

€ TRAINING

ITIL® 4 Foundation



23 - 27 September 2024
Kuala Lumpur (Malaysia)



ITIL® 4 Foundation

REF: B2401 DATE: 23 - 27 September 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 5850 Euro

Introduction:

Welcome to the ITIL® 4 Foundation Training, a comprehensive program designed to equip you with the fundamental knowledge and skills necessary to excel in the field of IT Service Management. This 5-day course will provide you with a deep understanding of ITIL® 4, the latest version of the globally recognized IT Service Management framework. Through a combination of lectures, case studies, and practical exercises, you'll gain the expertise needed to improve IT services within your organization.

Course Objectives:

At the end of this course, the participants will be able to:

- Understand the key concepts and principles of ITIL® 4.
- Comprehend the IT service lifecycle and the service value system.
- Explain the four dimensions of service management.
- Apply ITIL® practices for effective service management.
- Prepare for the ITIL® 4 Foundation certification exam.

Targeted Audience:

- IT Managers and Directors
- IT Service Providers
- IT Support Staff
- Service Desk Managers
- Project Managers
- Business Analysts
- IT Architects
- Service Delivery Professionals
- Quality and Process Managers
- Anyone seeking a fundamental understanding of ITIL® 4

Course Outline:

Unit 1: Introduction to ITIL® 4

- ITIL® 4 Foundation Overview
- Key ITIL® Concepts and Terminology
- Service Value System SVS and Service Value Chain SVC
- Four Dimensions of Service Management

Unit 2: Service Value System

- Guiding Principles of ITIL® 4
- Governance and Service Management
- Continual Improvement
- Service Value Streams

Unit 3: Service Value Chain

- Plan
- Improve
- Engage
- Design and Transition
- Obtain/Build
- Deliver and Support

Unit 4: ITIL® 4 Practices

- General Management Practices
- Service Management Practices
- Technical Management Practices

Unit 5: Exam Preparation and Mock Exam

- Review of Key Concepts and Practice Questions



- Mock Exam to Prepare for the ITIL® 4 Foundation Certification