ITIL

ITIL 4 Foundation Certification Training

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

Due to Covid-19 safety restrictions PhoenixTS will temporarily be unable to provide food to our students who attend class at our Training Center; however, our Break Areas are **currently open** where students will find a constant supply of Coffee, Tea and Water. Students may bring their own lunch and snacks to eat in our breakrooms or at their seat in the classroom or eat out at one of the many nearby restaurants.

Course Overview

Our 3-day instructor-led ITIL v4 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.

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 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
- The various ITIL practices and how they connect to value chain activities

Course Outline

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)
- 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.

ITIL 4 Foundation Certification Training FAQs

Who should take this course?

This course is designed for all IT professionals whofocus 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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Starting at **$2,050**

ATTENTION

For GSA pricing or Contractor quotes call
240.667.7757

GSA

Price Match Guarantee

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

Included in this **ITIL 4 Foundation Certification Training**

- 3 days instructor-led training
- ITIL 4 Foundation Certification Training training book
- Notepad, pen and highlighter
- ITIL 4 Foundation study portal (6 months)
- Online mentoring (6 months)
- ITIL 4 Foundation onsite exam scheduling
- (1) one ITIL 4 Foundation Certification exam voucher
- Certificate of completion for up to 24 hours of learning
- ITIL 4 Foundation Certification Training course retake guarantee
- Eligible for MyCAA scholarship

- ITIL 4 Foundation Certification Training classes are scheduled every four months for instructor-led live on-line 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*