ITIL® 4 Foundations Certification

Modality: Virtual Classroom

Duration: 3 Days

About this course:

Looking for a smooth ride to achieve ITIL® 4 certification? After all who doesn't wish their journey to be hassle-free to procure ITIL® 4 certification. Unquestionably, everybody does. This course offers you the information you would need to clear the ITIL® 4 Foundation Certification test.! What's more? In this course, you will get an enormous amount of knowledge about information technology management in the modern service economy. ITIL® 4 's framework is assembled on the basis of the adopted practices of ITSM and goes further to cover different parts of client experience, digital transformation, and value streams while simultaneously investigating new working methodologies like DevOps, Lean, and Agile. This course provides you a well-paced overview of IT/digital operation model of ITIL® 4 for creating, delivering, and consistently improving tech-based products and services. In addition, in this course, you will become familiar with the jobs of technology and IT teams that use proven strategies for their business's growth.

Course Objectives:

- Preparing for the ITIL® 4 Foundation certification test
- Clearing the test to obtain the certification
- Using ITIL® guidelines to secure different opportunities for evolving IT practices
- Speaking with IT experts about the terminologies and proven strategies of ITIL® 4
- Finding the practices of information technology service management
- Recognize the importance of information technology in business

Credits Earned:

- 2 ITIL® Expert Credits
- 18 PDU Credits

Audience:

Should I take this certification? Will it serve me in the long run? Yes, If you are:

- A person who wishes to create key comprehension of the ITIL® 4 framework and its utility inside an association for upgrading the general IT service management.
- An IT individual working for an association that as of late actualized ITIL® 4 and you wish to remain current on services improvement and contribute in its general coordination benefits in the business.

Then this certification is for you.

Prerequisites:

Good news! There are no prerequisites for acquiring this course.

Course Outline:

ITIL 4 Overview

- Introduction to ITIL

- Key Concepts of ITIL

The ITIL Framework

- The Four Dimensions of Service Management
- The ITIL Service Value System (SVS)

The ITIL Guiding Principles

0. Focus on Value
0. Start Where You Are
0. Progress Iteratively with Feedback
0. Collaborate and Promote Visibility
0. Think and Work Holistically
0. Keep It Simple and Practical
0. Optimize and Automate

The ITIL Service Value System (SVS)

0. Governance
0. The Service Value Chain
0. Continual Improvement

Key ITIL Practices

0. Continual Improvement
0. Service Level Management
0. Change Control
0. Incident Management
0. Service Request Management
0. Service Desk
0. Problem Management

Other ITIL Practices

0. General Management Practices
0. Service Management Practices
0. Technical Management Practices

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