# ITIL® 4 Foundation Premium (ITIL4F-P)

**ID** ITIL4F-P **Price** CHF 3,200.—(excl. VAT) **Duration** 3 days

## Who should attend

Those interested in controlling IT costs, improving IT service quality, and balancing IT resources. All IT professionals, IT project managers, IT managers, IT project or team members, network operators, business process analysts, IT architects, consultants, systems integrators, help desk managers and staff, planners, managed service providers, outsourcers, application developers, and other IT-related positions.

## This course is part of the following Certifications

ITIL® 4 Foundation (FOUNDATION)

## Prerequisites

Whilst there are no specific skills or experience required to attend this training, before your event, you will be sent a Pre-Course Study Guide. The Pre-Course Study Guide also contains the official ITIL Foundation Certificate syllabus, which you should read prior to attending the course.

## Course Objectives

ITIL 4 provides you with comprehensive guidance for the management of information technology in the modern service economy. The ITIL 4 framework is built on established ITSM practises and expands itself to 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.

- You Will Learn How To
  - Prepare for and pass the ITIL 4 Foundation certification exam
  - Identify opportunities to develop IT practises using ITIL guidelines
  - Interact with IT teams using ITIL 4 terminology and concepts
  - Explore the service value chain, and IT service management practises
  - Recognise the importance of IT and business integration

## Course Content

- Key Concepts of Service Management
  - Service
  - Utility
  - Warranty
  - Customer
  - User
  - Service management
  - Sponsor
- Key Concepts of Value Creation
  - Cost
  - Value
  - Organisation
  - Outcome
  - Output
  - Risk
  - Utility and Warranty
- Key Concepts of Service Relationships
  - Service offering
  - Service relationship management
  - Service provision
  - Service consumption
- Seven 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
  - Optimise and Automate
- Four Dimensions of Service Management
  - Organisations and People
  - Information and Technology
  - Partners and Suppliers
  - Value Streams and Processes
- Components of the ITIL Service Value System
  - Plan
  - Improve

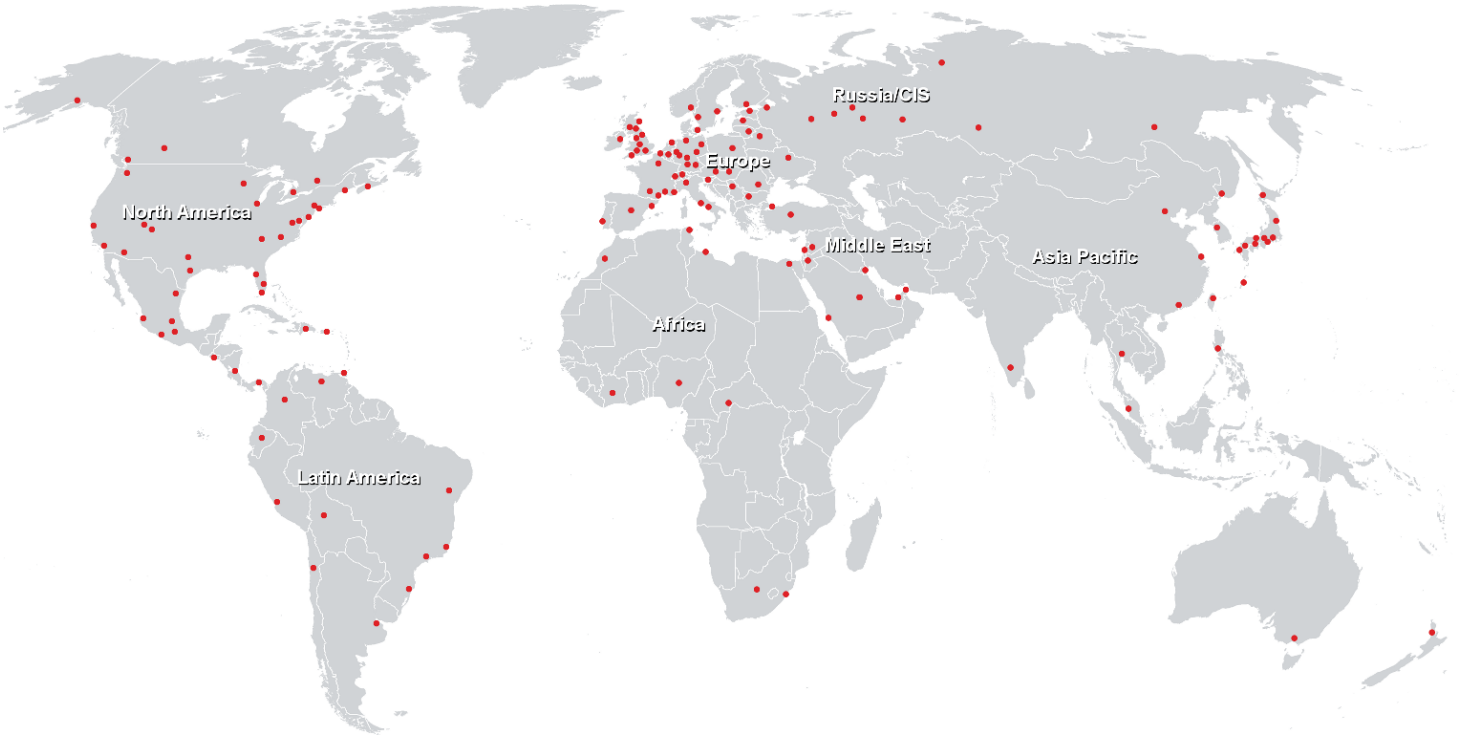
    - Engage
    - Design & Transition
    - Obtain/Build
    - Deliver and Support

- ITIL Practises
    - General Management Practises
    - Service Management Practises
    - Technical Management Practises

- How Key ITIL Practises Fit within the Service Value Chain
    - Continual Improvement
    - Change Control
    - Incident Management
    - Problem Management
    - Service Request Management
    - Service Desk
    - Service Level Management

# ITIL® 4 Foundation Premium (ITIL4F-P)

**Training Centres worldwide**






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