Current Technologies
Computer Learning Centers

ITIL

ITIL Foundation v 4.0

With more than 1,500,000 certified professionals worldwide, ITIL® (IT Infrastructure Library®) is the most widely established approach to IT Service Management. It provides a set of best practices for identifying, planning, delivering and supporting IT services to businesses and can be applied to nearly all organizations. ITIL is fully compatible with ISO/IEC 20000, the first international service management standard for organizational certification and compliance.

This course provides IT leaders, management, and support staff with a comprehensive introduction to the core concepts of ITIL 4. It is designed to equip students with a practical understanding of ITIL 4 key concepts, principles, and practices that enable modern IT-enabled services in today's digital economy.

This course is based on the latest ITIL 4 best-practice guidance and will prepare the attendee for the ITIL 4 Foundation exam normally given at its conclusion. Candidates who wish to acquire knowledge in the theory and practices of the ITIL 4 management framework.

This knowledge is also required if the candidate wishes to pursue any of the ITIL 4 certification schemes.

How you'll benefit

This class will help you:

- Learn the purpose of key ITIL practices
- Preparation for ITIL4 foundation exam

Why Attend with Current Technologies CLC

- Our Instructors are in the top 10%
- Our Lab has a dedicated 1 Gig Fiber Connection for our Labs
- Our Labs Run up to Date Code for all our courses

2021 Current Technologies CLC

ITIL

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Objectives

Upon completing this course, the student will be able to meet these objectives:

- Key concepts of ITIL service management
- How ITIL guiding principles can help an organization to adopt and adapt ITIL service management
- The four dimensions of ITIL service management
- The purpose and components of the ITIL service value system, the ITIL guiding principles, and governance
- The activities of the service value chain, and how they interconnect, and the key concepts of continual improvement

Who Should Attend

The job roles best suited to the material in this course are:

- Those seeking ITIL Foundation certification
- Everyone interested in aligning IT with business, controlling or reducing IT costs, improving IT service quality, and balancing IT resources in the most effective manner.
- All IT Professionals
- IT Project Managers
- IT Managers
- IT Architects and Consultants

Perquisites

To fully benefit from this course, you should have the following knowledge:

- Basic knowledge of IT terminology
- IT related work experience is recommended

Outline

Module 1: Introduction and Overview
- Introduction to ITIL 4?
- IT service management and ITIL
- What is ITIL and how has it evolved?
- The ITIL service value system (SVS)

Course Duration
3 day
Course Price
$2,895.00
Methods of Delivery
• Instructor Led
• Virtual ILT
• On-Site
Certification Exam
ITILF-v4

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- The four dimensions model
- Case study discussion

Module 2: Key Concepts of Service Management

- Troubleshooting
- Value and value creation
- Organizations, service providers, service consumers, and other stakeholders
- Products, services, and service relationships
- More about value—outcome, cost, and risk
- Case study discussion

Module 3: Four Dimensions of Service Management

- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes
- Case study discussion

Module 4: The ITIL Service Value System

- Overview of the service value system
- Opportunity, demand, and value
- ITIL guiding principles
- Governance
- Service value chain
- Continual improvement
- Case study discussion

Module 5: The Service Value Chain

- Introduction to the service value chain
- The purposes, inputs, and outputs of value chain activities
- Continual improvement
- Case study discussion

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Module 6: ITIL Management Practices

- Introduction to the practices
- General management practices
- Service management practices
- Technical management practices
- Case study discussion