

# IT Service Management - ITIL® 4 Foundations

## LEARN ITIL® 4 in 2.5 days

This course is given as an intensive two-and-a-half-day workshop covering the notions of service, value system, value chain, practices, related to IT Service Management as defined by PeopleCert 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 PeopleCert ITIL® Foundation certificate in IT service management.

### ITIL® VERSION

This course introduces the ITIL® 4 version and is based on the

EN\_ITIL4\_FND\_2019\_CandidateSyll\_v1.4

### 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 PeopleCert 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.

### COURSE STRUCTURE

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

### STUDY DAYS

2.5 days of learning, including the final exam (scheduled later by candidate).

### 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 11 ITSM PRACTICES.

General understanding of (covered in exam):

- Relationship management
- Supplier management
- Information security management
- IT asset management
- Release management
- Service configuration management
- Deployment management
- Monitoring and event management

Also (but not covered in exam)

- Availability management
- Capacity and performance management
- Service continuity management

### DETAILED UNDERSTANDING OF 7 OF THE ITSM PRACTICES

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

### COURSE PLAN

Day 1:

- Introduction to Service and Service Management;
- 4 dimensions of service management
- Service value system
- Service value chain;

Day 2:

- Guiding principles
- ITIL®4 Practices

Day 3 (half-day):

- Application of ITIL®4 Principles
- Exam preparation.

### PREREQUISITE

None

### EXAM

The official PeopleCert ITIL® 4 Foundation exam and ITIL® 4 Foundation reference book are included.

The participant will receive a voucher valid for 12 months to write their exam and will need to schedule his/her exam.

The Certification exam will be written electronically following the training. This requires access to a connected computer with active audio and video.

Format: 40 multiple-choice questions.

Duration: 60 minutes.

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

