

ITIL®4

Service Management Foundation



IBEX Inc.
500
IT Business Experts

Course profile

This three-day course leads to the ITIL 4 foundation certificate in IT Service Management. Candidates will be taken from foundational understanding through to getting a practical appreciation of how to the ITIL framework should apply to business issues and promote better alignment with organizational objectives. The purpose of the ITIL Foundation certificate in IT Service Management is to certify that the delegate has gained knowledge of the ITIL terminology, structure and basic concepts and has comprehended the core principles of ITIL practices for service management. Delegates will prepare for and sit the one-hour, multiple-choice examination. The course consists of short lectures, exercises, discussions, examination technique training, mock examinations and culminates in an invigilated examination on the final day.



Course content

The ITIL Foundation certificate in IT Service Management is a three-day course in which delegates will gain a comprehensive grounding in the aspects of ITIL Service Management aligned to the current version, ITIL 4.

ITIL 4 is the very latest version of the most widely adopted guidance on IT service management (ITSM) in the world. ITIL 4 Foundation introduces delegates to the Service Value System (SVS) which describes how all the components and activities of the organization work together as a system to enable value creation. The ITIL SVS supports many work approaches, such as Agile, DevOps and Lean as well as traditional process and project management, with a flexible value-oriented operating model.

This course is designed as an introduction to ITIL and enables you to understand how an integrated IT Service Management framework can be utilized to achieve IT business integration, cost reductions and increased productivity. The syllabus areas that this course is designed to cover are:

- An introduction to ITIL, its strategic and operational benefits
- An overview of the ITIL certification scheme
- Key concepts of Service Management
- Key concepts in the ITIL 4 framework
- The Service Value Chain
- The ITIL 4 Guiding Principles
- The ITIL 4 Practices
- Group activities and buzz exercises
- Mock examination and examination preparation



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Why ITIL4?

ITIL is the most widely accepted approach to IT service management in the world. ITIL provides a cohesive set of best practice, drawn from the public and private sectors internationally. IT Service Management (ITSM) derives enormous benefits from a best practice approach. Because ITSM is driven both by technology and the huge range of organizational environments in which it operates, it is in a state of constant evolution. Best practice, based on expert advice and input from ITIL users is both current and practical, combining the latest thinking with sound, common sense guidance. The qualifications scheme provides a modular approach and is comprised of a series of qualifications focused on different aspects of ITIL Best Practice.

Who should attend this course?

The audience for the ITIL Foundation Certificate in IT Service Management includes individuals who require an understanding of the ITIL 4 framework:

- Both IT and business people will benefit from this course
 - Those requiring a basic understanding of ITIL
 - IT professionals or others working within an organization that have adopted an ITIL approach
 - Anyone involved in or contributing to an on-going service improvement program
- Those needing an understanding of service management

Setting a new standard

Working in partnership with Syzygal, IBEX is a provider of professional development education, e-learning and consulting solutions. The foundation of our partnership model is specialisation in the areas of IT Service Management, Enterprise Governance, Project Management and IT Security Management. Our focus is on supporting and promoting world-renowned, industry recognised frameworks and standards. In doing so we help our clients develop world-class, business centric IT Services and business change environments. With a global reach we can provide your organisation with innovative solutions to help navigate your business to tangible and measurable improvements through direct consultancy engagements or training and education services. Syzygal is a globally Accredited Training Organisation and Accredited Courseware Provider; holding accreditations with: APMG, EXIN, Loyalist and PEOPLECERT.

Client-site and public training



Self paced on-line e-learning



Virtual instructor led training

