301-258-8200 | Sales@PhoenixTS.com | www.PhoenixTS.com

View Full Course Details including Latest Schedule Online

ITIL®

ITIL ® 4 Foundation

Our ITIL ® 4 Foundation training course provides IT leaders, management, and support staff with a comprehensive introduction to the core concepts and best practices of ITIL ® that enable modern IT-enabled services in today's digital economy.

BONUS! Cyber Phoenix Subscription Included: All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

Course Overview

Our 3-day instructor-led ITIL ® 4 Foundation training and certification boot camp in Washington, DC Metro, Tysons Corner, VA, Columbia, MD or Live Online prepares students for the ITIL® 4 Foundation certification exam. The instructor covers the formal introduction to managing the IT service lifecycle and how to use the ITIL® Foundation and ITIL® verbiage, concepts for service management processes.

These disciplines embody the service framework lifecycle for further enhancement in business and IT alignment to evaluate ROI, business value, and resolve operational necessities with IT. Throughout the course the students come to understand the ITIL® best practices.

Phoenix TS's ITIL ® classes will help participants prepare for and take the ITIL® Certification Exam. Participants will get an introduction to the lifecycle of managing IT services and deliver business expectations.

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Schedule

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DATE	LOCATION	
5/06/24 - 5/08/24 (3 days)	Live Online Open	Contact Us
5/06/24 - 5/08/24 (3 days)	Columbia, MD Open	Contact Us
7/01/24 - 7/03/24 (3 days)	Live Online Open	Contact Us
7/01/24 - 7/03/24 (3 days)	Columbia, MD Open	Contact Us
9/30/24 - 10/02/24 (3 days)	Columbia, MD Open	Contact Us
9/30/24 - 10/02/24 (3 days)	Live Online Open	Contact Us
11/11/24 - 11/13/24 (3 days)	Columbia, MD Open	Contact Us
11/11/24 - 11/13/24 (3 days)	Live Online Open	Contact Us
12/16/24 - 12/18/24 (3 days)	Live Online Open	Contact Us
12/16/24 - 12/18/24 (3 days)	Columbia, MD Open	Contact Us
2/03/25 - 2/05/25 (3 days)	Columbia, MD Open	Contact Us
2/03/25 - 2/05/25 (3 days)	Live Online Open	Contact Us
3/31/25 - 4/02/25 (3 days)	Live Online Open	Contact Us
3/31/25 - 4/02/25 (3 days)	Columbia, MD Open	Contact Us

Program Level

Advanced

Training Delivery Methods

Group Live

Duration

5 Days / 32 hours Training

CPE credits

26 NASBA CPE Credits

Field of Study

Information Technology

Advanced Prep

N/A

Course Registration

Candidates can choose to register for the course by via any of the below methods:

- Email: Sales@phoenixts.com
- Phone: 301-582-8200
- Website: www.phoenixts.com

Upon registration completion candidates are sent an automated course registration email that includes attachments with specific information on the class and location as well as pre-course study and test preparation material approved by the course vendor. The text of the email contains a registration confirmation as well as the location, date, time and contact person of the class.

Online enrolment closes three days before course start date.

On the first day of class, candidates are provided with instructions to register with the exam provider before the exam date.

Complaint Resolution Policy

To view our complete Complaint Resolution Policy policy please click here: Complaint Resolution Policy

Refunds and Cancellations

To view our complete Refund and Cancellation policy please click here: Refund and Cancellation Policy

Course Objectives

Upon course completion students should have an understanding of:

- What ITIL ® is; how it fits into the service management framework; how it has evolved over the years; and about the ITIL ® service value system
- The key concepts of ITIL ® service management, and howITIL ® 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
- The various ITIL ® practices and how they connect to value chain activities

Course Outline

Introduction and Overview

- Introduction to ITIL ®
- IT service management and ITIL ®
- What is ITIL ® and how has it evolved?
- The ITIL ® service value system (SVS)
- The four dimensions model
- Case study discussion
- Module 1 Review Questions

Key Concepts of Service Management

- 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 2 Review Questions

Four Dimensions of Service Management

- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes
- Case study discussion
- Module 3 Review Questions

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 4 Review Questions

The Service Value Chain

- Introduction to the service value chain
- The purposes, inputs, and outputs of value chain activities
- Continual improvement
- Case study discussion
- Module 5 Review Questions

ITIL ® Management Practices

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

- Module 6 Review Questions

ITIL 4 Foundation Exam

Exam Details

- Number of Questions: 40
- Passing Score: 65%
- Duration: 60 minutes
- Format: multiple choice
- Exam Administers: EXIN, ISEB, APMG, (LCS) Loyalist Certification Services and CSME

Exam Objectives
A holistic approach to the facilitation of co-creation of value with customers and other stakeholders in the form of products and services.
Guiding principles of ITIL® 4
Four dimensions of Service Management
Key concepts from Lean, Agile, DevOps, and why these are important to deliver business value
How ITIL® practices described in ITIL® 4 will maintain the value and importance provided by the current ITIL® processes, while at the same time expand to be integrated to different areas of service management and IT, from demand to value.

Finance your ITIL® 4 Foundation Training!

We have partnered with Meritize to provide our students with financing options to fund your education. Check your loan options in minutes without impacting your credit score. Click here to apply

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ITIL® 4 Foundation Certification Training FAQs

Who should take this course?

This ITIL ® 4 Foundation course is designed for all IT professionals who focus on aligning IT with business goals. Typical job roles include IT Project Managers, IT Managers, IT Project or Team Members, Coordinators, Network Operators, Business Process Analysts, IT Architects, Consultants, Systems Integrators, Help Desk Managers and Staff, and Application Developers.

What is the recommended experience for this course?

Although there are no prerequisites, candidates benefit by having at least basic knowledge of IT terms and minimal experience in the IT field and basic knowledge of management theory.

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Phoenix TS is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints re-garding registered sponsors may be submitted to the National Registry of CPE Sponsors through its web site: www.nasbaregistry.org

Starting at **$2,050**

ATTENTION

For GSA pricing or Contractor quotes call 301-258-8200 – Option 2.

GSA

Price Match Guarantee

We'll match any competitor's price quote. Call us at 240-667-7757.

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Included in this **ITIL ® 4 Foundation**

- 3 days instructor-led training
- ITIL ® 4 Foundation training book
- Notepad, pen and highlighter
- ITIL ® Foundation study portal (6 months)
- Online mentoring (6 months)
- ITIL ® Foundation onsite exam scheduling
- (1) one ITIL ® Foundation Certification exam voucher
- Certificate of completion for up to 24 hours of learning
- ITIL ® 4 Foundation course retake guarantee
- Eligible for MyCAA scholarship
- ITIL ® 4 Foundation classes are scheduled every four months for instructor-led live online or in-person delivery
- Variety of bagels, fruits, doughnuts and cereal available at the start of class*
- Tea, coffee and soda available throughout the day*
- Freshly baked cookies every afternoon*