

ITIL® 4 Foundation - IT Service Management Certification

Why ITIL® 4 Foundation Certification ?

Co-create value and drive organizational success in the digital era.

ITIL 4 Foundation provides the fundamentals to embed ITIL into your day-to-day work practices.

It uses a modular, tiered approach to allow you to develop a comprehensive view of service management or to focus on specific areas of knowledge.

Training Solutions:

√ Offline Classroom Instructor-Led Training in our labs or onsite Locations.

√ Virtual Instructor-Led Training Via Virtual Video Conferencing Tools.

Why Learners Prefer CLS as their Training Services provider ?

■ Premium Training Services Accredited from Global Technology Vendors.

■ Best Rated Experts & Certified Trainers in Egypt.

■ Official Training Hours, Practice Labs, Hands-on Learning.

■ CLS Training Classrooms are designed with High Edge PCs and Training Facilities.

■ Return on Training Investment is Guaranteed to boost performance.



• ITIL 4 Foundation - IT Service Management Certification Training Course Objectives

- The course will help students to understand:
- Key IT service management concepts
- How ITIL guiding principles can help an organization to adopt and adapt service management
- The 4 dimensions of service management
- The purpose and components of the service value system
- The activities of the service value chain and how they interconnect
- Know the purpose of key ITIL practices
- Preparation to sit the ITIL4 foundation examination

• ITIL 4 Foundation - IT Service Management Certification Training Course Outline

- IT Service Management definitions; Service, Utility, Warranty, Customer, User, Service management, Sponsor
- Key concepts of value creation
- Key concepts of service relationships; service offering; service provision; service consumption; service relationship management
- The nature, use and interaction of 7 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 4 dimensions of service management; Organizations and people; Information and technology; Partners and suppliers; Value streams and processes
- The ITIL service value system
- The service value chain, its inputs and outputs, and its role in supporting value streams
- Service value chain elements; Plan, Improve, Engage, Design & transition, Obtain / Build, Deliver & support
- Detail of how the following ITIL practices support the service value chain: - Continual Improvement (including continual improvement model); Change control; Incident management; Problem Management; Service request management; Service desk; Service level management
- The purpose of the following ITIL practices: - Information security management; Relationship management; Supplier management; Availability management; Capacity and performance management; Service configuration management; IT asset management; Business analysis; Service continuity management; Deployment management; Monitoring and event management; Release management

• Overview:

ITIL 4 Foundation introduces an end-to-end operating model for the creation, delivery and continual improvement of technology-enabled products and services.

ITIL 4 Foundation is for anyone who needs to understand the key concepts of IT and digital service delivery, and who is interested in helping their organization embrace the new service management culture. It is for professionals at the start of their ITIL 4 journey or people looking to update their existing ITIL knowledge.

The course will help you to understand:

how modern IT and digital service organizations operate
how value streams increase speed and efficiency
how cultural or behavioural principles guide work that benefits the wider organization
how to use commonly-used service management terms and concepts

The ITIL 4 certification scheme can be adapted to the learning requirements of the individual and the organization.

• Audience Profile :

Below are some of the IT job roles that would best benefit from the COBIT Foundation Certificate Program:

Senior Manager
Business Manager
IT Manager
IT and Business Undergraduate and Postgraduate Students
Assurance Providers
Risk Management
Regulator
GRC Manager
Consultant
Solutions Architect
Program Manager
Security and Compliance Advisors