



CONTINUITY & RESILIENCE

ITIL® 4 Foundation with Case Study

Course description:

The ITIL 4 Foundation course is the entry level course for certification in IT Service Management (ITSM). This course covers the latest version (4 released 2019) of ITIL®. ITIL has led the IT Service Management (ITSM) industry with guidance, training and certification programmes for over 30 years. ITIL 4 brings ITIL up to date in 2019 by re-shaping much of the established ITSM practices in the wider context of customer experience, value streams, and digital transformation, as well as embracing new ways of working, such as Lean, Agile, and DevOps.

The key components of the ITIL 4 framework are the **Service Value System** and the **Four Dimensions** model.

Service value system (SVS) represents how components and activities of the organization facilitate value creation through IT-enabled services. Core components of the ITIL SVS are:

- ITIL service value chain;
- ITIL practices;
- ITIL guiding principles;
- governance and continual improvement.

Four dimensions apply to each component of the SVS. They are:

- Organizations and people;
- Information and technology; Partners and suppliers; • Value streams and • processes.

Learning Objective:

This course prepares students for the ITIL 4 Foundation exam. The ITIL 4 Foundation certificate is a requirement for attending any of the ITIL Managing Professional and ITIL Strategic leader modules that lead up to the ITIL master qualification.

Purpose of the exam is to test if participants are able to demonstrate sufficient recall and understanding of the ITIL 4 service management framework, as described in the AXELOS syllabus, to take the test and be awarded the ITIL 4 Foundation qualification.

Course Approach -

This course is delivered in a classroom setting using a case study and exercises that are designed to enhance the candidates understanding of ITIL 4. Students who have attended this course, and have done some self study, are suitably prepared to take the associated ITIL 4 Foundation test.

For further information please email us at info@continuityandresilience.com

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Creating Corporate Sustainability

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