

€ TRAINING

ITIL V4 (Information Technology
Infrastructure Library)



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Introduction

Information Technology Infrastructure Library ITIL v4 Foundation introduces an end-to-end operating model for the creation, delivery and continual improvement of technology-enabled products and services. ITIL 4 Foundation is for anyone who needs to understand the key concepts of IT and digital service delivery, and who is interested in helping their organization embrace the new service management culture. It is for professionals at the start of their ITIL 4 journey or people looking to update their existing ITIL knowledge.

Course Objectives

At the end of this course the participants will understand:

- How modern IT and digital service organizations operate.
- How value streams increase speed and efficiency.
- How cultural or behavioral principles guide work that benefits the wider organization.
- How to use commonly-used service management terms and concepts.

Targeted Audience

- IT professionals who want to adopt ITIL in order to make service improvement in the Organisation.
- Individuals who require ITIL framework basic knowledge and wanted to enhance IT service management in the Organisation.
- Infrastructure teams.
- Government agencies.
- IT managers.
- Networking managers or technicians.

Course Outline

Unit 1: Introduction

- Overview
- Introduction to IT Service Management in the Modern World
- Structure and Benefits of ITIL 4

Unit 2: Service Management: Key Concepts

- Intent and Context
- Value and Value Co-Creation
- Value: Services, Products, and Resources
- Service Relationships
- Value: Outcomes, Costs and Risks

Unit 3: The Guiding Principles

- Identifying Guiding Principles

- Topics Covered
- The Seven Guiding Principles
- Applying the Guiding Principles

Unit 4: The Four Dimensions of Service Management

- The Four Dimensions
- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes
- External Factors and the Pestle Mode

Unit 5: Continual Improvement

- Introduction to Continual Improvement
- The Continual Improvement Model
- Relationship between Continual Improvement and Guiding Principles