

## **ITIL® 4 Foundation:**

### ***Course Description:***

The Information Technology Infrastructure Library (**ITIL®**) framework has become the standard in **IT Service Management** across the globe. ITIL helps all organizations, regardless of their industry or business sector, provide their IT services using the most efficient and economical methods. The framework focuses on IT Service Management best practices and efficient operations and is used in government, commercial, and non-profit organizations.

This course covers the **ITIL® 4 Foundation exam** which is the **entry-level certification** in the ITIL framework and offers an exceptional overview of ITIL®.

Students will learn the key elements, concepts, and terminology used in ITIL®, including how operations move between each activity and process to create value in the service value system, and their overall contribution to the service management best practices.

### **Course Outline**

- 1 – Introduction to ITIL 4 Framework**
- 2 - Service Management**
- 3 - Four Dimensions of Service Management**
- 4 - Service Value System and Governance**
- 5 - Guiding Principles**
- 6 - Service Value Chain**
- 7 - Continual Improvement**
- 8 - General Management Practices**
- 9 - Service Management Practices**
- 10 - Technical Management Practices**
- 11 - Conclusion**

**Delivery Method:** in-person classes or live online learning

**Job Profile:** ITIL-certified professional, ITIL service manager