

**ITIL 4 Foundations**

**Course Number:** ITIL-124
**Duration:** 3 days

**Overview**

ITIL® 4 expands the scope of the world’s leading best practice framework for IT to incorporate many new ways of working, including Agile, LEAN, DevOps, and other innovative approaches. In this ITIL 4 training course, attendees learn the core aspects of the ITIL Framework and how to use it to improve the quality of services delivered to their customers.

**ITIL 4 Foundations Exam:**  A voucher for a 1-hour, 40 question examination for each student is included with this class.

**Prerequisites**

No prior experience is presumed. This course is suitable for all IT management and staff who need to understand the Service Lifecycle and their role in provisioning quality services for their customers

**Materials**

All students receive comprehensive courseware.

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**Software Needed on Each Student PC**

For in-person deliveries, attendees do not need computers for this course. We will provide full classroom setup instructions that will include seating in small groups, with supplies such as flipcharts, sticky notes, markers, and pens for the attendees and a projector and Internet connection for the instructor's laptop.

Online deliveries for this interactive training will use an online meeting platform (such as Zoom, WebEx, GoTo, or Teams) to have face-to-face contact online, including use of breakout rooms for group activities.

**Objectives**

All attendees will learn:

* The ITIL Service Management System
* The Service Value Chain
* Continual Improvement best practices
* Key Guiding Principles
* Governance Requirements
* Key ITIL Practices, including:
	+ Incident Management
	+ Service Request Fulfillment
	+ Service Level Management
	+ Service Desk
	+ Change Control
	+ Continual Improvement
	+ And many more

**Outline**

* Introduction
* ITIL 4 Overview
	+ Introduction to ITIL
	+ Key Concepts of ITIL
* The ITIL Framework
	+ The Four Dimensions of Service Management
	+ The ITIL Service Value System (SVS)
* 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
* The ITIL Service Value System (SVS)
	+ Governance
	+ The Service Value Chain
	+ Continual Improvement
* Conclusion