

# IT Service Management ITIL4® Foundations

LEARN ITIL4® IN 2 DAYS

This course is given as an intensive two-day workshop covering the notions of service, value system, value chain, practices, related to IT Service Management as defined by AXELOS in the ITIL® framework. This workshop is intended for practitioners or managers involved in one or more basic IT service management activities on a regular basis. At the end of the course, participants will take a one-hour exam containing a multiple-choice questionnaire to obtain the international AXELOS ITIL® Foundation certificate in IT service management.

## ITIL® VERSION

This course introduces the ITIL4® version and is based on the EN\_ITIL4\_FND\_2019\_CandidateSyll\_v1-1

## LANGUAGE

The course, course materials and exam are in English.

## COURSE OBJECTIVES

In two days, participants will acquire the knowledge and skills required to:

- Describe the notion of value system, value chain, practices and roles that an IT organization needs to deliver quality IT services to its organization and clients;
- State the key objectives of each practice;
- Explain the advantages of an integrated approach to IT service management;
- Take the AXELOS exam with confidence by applying their new-acquired knowledge;
- Put the ITIL® principles to practical use.

## TARGET AUDIENCE

Personnel involved in delivering and managing IT services. Participants should have three to six months of prior IT experience.

Maximum group size is 25 students.

## COURSE STRUCTURE

This course comprises a series of interactive readings supplemented by classroom and other exercises resembling exams.

## STUDY DAYS

2 days of learning, including the final exam.

## COURSE CONTENT

The following elements are covered in this course:

- Concepts of service and service management;
- Service Value System and Value Chain;
- Service frameworks in relation to IT service management.

## GENERAL UNDERSTANDING OF 18 ITSM PRACTICES.

General understanding of:

- Relationship management
- Supplier management
- Information security management
- Availability management
- Capacity and performance management
- Service continuity management
- IT asset management
- Release management
- Service configuration management
- Deployment management
- Monitoring and event management

## DETAILED UNDERSTANDING OF 7 OF THE ITSM PRACTICES

- Service level management
- Change control
- Incident management
- Problem management
- Service request management
- Service Desk
- Continual improvement

## PLAN DE COURS

Jour 1:

- Introduction to Service and Service Management;
- Service value system
- Service value chain;
- Guiding principles

Jour 2:

- ITIL Pratiques
- Exam preparation;
- Conclusion.

## PREREQUISITE

None

## EXAM

The AXELOS ITIL4® exam is included.

It is recommended to get the training from an accredited organization with an accredited training material.

Format: 40 multiple- choice questions.

Duration: 60 minutes.

The Certification exam will be written electronically following the training. The participant will receive a voucher valid for 12 months to write their exam.