

ITIL 4 Foundation



Days: 3

Prerequisites: Familiarity with IT services is recommended.

Audience: ITIL Foundation® training is essential for anyone involved in the internal or external delivery of IT services including:

- IT Leadership
- Key Business Managers
- Network Operations
- Business Process Analysts
- Business Analysts
- IT Consultants
- Project Managers
- Systems Integrators
- Help Desk / Service Desk Managers and Analysts
- Managed Service Providers
- Application Developers
- Solution Providers and Sales Staff

Description: This course provides an awareness-level understanding of the newly-released ITIL® 4 concepts through presentation, lecture, guided discussions, exercises, and games setting students up for success on the ITIL® 4 Foundation exam, and paving the way for absorbing the rest of the ITIL® 4 framework once it is released in 2020.

ITIL® stands for “IT Infrastructure Library,” and since the late 1980s it has been the de facto set of books outlining the framework of best practices for IT Service Management. Last updated in 2011 (“ITIL® V3/2011”), these ITIL® books are currently being updated once again (“ITIL® 4”), and are scheduled to be fully released in 2020. The first book of the new ITIL® 4 suite is an overview/preview book called ITIL Foundation: ITIL® 4 Edition. A class and an exam have been created to teach students ITIL® 4’s most elemental concepts and vocabulary, so they can better absorb and apply guidance in the future ITIL® 4 books once they are released. ITIL® 4 Foundation is the start of the journey, and provides a foundational introduction to this exciting evolution in IT Service Management!

Organizations create value for themselves and their customers through providing services. Almost all services today are IT-enabled, and organizations achieve great benefit by optimizing how they understand, provide, and manage those services: This is IT Service Management (ITSM). There is tremendous benefit for organizations in creating, expanding and improving their IT service management (ITSM) capability.

Since the late 1980s, the ITIL® books have provided organizations with a comprehensive framework for ITSM. ITIL 4 brings ITIL up to date by re-shaping much of the established ITSM practices in the wider context of customer experience, speed to market, value streams, and digital transformation, as well as embracing and incorporating the newest ways of working, such as DevOps, Lean, and Agile.

This 3-day course introduces students to the management of modern IT-enabled services, provides an introduction to the common language and key concepts of ITIL 4, and shows them how they can improve their services and the services their organizations provide.

Baton Rouge | Lafayette | New Orleans

www.lantecctc.com

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OUTLINE:

LESSON 1: INTRODUCTION TO IT SERVICE MANAGEMENT

- Brief History of ITIL
- Certification paths beyond Foundation

LESSON 2: KEY CONCEPTS OF SERVICE MANAGEMENT

LESSON 3: HOW VALUE CREATION IS ENABLED THROUGH SERVICES

LESSON 4: THE ITIL® GUIDING PRINCIPLES

- Focus on value
- Start where you are
- Progress iteratively and with feedback
- Collaborate and promote visibility
- Think and work holistically
- Keep it simple and practical
- Optimize and automate

LESSON 5: THE FOUR DIMENSIONS OF SERVICE MANAGEMENT

- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes

LESSON 6: SELECT ITIL® PRACTICES

- Continual improvement
- Change controls
- Incident management
- Problem management
- Service desk
- Service level management
- Service request management

LESSON 7: INPUTS, OUTCOMES, AND COMPONENTS OF THE ITIL® SERVICE VALUE SYSTEM

LESSON 8: THE SIX INGREDIENTS AND ACTIVITIES OF THE ITIL® SERVICE VALUE CHAIN

LESSON 9: EXAM PREPARATION

- Class review: trying it all together
- Sample exam, review, and analysis
- Test taking strategies