

ITIL® 4 Foundations

Modality: Self-Paced Learning

Duration: 8 Hours

SATV Value:

CLC:

NATU:

SUBSCRIPTION: No

About this course:

This course is designed to cover the syllabus required to clear the ITIL® 4 Foundation Certification exam. The course all the topics of the exam extensively, so that it becomes easy for you to gain the knowledge required on all the possible topics of this certification exam.

This ITIL 4 Training exam course has been designed by keeping in view the requirements of the exam. Furthermore, this course gives you the benefit of gaining the certification faster.

ITIL® 4 serves as a guide in the IT management department in the service economy. ITIL® 4 foundation has been built on the practices of ITSM. The program then further branches itself into different fields like customer expertise, value flows, and digital transformation. Not only this, it enables to get into latest working trends like Agile, DevOps, and Lean. With the help of this course, you will be able to study about the 4 end-to-end IT/digital operating models for the production, delivery, and constant improvement of services and products. The course also provides you the opportunity of learning about the way in which IT and technology play a crucial role in development of business strategies.

Learning objectives:

The course has the following learning objectives:

- Delivering training for and passing the ITIL® 4 Foundation certification exam
- Recognizing the provided opportunities in order to develop IT practices through the usage of the ITIL instructions
- Communicating with IT teams through the usage of ITIL 4 languages and theories
- Traversing the support value chain and IT service management practices
- Recognizing the requirement for IT and business merging

Audience:

The ITIL ® 4 Foundation certificate in IT Service Management caters to a number of groups like:

- People who are looking for clearing their foundational concepts of ITIL 4. And also, to learn on the methods of using it to enhance the quality of IT service management in an organization.

- Tech professionals; those who are working in an organization that deals with ITIL 4. These professionals have to work with tech groups and have to interact with a continual service improvement program.
- Groups like business managers, IT professionals, and business process owners can also reap benefits of this examination too.
- Lastly, it is suitable for any workforce member from groups like IT team, IT Support Staff Business, IT Professionals, and Project Managers involved in the operation and management of IT services.

Requirements:

This course has no requirements. Because, the ITIL® 4 Foundations Certification Exam is a requirement for ITIL® 4 certificates. This course itself acts as a requirement for other certifications. This course has been designed for a complete preparation of ITIL topics and concepts. By completing this training program, you will be on your way to take the respective certification exam successfully.

Course Outline:

- **Course Introduction**
- **Module 1: ITIL 4 Overview**
- **Module 2: Service Management Concepts**
- **Module 3: 4 Dimensions of Service Management**
- **Module 4: ITIL Service Value System**
- **Module 5: General Management Practices**
- **Module 6: Service Management Practices**
- **Module 7: Technical Management Practices**
- **Course Summary**