REGENESYS
CORPORATE EDUCATION

PeopleCert
All talents, certified.

COURSE DURATION: 2 DAYS

Information Technology Infrastructure Library (ITIL® 4) Foundation

www.corporateeducation.regenesys.net

COURSE OVERVIEW

ITIL® 4 Foundation (Information Technology Infrastructure Library) is an IT service management framework that provides advice for developing, delivering, and continuously upgrading IT services to suit the changing demands of organisations and customers. The ITIL® 4 Foundation framework is important for IT professionals and organisations seeking to improve their IT service management practices.

Our ITIL® 4 Foundation certificate training aims to provide an understanding of the ITIL® framework and its applications. This training will provide learners with in-depth knowledge of ITIL® practices, principles, and concepts, enabling them to streamline the service delivery and support functions of their organisations. Pursuing this training helps individuals get equipped with the necessary IT service management skills and techniques to enhance their career opportunities and increase their earnings. During this training, delegates will learn various key concepts of service management, including value creation, stakeholder and service consumer roles, and service offerings.

COURSE DURATION

In this 2-day ITIL® 4 Foundation certification training course, delegates will study the fundamentals of IT service management as well as how to apply ITIL® concepts and practices to improve business processes.

COURSE OBJECTIVES

After attending this training course, delegates will be able to create value with services, including outcomes, output, cost, risk, and warranty. They will also be able to apply the guiding principles effectively using measurement.

- To describe the relationship between products, services, and service offerings.
- To attain in-depth knowledge about the four dimensions of service management.
- To understand the roles of stakeholders and service consumers in creating value.
- To define service offerings and their relationship to products and services.
- To become familiar with the ITIL® service value chain and its activities.
- To gain knowledge about value co-creation, service provision, and consumption.

PREREQUISITES

There are no formal prerequisites for attending this ITIL® 4 Foundation certification training course.

INTENDED AUDIENCE

This training course is intended for anyone who wishes to acquire a basic understanding of the ITIL® framework. However, this course will be more beneficial for those who are working in a service delivery or service desk discipline, as well as IT professionals who are interested in adopting or have adopted ITIL® within their organisation.

EXAM INFORMATION

The ITIL® 4 Foundation exam tests knowledge of the basic terminology, concepts, and principles behind ITIL® and service management.

- **Type of questions:** Multiple Choice.
- **Duration:** 60 Minutes.
- **Material Allowed:** None, this is a 'closed book' exam.
- **Number of marks:** 40, worth 1 mark each.
- **Pass Mark:** You will need to get 26 questions correct (65%) to pass the exam.

COURSE OUTLINE

MODULE 1

INTRODUCTION
- What is ITIL®?
- ITIL® 4 Certification Journey
- Course Objectives
- About the Course

MODULE 2

KEY CONCEPTS OF SERVICE MANAGEMENT

CONCEPT OF VALUE
- What do we Mean by Value?
- Definition of Value
- What is an Organisation?
- How is Value Created between Organisations?
- Service Relationships
- Providers and Consumers Co-Create Value

COURSE OUTLINE

STAKEHOLDER AND SERVICE CONSUMER ROLES

- Stakeholders
- Service Provider Organisations
- Service Consumer Organisations
- Other Stakeholders
- How is Value Created?
- Service Consumer Roles
- Activity

SERVICE OFFERINGS

- What is a Product?
- What is a Service?
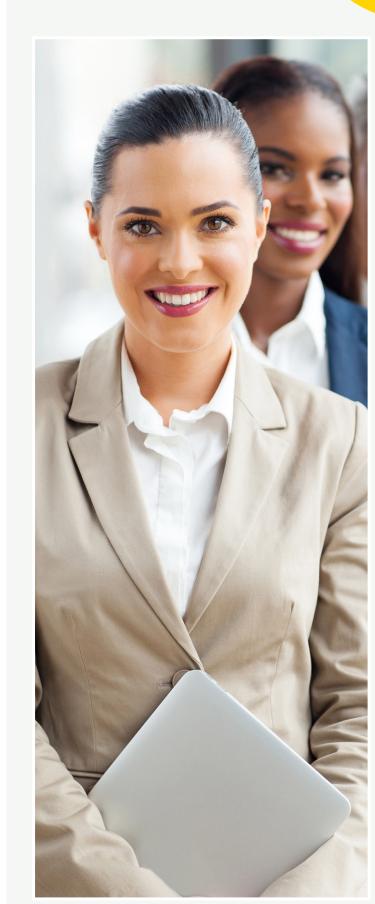- What is a Service Offering?

CREATING VALUE WITH SERVICES

- Value Co-Creation
- Service Provider
- What are Service Consumers?
- What are Products and Services?
- Definitions
- What are Service Relationships?
- What is the Meaning of Service Provision?
- What is Service Consumption?
- Service Relationship Management
- How Organisations Co-Create Value?
- Service Relationship Model
- Value, Outcomes, Costs, and Risk
- Definitions
- What can be described as Utility and Warranty?
- Review and Reflect
- Quiz

MODULE 3

KEY CONCEPTS OF ITIL® 4

FOUR DIMENSIONS OF SERVICE MANAGEMENT

COURSE OUTLINE

- Holistic Approach to Service Management
- Four Dimensions of Service Management
- Organisations and People
- What the Dimension Includes?
- What is Culture, and Why is it Needed?
- What a Supportive Culture Requires?
- What to Pay Attention to?
- Organisational Complexities
- Information and Technology
- Things to Consider
- Partners and Suppliers
- Organisations and their Partners and Suppliers
- Forms of Cooperation
- What Goes into Supplier Strategy?
- What is a Value Stream?
- Value Streams and Processes
- Questions to create, deliver and improve

