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ITIL® 4 Foundation training

ALL-IN-ONE: EXAMINATION INCLUDED IN PRICE

3 days (21 hours)

Presentation

ITIL® 4 (Information Technology Infrastructure Library) is an approach to IT service management aimed at aligning IT services with your business needs. Our ITIL® 4 Foundation course will focus on the holistic and flexible approach to service management, taking into account Agile, DevOps and Lean IT methods.

This course will enable you to understand ITIL® 4 guiding principles, the [Service Value System \(SVS\)](#) and the [Service Value Chain \(SVC\)](#). We'll explore IT service management practices, such as incident management, change management and IT asset management.

In addition, you will learn advanced concepts such as service level management, continuous service improvement and demand management. Emphasis will be placed on value co-creation and how ITIL® 4 can be integrated with other frameworks and methodologies.

Thanks to this training, you'll develop IT service management skills that are effectively focused on optimizing processes and satisfying customer needs.

Objectives

- Understand the most important basic concepts of service management
- Understanding and linking activities in the service value chain
- Master the 7 ITIL practices
- Understand the purpose and key terms of 15 ITIL practices
- Know how ITIL guidelines can help a company apply and adapt service management

Target audience

- **IT professionals**
- Managers
- Project managers

Prerequisites

- Basic knowledge of IT concepts
- Practical experience in IT service management

Note : Ambient IT is not the owner of ITIL® 4 Foundation, this certification belongs to AXELOS Limited.

OUR ITIL® 4 Foundation Training PROGRAM

Key concepts in service management

- Service management definition
- The importance of service management in modern organizations
- Basic concepts: services, customers, suppliers and users
- Service lifecycle: design, transition, operation, continuous improvement
- Introduction to roles and responsibilities in service management

ITIL guiding principles

- Service management
- Presentation of ITIL guidelines
- Case studies and practical examples of applying the guidelines
- Practical exercises to apply the guiding principles in different scenarios

The four dimensions of service management

- Four dimensions of service management
 - Organizations and people
 - Information and technology
 - Partners and suppliers
 - Value flows and processes
- Detailed analysis of each dimension
- Impact of the four dimensions on service management
- Case studies to understand the application of the four dimensions

The purpose and components of the ITIL service value system

- Definition and importance of the service value system
- Components of the service value system
- How components integrate to deliver value
- Case studies and interactive discussions on the service value system

Service value chain activities

- Service value chain definition and objectives
- Main activities
- Interconnections between value chain activities
- Practical exercises and discussions on the application of value chain activities

Key terms of 15 ITIL practices

- Introduction to ITIL practices
- 15 key practices
- Definitions and objectives for each practice
- Discussions and concrete examples of the application of practices

Understanding the 7 ITIL practices

- In-depth study of 7 ITIL practices
- Analysis of roles and responsibilities associated with each practice
- Examples and case studies to understand the application and benefits of these practices

Companies concerned

This training course is aimed at both individuals and companies, large or small, wishing to train their teams in a new advanced computer technology, or to acquire specific business knowledge or modern methods.

Positioning on entry to training

Positioning at the start of training complies with Qualiopi quality criteria. As soon as registration is finalized, the learner receives a self-assessment questionnaire which enables us to assess his or her estimated level of proficiency in different types of technology, as well as his or her expectations and personal objectives for the training to come, within the limits imposed by the selected format. This questionnaire also enables us to anticipate any connection or security difficulties within the company (intra-company or virtual classroom) which could be problematic for the follow-up and smooth running of the training session.

Teaching methods

Practical course: 60% Practical, 40% Theory. Training material distributed in digital format to all participants.

Organization

The course alternates theoretical input from the trainer, supported by examples, with brainstorming sessions and group work.

Validation

At the end of the session, a multiple-choice questionnaire verifies the correct acquisition of skills.

Sanction

A certificate will be issued to each trainee who completes the course.