

Course Name	ITIL® 4 Foundation
Course Code	Course Edition 1.0
Course Duration	3 Days
Course Structure	Instructor-Led
Course Overview	ITIL is the world’s leading best practice framework for implementing IT Service management. Organisations use ITIL to plan, implement, support, and impose services and create value for their customers. In this course, you will learn the foundational knowledge and skills for adopting best practices for IT service management (ITSM) in your organization. The latest iteration of the framework is ITIL® 4 Foundation. Launched in 2019, ITIL® 4 Foundation has evolved from the previous version 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.
Audience Profile	<p>The course is designed for anyone who would like a foundational understanding of IT Service management, its key principles and practices, and how it will help you deliver better value for your customers. It is appropriate for all IT staff and management, as well as customers who work closely with IT to support business requirements.</p> <p>This course is also designed for students who are seeking the ITIL® 4 Foundation certification and who want to prepare for the ITIL® 4 Foundation exam.</p>
Course Prerequisites	None, although a familiarity with IT service delivery will be beneficial.
Course Outcome	<p>After completing this course, students will be able to:</p> <ul style="list-style-type: none"> • Identify, describe, describe, and analyze all component of the ITIL 4 IT Service management approach. • Define ITIL and its key concepts • Identify the components of the ITIL Framework • Analyze the ITIL guiding principles • Identify the components and functions of the ITIL Service Value System (SVS) • Analyze the key ITIL management practices

	<ul style="list-style-type: none"> Define the general, service, and technical management practices of ITIL.
Assessment/Evaluation	<p>This course will prepare delegates to take the ITIL 4 Foundation Examination in IT Service Management.</p> <p>Successfully passing this exam will result in the attainment of the ITIL 4 Foundation Certificate in IT Service Management and Certificate of Attendance issued by IT-IQ Botswana</p>

Course Details	
Topic	<p>Topic 1: Key Concepts of Service Management</p> <p>This topic cover success in service management, including Service and product Value creation; and the stakeholders involved in the whole process of a successful service management.</p> <p>Lessons</p> <ul style="list-style-type: none"> Products and services Value and value co-creation Organizations, providers, consumers, and other stakeholders Service relationships Value: outcomes, costs, and risks Summary & Practice Questions <p>Topic 2: The Four dimensions of Service Management</p> <p>This topic introduces the four dimensions of service management, proceeds to detail each, and ends with a discussion of how to apply them. The four perspectives that are critical to the</p>

	<p>effective and efficient facilitation of value for customers and other stakeholders in the form of products and services.</p> <p>Lessons</p> <ul style="list-style-type: none">• Organizations and people• Information and technology• Partners and suppliers• Value streams and processes• External factors• Summary & Practice Questions <p>Topic 3: The ITIL service value system</p> <p>This topic introduces a model representing how all the components and activities of an organization work together to facilitate value creation.</p> <p>Lessons</p> <ul style="list-style-type: none">• Service value system overview• The ITIL guiding principles• Summary & Practice Questions <p>Topic 4: ITIL guiding principles</p> <p>This topic introduces the 7 ITIL guiding principles. It is important to note that while all of the guiding principles are important, the individual principles might be more appropriate at different times.</p> <p>Lessons</p> <ul style="list-style-type: none">• Focus on Value• Start where you are• Progress iteratively with feedback• Collaborate and promote visibility
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	<ul style="list-style-type: none">• Think and Work Holistically• Keep it simple and practical• Optimize and automate• Summary & Practice Questions <p>Topic 5: ITIL management practices</p> <p>Lessons</p> <ul style="list-style-type: none">• Service management practices• Summary & Practice Questions• General and Technical management practices Summary & Practice Questions
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NB: The ITIL® Pricing model includes a mandatory bundling with an eBook, and online proctoring.

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