

## ITIL V4 Foundation

### COURSE OVERVIEW

ITIL® is the world's leading best practice framework for implementing IT Service Management. ITIL version 4 introduces IT Service Management through the lens of a Service Value System (SVS), which provides a holistic end-to-end view of how to successfully contribute to business value, and also how to leverage concepts from models such as Lean IT, Agile, DevOps and Organizational Change Management. This foundational course immerses you in the guiding principles, dimensions, and practices of ITIL® 4. Upon completion of this course, you will have a deep understanding of the 7 Guiding Principles, 4 Dimensions of Service Management, 34 ITIL® Practices, and the new Value Service Chain that incorporates the core of ITIL® version 4.

### WHO SHOULD ATTEND?

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 the ITIL® 4 Foundation exam.

### COURSE OUTCOMES

Delegates will gain the skills and knowledge of the following:

- High level overview of ITIL v4's 5-step Lifecycle model and how the current 26 processes and functions map to the new ITIL 4 model
- The seven Guiding Principles of ITIL 4
- ITIL's new Service Value Chain
- The four dimensions of Service Management
- The 34 ITIL practices, with a focus on 18 of these Key concepts from Lean IT, Agile, DevOps, and Organizational Change Management, and why these are important to deliver business value.

### KEY COURSE HIGHLIGHTS

At the end of the course, you will understand:

- Introduction to ITIL® as the leading IT Service Management framework
- The Service Value System (SVS) for delivering business value
- In-depth coverage of the 7 Guiding Principles and 4 Dimensions of Service Management
- Overview of 34 ITIL® Practices and the new Value Service Chain
- Insights into integrating Lean IT, Agile, DevOps, and Organizational Change Management concepts

All our courses are dual-certificate courses. At the end of the training, the delegates will receive two certificates.

1. A GTC end-of-course certificate
2. Continuing Professional Development (CPD) Certificate of completion with earned credits awarded