IT Infrastructure Library (ITIL Foundation V4)

Duration : 3 Days

Course Content

ITIL is used by organizations world-wide to establish and improve capabilities in service management. Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services. The capabilities take the form of functions and processes for managing services over a lifecycle, with specializations in strategy, design, transition, operation, and continual improvement. The capabilities represent a service organizations capacity, competency, and confidence for action. The act of transforming resources into valuable services is at the core of service management. This course provides comprehensive first-level training for anyone involved in provision, support, and delivery of IT Services. The course is comprised of lecture sessions, short exercises which reinforce the knowledge gained and practice examinations

Prerequisites

- Learning knowledge of computers
- Involvement in the provision or receipt of IT Services.

Course Objectives

After completing this course, students will be able to:

- Enables delegates to understand how an integrated IT Service Management framework, based on ITIL® best practice guidelines, can be adopted and adapted within their own organisations.
- To provide proven practical guidance on how to successfully introduce an integrated IT Service Management framework based on the ITIL® best practice service lifecycle approach.To prepare delegates for the
- ITIL® Foundation Certificate in IT Service Management examination.

Who Should Attend

This course is aimed at all levels of IT professionals, Customers, and Users involved in the provision or receipt of IT Services

Course Outline

- Introduction to Service Management and IT-IL v4
- Four Dimensions of Service Management Based on IT-IL v4
- Guiding Principles
- Service Value Chain
- Continual Improvement
- Service Management Practice