New Horizons®

ITIL4 Foundation

Summary

Length: 16 hours Level: Foundational

ITIL is the world's leading best practice framework for implementing IT Service Management. ITIL version 4 introduces IT Service Management through the lens of a Service Value System (SVS), which provides a holistic end-to-end view of how to successfully contribute to business value, and also how to leverage concepts from models such as Lean IT, Agile, DevOps and Organizational Change Management. This foundational course immerses you in the guiding principles, dimensions, and practices of ITIL 4. New Horizons is committed to your success beyond the classroom. Your enrollment in this class includes an ITIL 4 certification exam voucher and the official AXELOS ITIL Foundation Guidance e-book. The e-book reinforces what you learned in class and can serve as a reference guide for you.

Learning Objectives

By completion of this course, you will have a deep understanding of the 7 Guiding Principles, 4 Dimensions of Service Management, 34 ITIL Practices, and the new Value Service Chain that incorporate the core of ITIL version 4.

Course Outline

1. **ITIL 4 Overview**

   Introduction to ITIL
   Key Concepts of ITIL

2. **The ITIL Framework**

   The Four Dimensions of Service Management
   The ITIL Service Value System

3. **The ITIL Guiding Principles**

   Focus on Value
   Start Where You Are
   Progress Iteratively with Feedback
   Collaborate and Promote Visibility
   Think and Work Holistically
   Keep It Simple and Practical
   Optimize and Automate

4. **The ITIL Service Value System**

   Governance
   The Service Value Chain
   Continual Improvement

5. **Key ITIL Practices**

   Continual Improvement
   Service Level Management
   Change Control
   Incident Management
   Service Request Management
   Service Desk
   Problem Management

6.   Other ITIL Practices

General Management Practices
Service Management Practices
Technical Management Practices

Audience

This course is designed for anyone who needs an understanding of IT Service Management to help deliver better value to customers. It is appropriate for all IT staff and management, as well as customers who work closely with IT to support business requirements. This course is also designed for students who are seeking the ITIL 4 Foundation certification and who want to prepare for ITIL 4 Foundation exam.

Prerequisites

While there are no prerequisites for this course, please ensure you have the right level of experience to be successful in this training.