ITIL® 4 Foundation

Course designed to help you learn, transform performance and always stay in the forefront of trends in a continually evolving business world!

- High quality Content
- Study Guides
- Learning Videos
- Practice Tests
- Learning Support
- Learn on any device

SwissKnowledge
Powered by Swiss Expert Consulting GmbH

🌐 www. swissknowledge.org
✉ contact@swissknowledge.org
☎ +41 79 315 28 99

ITIL® 4 Foundation

Overview

ITIL® 4 Foundation is the most widely acknowledged entry-level ITIL certification available for IT professionals. This newest training for the ITIL framework is designed to introduce learners to the management of modern IT-enabled services, including key concepts and common language used in the ITIL services lifecycle.

Certification

To receive the ITIL® 4 Foundation certification, you must:

1. Complete the certification training
2. Take the ITIL 4 Foundation Certification exam
3. Score at least 65 per cent on the exam (26 correct answers out of 40 questions] in 60 minutes

Who should attend?

ITIL® 4 Foundation certification is one of the primary requirements for professionals who want to learn and understand the fundamental concepts of ITIL frameworks to enhance the quality of IT Service Management. ITIL certified professionals can earn 40 per cent more than their non-certified peers. This ITIL foundation certification is best suited for:

- IT executives
- IT Executives and Architects
- Business operation managers
- IT audit managers
- IT planners and consultants
- Database administrators
- ITSM trainers
- Service delivery professionals
- Quality analysts
- Application management and development teams
- IT managers and support managers

Prerequisite

Although no prior IT experience is required to apply for the certification exam, it is recommended that delegates have some experience working in an ITSM environment or service desk and have a basic understanding of ITSM issues. Even an aspirant ITSM professional can take this course.

Expected Learning Outcomes

Upon completion of this ITIL® 4 Foundation Certification training you will learn:

- Concepts, key principles and process models required to pass the ITIL 4 Foundation exam.
- How ITIL principles can help an individual understand and apply IT service management in their organization.
- How to improve customer experience and ITSM efficiency with the help of ITIL tools and techniques.
- The purposes and key terms of 15 ITIL practices.
- Industry best practices for deploying IT services.

Syllabus

Introduction

- Course Introduction

Introduction to Service Management and ITIL

- Introduction
- Significance of IT Service Management
- Goals of ITIL4 Foundation
- Structure and Benefits of ITIL4 Framework
- Key Takeaways
- Knowledge Check

Key Concepts of Service Management

- Introduction
- Service Management Value and Value Co-creation
- Organizations Service Providers Service Consumers and Other Stakeholders
- Products Services and Service Offering
- Service Relationships
- Outcomes Costs Risks Utility and Warranty
- Key Takeaways
- Knowledge Check

Four Dimension of Service Management

- Introduction to the Four Dimensions of Service Management
- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes
- External Factors
- Key Takeaways
- Knowledge Check

ITIL Service Value System

- Introduction
- Introduction to Service Value System

- Opportunity Demand and Value
- The ITIL Guiding Principles
- Governance
- Service Value Chain
- Continual Improvement
- Agile ITSM and Organizational Silos
- Key Takeaways
- Knowledge Check

ITIL Management Practices

- Introduction to ITIL Management Practices
- General Management Practices
- Service Management Practices
- Technical Management Practices
- Key Takeaways
- Knowledge Check

About SwissKnowledge

SwissKnowledge is a brand of Swiss Expert Consulting GmbH, designed to deliver training and consulting services to individuals and corporate customers

MAKE SMATER AND BETTER INVESTMENT

in People Development

COURSES PORTFOLIO

SCRUM & AGILE

— Scrum Developer Certified (SDC)

— Scrum Master Certified (SMC)

— Scrum Product Owner Certified (SPOC)

— Agile Master Certified (SAMC)

— Agile Scrum Master (ASM)

PROJECT MANAGEMENT

— Project Management Professional

— PMI Risk Management Professional

— PRINCE2 Foundation & Practitioner

— MSP Foundation & Practitioner

— CBAP

QUALITY MANAGEMENT

— Six Sigma Green Belt (SSGB)

— Six Sigma Black Belt (SSBB)

— Lean Six Sigma Green Belt (LSSGB)

— Lean Six Sigma Black Belt (LSSBB)

IT SERVICE MANAGEMENT

— ITIL Foundation

— ITIL 4 Foundation

Trust your educational growth to

SwissKnowledge
Powered by Swiss Expert Consulting GmbH

✉ contact@swissknowledge.org

☎ +41 79 315 28 99