

Course Outline

ITIL 4 Foundation

General Description

This two-day course prepares you for the examination leading to the Foundation Certificate In IT Service Management.

The course is designed as an introduction to ITIL 4 and enables you to understand a new way to look at IT Service Management through a Service Value System (SVS). What's the difference between ITIL v3 and ITIL 4? In a nutshell, ITIL v3 describes Service Management around 26 processes and functions that are part of a continuous process of 5 life cycles: Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement. All of the v3 body of knowledge is still very worthwhile and relevant!

ITIL 4 takes you through a more evolved view of a Service Value System (SVS), which provides a holistic end-to-end picture of what it really means to contribute to business value, and also integrates concepts from models such as Lean IT, Agile and DevOps.

Outcomes

At the end of this new two-day course, attendees will have an understanding of the following:

- High level overview of ITIL v3's 5-step Lifecycle model and how the current 26 processes and functions map to the new ITIL 4 model SVS 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 primary 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

Audience

The ITIL 4 Foundation Certification Course is designed for anyone working in IT looking for IT Service Management education and an understanding of how to provide business value. Also, anyone who is looking to upgrade their ITIL v3 certification and knowledge.



Prerequisites

There are no mandatory prerequisites.

Course Details

Course code: ITILv4 FND

Duration: Public / In-House: 2 days Self-Paced Online: 12 Months

Starting time: 9am

Finishing time: 4.30pm

Booking guidelines

Contact our learning consultants on 1300 86 87246 and we will assist you with your booking.

 **1300 86 87246**
1300 TO TRAIN

For more information about any of our training courses, contact our Learning Consultants

on 1300 86 87246 or email us on info@advancedtraining.com.au

Visit us on the web at www.advancedtraining.com.au

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MULTIPLE OPTIONS FOR HOW YOU CAN ATTEND THIS COURSE

Self-Paced Online:

- Learn at your own pace from your computer, anywhere at any time. Get the FULL course in e-learning format for three months.

Public Web-Based:

- On specific dates throughout the year; hosted live online with our expert instructor.

In-House:

- Live Classroom: On dates convenient to you; exclusively for your team at your location with our expert instructor.
- Web-Based: On dates convenient to you; exclusively for your team, hosted live online by our expert instructor.

INDUSTRY ASSOCIATION RECOGNITION

Project Management Institute (PMI)[®]

- Contact Hours: 21 hours
- Professional Development Units (PDUs): 21 PDUs
- Australian Institute of Project Management (AIPM)
- Continual Professional Development (CPD) points: 10 points