ITIL® Foundation in IT Service Management
Duration: 3 Days
Method: Instructor-Led Training (ILT) | Live Online Training

Certification: ITIL 4 Foundation Certificate in IT Service Management **—**
Exam: ITIL Foundation

Course Description

Services are the main way that organizations create value for themselves and their customers. Almost all services today are IT-enabled, which means there is a tremendous benefit for organizations in creating, expanding and improving their IT service management (ITSM) capability.

ITIL provides organizations with a comprehensive framework for ITSM. ITIL 4 brings ITIL up to date by re-shaping much of the established ITSM practices in the wider context of customer experience, value streams, and digital transformation, as well as embracing new ways of working, such as Lean, Agile, and DevOps.

This course introduces learners to the management of modern IT-enabled services, provides them with an understanding of the common language and key concepts, and shows them how they can improve their work and the work of their organization with ITIL 4 guidance.

Target Audience

This course is intended for:

- Individuals at the start of their journey in service management
- ITSM managers and aspiring ITSM managers
- Individuals working in other parts of IT (digital, product, development) with a strong interface to service delivery
- Existing ITIL qualification holders wishing to update their knowledge

Prerequisites

To attend this course, candidates must have:

- Familiarity with IT and IT services
- Completed the pre-class reading assignment.

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Tri7 Business Centre, Unit 7, 7 Ivy Green Crescent, Kingston 5
Tel: 876-978-1107 / 876-978-1486 / 876-927-9455
WhatsApp: 876-978-9353
E-Mail: training@RWTTS.com | **Website:** www.RWTTS.com

Exam Details

Exam Code:	• ITIL Foundation
Length of Exam:	• 60 Minutes
Number of Questions:	• 40
Passing Score:	• 65%
Question Format:	• Multiple Choice

Course Objectives

Upon successful completion of this course, attendees will be able to:

- How value creation is enabled through services.
- The ITIL service value system.
- The ITIL service value chain.
- The four dimensions of service management.
- The ITIL guiding principles.

Course Topics

Module 1: Course Introduction

Module 2: Key Concepts of Service Management

- The Nature of Value
- The Nature and Scope of Stakeholders
- How Value Creation is Enabled Through Services

Module 3: Service Offerings and Service Relationships

Module 4: Key Concepts of ITIL

- The Four Dimensions of ITSM
- The Service Value System
- The Service Value Chain

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Course Topics *Continued*

Module 5: ITIL Practices

- Continual Improvement
- Information Security Management
- Relationship Management
- Supplier Management
- Change Control
- Incident Management
- IT Asset Management
- Monitoring and Event Management
- Problem Management
- Release Management
- Service Configuration Management
- Service Desk
- Service Level Management
- Service Request Management
- Deployment Management

Module 6: 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

Module 7: Summary

Module 8: Additional Sources of Information

Module 9: Exam Review

Module 10: Exam Taking Tips

ACTIVITIES INCLUDED

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