



BELLSTECH
ACADEMY

ITIL®4 Foundation

Delivered by **simplilearn**

Program Overview:

Simplilearn's ITIL® 4 Foundation is the most accepted foundation-level ITIL certification available for IT professionals. The newly updated ITIL guidance will be called ITIL 4 which reflects the new versions role in supporting individuals and organizations during the Fourth Industrial Revolution. The ITIL 4 Foundation course is designed to introduce students to the management of modern IT enabled services and the key concepts of service architecture. This course provides learners with an understanding of ITIL 4 including, common language and key concepts, the services lifecycle, how the lifecycle stages are linked, the processes involved, and the best practices for improving their work and the work of their organization.

Program Features:

- > 16 hours of instructor-led training
- > Flexibility to choose classes
- > 2 industry case studies
- > 30 end of chapter quizzes and 2 simulation exams
- > Exam voucher included

Delivery Mode:

Online Bootcamp - Online self-paced learning and live virtual classroom

Prerequisites:

To take the ITIL 4 Foundation Certification exam, no prerequisite is required.

Target Audience:

ITIL Foundation certification is one of the most highly valued qualifications on the resume of any ITSM professional. The ITIL 4 Foundation course is best suited for

- IT Managers/IT Architects
- System Administrators and Analysts
- Operations Manager, Database Administrators
- Process Owners, Practitioners
- Service Delivery Professional, Quality Analyst
- CIOs, CTOs, IT Directors

Key Learning Outcomes:

- Gain a mastery of Service Management including, generic concepts, key principles, and ITIL 4 process models, all of which are required for the ITIL Foundation exam
- Know how ITIL principles can help an individual to understand and apply service management in their organization
- Understand how to use ITIL tools and techniques in order to improve efficiency and the customer experience
- Know the purpose and key terms of 15 ITIL practices

Certification Alignment:

This ITIL 4 Foundation course is accredited by AXELOS

Course of Content:

1. Introduction to Service Management and ITIL

- 1.1 IT Service Management in the Modern World
- 1.2 About ITIL 4
- 1.3 The Structure and Benefits of the ITIL 4 Framework
 - 1.3.1 The ITIL SVS
 - 1.3.2 The Four Dimensions Model

2. Key Concepts of Service Management

- 2.1 Value and Value Co-Creation
 - 2.1.1 Value Co-Creation
- 2.2 Organizations, Service Providers, Service Consumers, and Other Stakeholders
 - 2.2.1 Service Providers
 - 2.2.2 Service Consumers
 - 2.2.3 Other Stakeholders
- 2.3 Products and Services
 - 2.3.1 Configuring Resources for Value Creation
 - 2.3.2 Service Offerings
- 2.4 Service Relationships
 - 2.4.1 The Service Relationship Model
- 2.5 Value: Outcomes, Costs, and Risks
 - 2.5.1 Outcomes
 - 2.5.2 Costs
 - 2.5.3 Risks
 - 2.5.4 Utility and Warranty
- 2.6 Summary

3. The Four Dimensions of Service Management

- 3.1 Organizations and People
- 3.2 Information and Technology
- 3.3 Partners and Suppliers

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3. The Four Dimensions of Service Management

- 3.1 Organizations and People
- 3.2 Information and Technology
- 3.3 Partners and Suppliers

- 3.4 Value Streams and Processes
 - 3.4.1 Value Streams for Service Management
 - 3.4.2 Processes
- 3.5 External Factors
- 3.6 Summary

4. The ITIL Service Value System

- 4.1 Service Value System Overview
- 4.2 Opportunity, Demand, and Value
- 4.3 The ITIL Guiding Principles
 - 4.3.1 Focus on Value
 - 4.3.2 Start Where You Are
 - 4.3.3 Progress Iteratively with Feedback
 - 4.3.4 Collaborate and Promote Visibility
 - 4.3.5 Think and Work Holistically
 - 4.3.6 Keep it Simple and Practical
 - 4.3.7 Optimize and Automate
 - 4.3.8 Principle Interaction
- 4.4 Governance
 - 4.4.1 Governing Bodies and Governance
 - 4.4.2 Governance in the SVS
- 4.5 Service Value Chain
 - 4.5.1 Plan
 - 4.5.2 Improve
 - 4.5.3 Engage
 - 4.5.4 Design and Transition
 - 4.5.5 Obtain/Build
 - 4.5.6 Deliver and Support
- 4.6 Continual Improvement
 - 4.6.1 Steps of the Continual Improvement Model
 - 4.6.2 Continual Improvement and the Guiding Principles
- 4.7 Practices
- 4.8 Summary

5. ITIL Management Practices

- 5.1 General Management Practices
 - 5.1.1 Architecture Management
 - 5.1.2 Continual Improvement
 - 5.1.3 Information Security Management
 - 5.1.4 Knowledge Management
 - 5.1.5 Measurement and Reporting
 - 5.1.6 Organizational Change Management
 - 5.1.7 Portfolio Management
 - 5.1.8 Project Management
 - 5.1.9 Relationship Management
 - 5.1.10 Risk Management
 - 5.1.11 Service Financial Management
 - 5.1.12 Strategy Management
 - 5.1.13 Supplier Management
 - 5.1.14 Workforce and Talent Management
- 5.2 Service Management Practices
 - 5.2.1 Availability Management
 - 5.2.2 Business Analysis
 - 5.2.3 Capacity and Performance Management
 - 5.2.4 Change Control
 - 5.2.5 Incident Management
 - 5.2.6 IT Asset Management
 - 5.2.7 Monitoring and Event Management
 - 5.2.8 Problem Management
 - 5.2.9 Release Management
 - 5.2.10 Service Catalogue Management
 - 5.2.11 Service Configuration Management
 - 5.2.12 Service Continuity Management
 - 5.2.13 Service Design
 - 5.2.14 Service Desk
 - 5.2.15 Service Level Management
 - 5.2.16 Service Request Management
 - 5.2.17 Service Validation and Testing

- 5.3 Technical Management Practices
 - 5.3.1 Deployment Management
 - 5.3.2 Infrastructure and Platform Management
 - 5.3.3 Software Development and Management



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