

# ITIL® 4 FOUNDATION

## TRAINING COURSE OUTLINE



## Introduction

The ITIL® 4 Foundation course is designed to provide participants with a comprehensive understanding of the ITIL® framework and its role in modern IT Service Management (ITSM). The course will discuss and present the nature and values of Service Management, the new focus of ITIL® 4, on stakeholder value. It will examine the relationship between organizations, service providers, service consumers, and other potential stakeholders.

## Duration

3 – days workshop

## Learning Objectives

- ❖ ITIL® 4 is the latest release of the ITIL® framework, designed to provide a more practical viewpoint to the ITIL® lifecycle with best practices from other complementary platforms such as Agile, DevOps and Lean.
- ❖ The objective of this course is to provide a foundational level of understanding of the ITIL® 4 framework, key elements, concepts and terminologies associated with ITIL® service lifecycle, and how it has evolved to adopt modern technologies and operational processes.
- ❖ The course covers all necessary concepts in the service management framework to support candidates studying for the ITIL® 4 Foundation Certification Exam.

## Target Audience

**This course is intended for those as below:**

- ❖ All IT Professionals
- ❖ IT/IS Managers,
- ❖ Service Desk Manager
- ❖ Service Operation Manager
- ❖ IT Architect, System Architect, Enterprise Architect
- ❖ ITSM Consultants
- ❖ Business Process Analyst, IT Business Analyst

- ❖ IT Project Manager,
- ❖ Change Manager, Delivery Manager, MIS Manager
- ❖ CIO/CTO
- ❖ IT Staffs, IT Supervisor, Service Desk, IT Engineers, Application Developer, DevOps, IT Auditor, and other IT-related positions
- ❖ Anyone seeking ITIL Foundation Certification and everyone interested in aligning IT with business, controlling or reducing IT costs, improving IT service quality, and balancing IT resources in the most effective manner.

## Training contents

This ITIL<sup>®</sup> 4 Foundation course is designed to give delegates a comprehensive understanding of the ITIL<sup>®</sup> framework and its role in modern ITSM. The modules covered on this course and the topics they will include.

### Module 1: Introduction to Service Management

- ❖ The role of IT Service Management as a key strategic capability within organisations hoping to stay relevant in the face of rapid advancements in technology
- ❖ The structure and purpose of the new framework, ITIL<sup>®</sup> 4, which provide guidance around two key components: Service Value System and the Four Dimensions Model
- ❖ The nature and values of Service Management, including the new focus of ITIL<sup>®</sup> 4 on stakeholder value, detailing the relationship between Organisations, Service Providers, Service Consumers, and other stakeholders
- ❖ The management of Products and Services that organisations offer and how these are supplied with resources, in order to improve and focus Service Offerings to target consumer groups
- ❖ The areas to consider when evaluating the value of service relationships with consumers, based on how they are affected by the outcomes, costs, and risks involved.

### Module 2: The Four Dimensions of Service Management

- ❖ An introduction to one of the central focuses of ITIL<sup>®</sup> 4, the Four Dimensions Model, and how its elements must collaborate to provide

different perspectives to the Service Value Chain

- ❖ Detailed outlines of the four dimensions: Organisations and People, Information and Technology, Partners and Suppliers, and Value Streams and Processes. This includes the role they play in IT Service Management, their main principles and examples in relation to the ITIL<sup>®</sup> framework, and factors to consider within organisations

### **Module 3: The Service Value System**

- ❖ An introduction to the second central focus of ITIL<sup>®</sup> 4, Service Value System, including its purpose and relevant inputs and outputs
- ❖ The relationship between the five components of the SVS model and how they interact to provide a clear framework that ensures the effective functioning of Service Management
- ❖ A description of ‘silos’ and how the SVS is best used to discourage them and manage change more effectively

### **Module 4: The Service Value Chain**

- ❖ An operating model for service creation, delivery, and continual improvement
- ❖ The six activities that form the Service Value Chain are intended to help the creation of products and services focused on value
- ❖ The model is designed to be flexible and adaptable to different approaches and business needs

### **Module 5: The Guiding Principles**

- ❖ The seven core principles that determine how ITIL<sup>®</sup> operates
- ❖ An explanation of how organisations must follow these principles when choosing to adopt a new ITSM framework, fully understanding the message and value, and communicating this with their stakeholders

### **Module 6: General Management Practices**

- ❖ Management practices are organisational resources designed to accomplish specific objectives
- ❖ An overview of the four categories of organisational resources
- ❖ Effective use of management practices will ensure businesses can put their service on the market quickly and efficiently

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## **Module 7: Service Management Practices**

- ❖ An overview of the various Service Management Practices designed to improve the implementation of ITIL® 4
- ❖ Detailed outlines of Availability Management, Business Analysis, Change Control, and Release Management
- ❖ The stages of Service Level Management, including defining, recording, and managing service levels

## **Module 8: Technical Management Practices**

- ❖ Deployment Management is a key type of Technical Management and is designed to transfer new or changed software, hardware, processes, and documentation
- ❖ Infrastructure and Platform Management enables the further monitoring of technology solutions
- ❖ Software Development and Management ensures that applications meet internal and external stakeholder needs

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