ACTIVITY

ITIL® SERVICE VALUE SYSTEM

- ITIL® SVS
- ITIL® SVS Inputs
- Governance
- Challenges of Silos
- Need for Continual Improvement
- Applying the SVS

SERVICE VALUE CHAIN

- Introduction to the ITIL® Service Value Chain
- Opportunity vs Demand
- Converting Inputs into Outputs
- Service Value Chain, its Practices, and Value Streams
- Activities
- Review and Reflect Quiz

REGENESYS
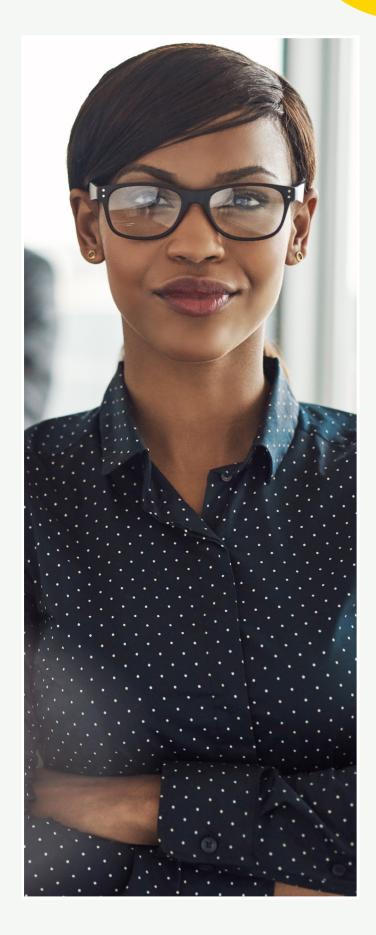CORPORATE EDUCATION

COURSE OUTLINE

MODULE 4

INTRODUCTION TO THE GUIDING PRINCIPLES

FOUR DIMENSIONS OF SERVICE MANAGEMENT

- What is a Guiding Principle?
- Focus on Value
- How Value is Perceived?
- CX and UX
- How would you Apply this Principle?
- Start Where You Are
- Assess Where You Are
- Role of Measurement
- Applying the Principle
- Progress Iteratively with Feedback
- Role of Feedback
- Use of Feedback Loops
- Iteration and Feedback Together
- Collaborate and Promote Visibility
- Communication and Visibility
- Key Collaboration Pairs
- Promote Visibility
- Think and Work Holistically
- Keep it Simple and Practical
- Judging What to Keep
- Conflicting Objectives
- Applying the Principle
- Optimise and Automate
- Road to Optimisation
- Using Automation
- Applying the Principle
- Activity: Case Studies

USING THE GUIDING PRINCIPLES

- Guiding Principles in Context
- Guiding Principles your Examples
- Principle Interaction
- Applying the Guiding Principles

REGENESYS
CORPORATE EDUCATION

COURSE OUTLINE

- Guiding Principles: Task
- Principle Interaction
- Review and Reflect Quiz
- Extension Activity 2

MODULE 5

PURPOSE OF THE ITIL® PRACTICES

FOUR DIMENSIONS OF SERVICE MANAGEMENT

- Management Practices
- 34 ITIL® Management Practices
- General Management Practices
- Service Management Practices
- Technical Management Practices

OVERVIEW OF EIGHT ITIL® PRACTICES

- Eight Practices
- Information Security Management
- Contribution of Information Security Management to SVC
- Relationship Management
- Supplier Management
- Evaluating and Selecting Suppliers
- Contribution of Supplier Management to SVC
- IT Asset Management
- Contribution of IT Asset Management to SVC
- Service Configuration Management
- Contribution of Service Configuration Management to SVC
- Monitoring and Event Management
- Contribution of Monitoring and Event Management to SVC
- Deployment Management
- Approaches for Deployment
- Contribution of Deployment Management to SVC
- Release Management
- Contribution of Release Management to SVC

COURSE OUTLINE

KEY MANAGEMENT PRACTICES – PART 1

- What is an Incident?
- Incident Management Guidance
- Incident Management Tools
- Incident Updates
- Types of Incidents
- Collaboration
- Swarming
- Third-Party Products and Services
- Incident Management Contribution to SVC
- Service Request Management
- What is a Service Request?
- Steps for Request Fulfilment
- Request Processes and Procedures
- Service Request Management Contribution to the SVC
- Methods of Fulfilling Requests
- Service Desk
- Automation
- Task: Service Desk 'Pitch'
- Service Desk Provisions
- Service Desk Support
- Service Desk Skills
- Service Desk Contribution to the SVC

KEY MANAGEMENT PRACTICES – PART 2

- Problem Management
- Phases of Problem Management
- Identifying a Problem
- Problem Control
- Workaround
- Error Control
- Links to Other Practices
- Interfaces
- Problem Management Contribution to the SVC
- Continual Improvement
- Applying Continual Improvement
- Continual Improvement Model

- What is the Vision?
- Where are We Now?
- Where do We Want to Be?
- CSFs and KPIs
- How do We get There?
- Take Action
- Did we Get There?
- How do We Keep the Momentum?
- Methods to Continually Improve
- Continual Improvement Activity
- Tracking
- CI Responsibility
- Continual Improvement Contribution to the SVC

KEY MANAGEMENT PRACTICES – PART 3

- Service Level Management
- Activity
- Service Level Agreements
- Key requirements for SLAs
- Watermelon SLA Effect
- Customer Engagement
- Customer Feedback
- Metrics
- Service Level Management Contribution to the SVC
- Change Enablement
- Define Change
- Scope of Change Enablement
- Change Authority
- Types of Change
- Scheduling
- Change Enablement Contribution to the SVC

REVIEW AND REFLECT

- Quiz
- Activities
- Course Review
- What's Next?

REGENESYS
CORPORATE EDUCATION