

None, although a familiarity with IT service delivery will be beneficial.

## Agenda

*Please note that this list of topics is based on our standard course offering, evolved from typical industry uses and trends. We'll work with you to tune this course and level of coverage to target the skills you need most. Topics, agenda and labs are subject to change, and may adjust during live delivery based on audience skill level, interests and participation.*

### DAY ONE

#### Course Introduction

- Introduction to IT Service Management in the Modern World
- Introduction to ITIL 4
- Structure and Benefits of ITIL 4
- Case Study: Axle Car Hire
- Case Study: Meet the Key People at Axle
- Case Study: The CIOs Vision for Axle
- Exam Details
- ITIL 4 Certification Scheme

#### Service Management: Key Concepts

- Key Terms Covered in the Module
- Value and Value Co-Creation
- Value: Service, Products, and Resources
- Service Relationships
- Value: Outcomes, Costs, and Risks
- Exercise: Multiple-Choice Questions

#### The Guiding Principles

- Identifying Guiding Principles
- Key Terms Covered in the Module
- The Seven Guiding Principles
- Applying the Guiding Principles
- Exercise: Multiple-Choice Questions

#### The Four Dimensions of Service Management

- The Four Dimensions
- The Four Dimensions and Service Value System
- Organizations and People

- Information and Technology
- Partners and Suppliers
- Value Streams and Processes
- External Factors and PESTLE Model
- Exercise: Multiple-Choice Questions

## **DAY TWO**

### **Service Value System**

- Service Value System and Service Value Chain
- Overview of Service Value System
- Overview of the Service Value Chain
- Exercise: Multiple-Choice Questions

### **Continual Improvement**

- Introduction to Continual Improvement
- The Continual Improvement Model
- Relationship between Continual Improvement and Guiding Principles
- Exercise: Multiple-Choice Questions

### **The ITIL Practices**

- ITIL Management Practices
- The Continual Improvement Practice
- The Change Enablement Practice
- The Incident Management Practice
- The Problem Management Practice

## **DAY THREE**

- The Service Request Management Practice
- The Service Desk Practice
- The Service Level Management Practice
- Information Security Management, Relationship Management, Supplier Management, IT Asset Management, Configuration Management, Release Management, Deployment Management, Monitoring and Event Management.

## **Exam Prep / Mock Exam / Final Exam**

## Exam Facts

- Delivery: Web Based
- Format: Closed Book
- Proctoring: Web Proctored
- Duration: 60 minutes (candidates taking exam in a language that is not their native, may be awarded 25% extra time)
- # Questions: 40, simple multiple choice (1 mark per question)
- Pass Grade: 65%
- Exam Prerequisites: There are no formal prerequisites. It is recommended that the participant obtains training through an accredited course.
- Exam Location: Exam will be conducted online with a virtual proctor using an exam voucher which is included with the purchase of the course.

## For More Information

Please [contact us](#) or call 844-475-4559 toll free for more information about our training services (instructor-led, self-paced or blended), coaching and mentoring services, public course enrollment or questions, partner programs, courseware licensing options and more.