

[I4F]: ITIL 4 Foundation

Length	: 3 days
Audience(s)	: IT Practitioners including user-interfacing frontline staff, IT Consultants, IT Service Providers and IT Managers who are involved in the developing, designing, managing and delivering IT Services within the organization
Delivery Method	: Instructor-led (classroom)

Course Overview

The Foundation level is designed as an introduction to ITIL 4 and enables candidates to look at IT service management through a BRAND NEW end-to-end operating model for the creation, delivery and continual improvement of tech-enabled products and services.

ITIL 4 expands on previous versions by providing a practical and flexible basis to support organizations on their journey to the new world of digital transformation. It provides an end-to-end IT/digital operating model for the delivery and operation of tech-enabled products and services and enables IT teams to continue to play a crucial role in wider business strategy.

Audience Profile

This course aims at those IT Practitioners including user- interfacing frontline staff, IT Consultants, IT Service Providers and IT Managers who are involved in the developing, designing, managing and delivering IT Services within the organization.

At Course Completion

This course introduces the concept of the Service Lifecycle. Additionally, key concepts of each ITIL® function, process and lifecycle stage will be expanded upon. By the end of this course, the participants will be able to identify:

- The stages and processes within the Service Lifecycle
- Business value of implementing each process in an organization
- Objectives and basic concepts related to each process
- Activities and roles involved in each process
- Relationship of each process to other processes
- Terminology, techniques and practical approaches

Pre-Requisites

There are no prerequisites to attending the ITIL® Foundation course or for sitting for the ITIL® Foundation certification examination.

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Examination is mandatory for participant attending this course Certification

Delegates who successfully complete the course and pass the examination will be recognized as certified with ITIL® Foundation certificate under the AXELOS certification scheme.

Delegates who do not attain a passing score for the examination would be awarded a course attendance certificate only.

The duration of the Certification Examination is 60 minutes.

It is a closed-book paper containing 40 MCQ (multiple choice questions) with 4 possible choices to select from for each question. Only one out of the four options is the correct answer. Each of the 40 questions carries 1 mark for the correct answer. A candidate is expected to answer all questions and must attain a score of 65% (26/40) and above to pass the examination and qualify for ITIL® certification.

Course Outline**Module 1: Key Concept of Service Management****Lessons**

- Service, Service Management Utility/Warranty, Customer/User
- Creating value with Organisation, Outcomes, Outputs, Cost, Risk
- Service Offering, Service Provision, Service Relationship Management, Service Consumption

Module 2: ITIL Guiding Principles**Lessons**

- Focus on value
- Start where you are
- Progress iteratively with feedback
- Collaborate and promote visibility
- Think and work holistically
- Keep it simple and practical
- Optimise and automate

Module 3: Four Dimensions of Service Management**Lessons**

- Organisations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes

Module 4: ITIL Service Value System (an overview)**Module 5: ITIL Service Value Chain****Lessons**

- Service Value Streams

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- Value Chain Activities – Plan, Improve, Engage, Design & Transition, Obtain/Build, Deliver & Support

Module 6: Purpose of key ITIL Practices

Lessons

- Information Security Management, Relationship Management, Supplier Management, Availability Management, Capacity & Performance Management, IT Asset Management
- Service Continuity Management, Monitoring and Event Management, Release Management, Service Configuration Management, Deployment Management

Module 7: Definitions of Important ITIL terms

Lessons

- Availability, IT Asset, Configuration Item, Change
- Event, Incident, Problem, Known Error

Module 8: Purpose and Contribution of Key Practices in Service Value Chain

Lessons

- Continual Improvement Model, Change Control, Incident Management, Problem Management, Service Request Management, Service Desk, Service Level Management

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