2 Days

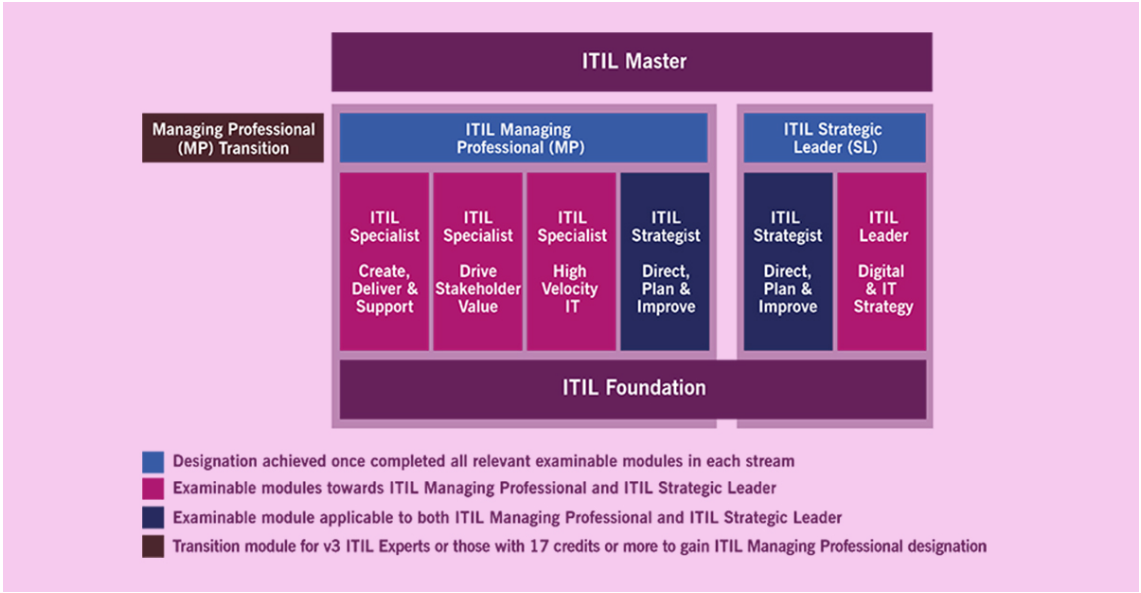
ITIL V4

ITIL 4, the most anticipated update in ITIL history has been Launched.

We are offering the high-quality ITIL 4 training in the industry, taught by the world-class instructors, in Flexi-training modes. ITIL has always been the most accepted approach to IT Service Management across the globe and has been helping professionals and organizations to alter, transform and grow their business and make proper use of IT. As we know that digital transformations have significantly changed and improved the IT landscape and with the new launch of ITIL 4 it is claimed to address the requirement of this new world that has never been done by any other technology as best practice framework can. It has provided an end-to-end operating model for the delivery and operations of technology-based products and services.

ITIL 4 Foundation is a new 2-day course which preparing you to the new *Foundation Certificate in IT Service Management. This course is aimed to design as an introduction to ITIL 4 and equip you with concepts to understand a new way to approach IT Service Management through SVS* - Service Value System. It prepares you for Foundation Certificate in ITIL 4.

Certification Path:



Course Details

Course Outline

At the end of this course, you will gain an understanding of the following:

- Overview of ITIL v3's 5-step Lifecycle model and how the current 26 processes and functions map to the new ITIL 4 model.
- The four dimensions of Service Management.
- The seven Guiding Principles of ITIL 4.

- ITIL’s new Service Value Chain.
- The 34 ITIL practices, with a focus on 18 of these

Key concepts from Lean IT, Agile, DevOps, and Organizational Change Management, and its importance in delivering business value.

Who Should Attend

- Anyone working in IT looking for IT Service Management education and an understanding of how to provide business value.
- IT Professionals looking to upgrade their ITIL v3 certification and knowledge.

Pre Requisite

There are no mandatory prerequisites.

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