



## 55062AC-ITIL Foundation Certification Course

Course Duration: 3 Days

Class times: 9am-4pm

Language: English

Mode of Training: Virtually Instructor-Led

**Audience Profile:** This course is designed for anyone who needs an understanding of IT Service Management to help deliver better value to customers. It is appropriate for all IT staff and management, as well as customers who work closely with IT to support business requirements. This course is also designed for students who are seeking the ITIL 4 Foundation certification and who want to prepare for ITIL 4 Foundation exam.

### Course Outline

#### **Module 1: ITIL 4 Overview**

- Introduction to ITIL
- Key Concepts of ITIL

#### **Module 2: The ITIL Framework**

- The Four Dimensions of Service Management
- The ITIL Service Value System

#### **Module 3: 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 4: The ITIL Service Value System**

- Governance
- The Service Value Chain
- Continual Improvement

#### **Module 5: Key ITIL Practices**

- Continual Improvement
- Service Level Management
- Change Control
- Incident Management
- Service Request Management
- Service Desk
- Problem Management

#### **Module 6: Other ITIL Practices**

- General Management Practices
- Service Management Practices
- Technical Management Practices