



## ITIL® 4 Foundation Course

**Certificate:** ITIL® 4 Foundation

**Duration:** 2 days

**Delivery:** In-Person OR Live-Online (Virtual)

**Language:** Arabic & English

### Course Description:

ITIL 4 is built on the established core of best practice in the ITIL guidance. ITIL 4 provides a practical and flexible approach to move to the new world of digital transformation and embrace an end-to-end operating model for the delivery and operation of products and services. ITIL 4 also provides a holistic end-to-end picture that integrates frameworks such as Lean IT, Agile, and DevOps.

The ITIL® (4) Foundation is a 2-day classroom based on the exam specifications specified by AXELOS for the ITIL® (4) Foundation certification. The fundamental objective of this course is to help the participants understand the key concepts of service management and the ITIL 4 service management framework and prepare for the ITIL® (4) Foundation exam.

### Audience:

The ITIL® (4) Foundation course fundamentally targets the participants in the IT and business domains who wish to take first steps in service management or who are familiar with earlier versions of ITIL and/or other sources of industry best practice and wish to learn about ITIL 4. This course and the related certification can be beneficial for the following roles:

- IT Support Staff
- IT Consultants
- Business Managers
- Business Process Owners
- IT Developers
- Service Providers
- System Integrators

### Learning Objectives:

At the end of this course, participants will be able to:

- Understand the key concepts of ITIL service management.
- Understand how ITIL guiding principles can help an organization to adopt and adapt ITIL service management.
- Understand the four dimensions of ITIL service management.
- Understand the purpose and components of the ITIL service value system, and activities of the service value chain, and how they interconnect.
- Understand the key concepts of continual improvement.
- Learn the various ITIL practices and how they contribute to value chain activities.



## Prerequisites:

None, although a familiarity with IT service delivery will be beneficial.

## Course Outlines:

### Module 00: Course Introduction

- Let's Get to Know Each Other
- Course Overview
- Course Learning Objectives
- Course Structure
- Course Agenda
- Introduction to IT Service Management in the Modern World
- Introduction to ITIL 4
- Exam Details

### Module 01: Service Management: Key Concepts

- Value and Value Co-Creation
- Value: Service, Products, and Resources
- Service Relationships
- Value: Outcomes, Costs, and Risks

### Module 02: The Four Dimensions of Service Management

- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes
- External Factors and Pestle Model

### Module 03: Service Value System

- Overview of Service Value System
- Overview of the Service Value Chain

### Module 04: ITIL Practices

- Purpose of ITIL Practices
- The Continual Improvement Practice
- The Change Control Practice
- The Incident Management Practice
- The Problem Management Practice
- The Service Request Management Practice
- The Service Desk Practice
- The Service Level Management Practice
- The Information security management Practice
- The Relationship management Practice
- The Supplier management Practice
- The Availability management Practice
- The Capacity and performance management Practice
- The IT asset management Practice
- The Service continuity management Practice
- The Monitoring and event management Practice
- The Release management Practice
- The Service configuration management Practice
- The Deployment management Practice



### Module 05: The Guiding Principles

- The Seven Guiding Principles
- Applying the Guiding Principles

#### About the Examination:

Delivery	Computer-Based (Online)
Format	Closed book
Proctoring	Online
Duration	60 minutes (candidates taking exam in a language that is not their native, may be awarded 25% extra time)
# of questions	40, simple multiple choice (1 mark per question)
Pass Grade	65%

#### Exam Prerequisites

- There are no formal pre-requisites; it is recommended that the participant has obtained training through an accredited course.

