ITIL 4 IS READY: WELCOME TO THE FUTURE!

ITIL® 4 Foundation Certificate (2.5 day course)

What is ITIL?

The purpose of **ITIL 4** is to provide organizations with a practical and flexible framework that supports them on their journey into the new world of digital transformation, by helping them align their human, digital and physical resources to compete within a modern and complex landscape.

ITIL 4 reshapes established ITSM practices in the wider context of customer experience, value streams, digital transformation, and systems thinking, as well as embracing new ways of working, such as Lean, Agile and DevOps.

This 2.5 day certificate course is the best starting point for any person or organisation working with ITIL, the world best practice in IT Service Management.

The **ITIL 4** focus is on an integrated approach to IT Service Management through cross-departmental processes and implementation of effective communication channels.

You will learn a common vocabulary and a shared understanding of IT Service Management best practice.

Course Overview

Learn the language of IT Service Management and the processes that support it.

ITIL 4 has been designed to help organisations meet the increasing demand from the current complex digital environment. **ITIL 4** has also been designed to be compatible with ITIL v3 to further add knowledge to a time proven international framework.

ITIL 4 takes you through a more evolved view of a Service Value System (SVS) which is a new way to look at IT Service Management, providing a holistic end-to-end picture of what it really means to contribute to business value, and also integrates concepts from models such as Lean IT, Agile and DevOps.

The ITIL 4 Certification Scheme

The ITIL 4 certification scheme is aligned with ITIL v3 and provides clear paths for practitioners

Face-to-face, Virtual Instructor-led, online

Available in all three modes.
Core modules are supported by a new and attractive textbook (included with exam booking as an eBook)

- **Overview of Service Management**

  Exploration of what is meant by 'service' and the four dimensions of service management. Key concepts of service relationships.

- **Creating value**

  Key concepts are associated with value creation.

- **The ITIL Service Value System (SVS)**

  The core components of the SVS. Exploration of how the service value chain supports each service value stream.

- **The ITIL practices**

  Overview of 18 ITIL practices, such as Relationship Management and Supplier Management. In-depth review of how 7 key practices, such as Service Desk and Problem Management, fit within the service value chain.

- **ITIL guiding principles**

  Determine how the ITIL guiding principles can help an organisation adopt and adapt service management.

Exam details (Online only)

60-minute exam, 40 multiple-choice questions, with 65% required to receive your certificate (26 marks) Full sample papers are included in the course to help prepare for the exam.

Who should attend?

The **ITIL 4 Foundation** course audience includes all staff across IT functions as well as anyone who is looking to upgrade their **ITIL v3** certification and knowledge.

More details at the Yellowhouse site.