ITIL Foundation

Overview

ITIL 4 expands the scope of the world's leading best practice framework for IT to incorporate many new ways of working, including Agile, LEAN, DevOps, and other innovative approaches. In this course you will learn the core aspects of the ITIL Framework and how to use it to improve the quality of services you deliver to your customers.

You will learn:

- The ITIL Service Management System
- The Service Value Chain
- Continual Improvement best practices
- Key Guiding Principles
- Governance Requirements
- Key ITIL Practices, including
o   Incident Management
o   Service Request Fulfillment
o   Service Level Management
o   Service Desk
o   Change Control
o   Continual Improvement
o   And many more

Follow on courses

ITIL 4 Foundation is the gateway to implementing best practices for IT. In the 2nd half of 2019 a number of job-aligned ITIL Certifications will be introduced, including
ITIL Specialist credentials
- High Velocity IT
- Drive Stakeholder Value
- Create, Deliver, and Support
- Digital and IT Strategy
And ITIL Strategist – Direct, Plan, and Improve
Leading to the new ITIL Managing Professional and Strategic Leader credentials

ONLC Extra

ONLC includes an exam voucher with our ITIL Foundation course. Students receive the voucher upon request and should use it pay for their ITIL exam at People Cert. The exam can be taken at one of their approved testing centers or online. For details visit:
People Cert

Course Outline

1: ITIL 4 Overview
Introduction to ITIL
Key Concepts of ITIL

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2: The ITIL Framework
The Four Dimensions of Service Management
The ITIL Service Value System (SVS)

3: The ITIL Guiding Principles
Focus on Value
Start Where You Are
Progress Iteratively with Feedback
Collaborate and Promote Visibility
Think and Work Holistically
Keep It Simple and Practical
Optimize and Automate

4. The ITIL Service Value System (SVS)
Governance
The Service Value Chain
Continual Improvement

5: Key ITIL Practices
Continual Improvement
Service Level Management
Change Control
Incident Management
Service Request Management
Service Desk
Problem Management

6: Other ITIL Practices
General Management Practices
Service Management Practices
Technical Management Practices