

ITIL[®] 4 Foundation Certification Training

Course#: ITSM-02

Duration: 4 Days

Price: 326.00

Course Description

ITIL4 supports ITSM and the wider digital world, guiding how IT interfaces with and leads business strategy.

Learn the fundamentals of Service Management and gain the skills to master the Service Value System.

Immersive learning with a blend of live sessions, self-paced videos, case studies, assessments and more.

KnowledgeHut is a Certified Partner of Axelos and an ATO of PeopleCert

Objectives

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Audience

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Prerequisites

There are no specific prerequisites for this training and the subsequent ITIL4 Foundation certification exam.

Content

Introduction to ITIL4

Learning Objectives

Learn about ITIL4, its features, principles, and benefits.

Topics:

About ITIL4

Components of ITIL4 Framework

Benefits of ITIL

ITIL Key Concepts

Learning Objectives

Explore key concepts of service, management, and value. Learn about stakeholders, products, and service relationships.

Topics:

Service and Service Management

Components of Service Value

Determine the Value of a Service or Product

Stakeholders and Value Creation

Products, Services and Service Offering

Service Relationship

ITIL Guiding Principles

Learning Objectives

Learn in detail about the guiding principles of ITIL.

Topics:

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

The Four Dimensions of Service Management

Learning Objective

An in-depth insight into the various dimensions of service management.

Topics:

Organization and people
Information and technology
Partners and suppliers
Value streams and processes
External factors: PESTEL

The ITIL Service Value System

Learning Objective

Learn more about the ITIL service value system, chain, and streams.

Topics:

ITIL Service Value System

Service Value Chain

Service Value Streams

ITIL4 Practices

Learning Objective

Learn more about different types of ITSM.

Topics:

Information Security Management

Relationship Management

Supplier Management

Service Level Management

IT Asset Management

Service Configuration Management

Change Enablement

Release Management

Deployment Management

Monitoring and Event Management

Incident Management

Problem Management

Service Request Management

Service Desk

Continual Improvement