Tytuł szkolenia: ITIL® 4 Foundation + exam

Kod szkolenia: HU0C1S

Wprowadzenie

The course covers the best practice framework of ITIL 4 at a foundational level. Students will learn about the service value system (SVS), the four dimensions of service management, the service value chain, the 7 guiding principles, and service management practices. ITIL 4 is a non-prescriptive, industry best practice providing a vendor-neutral, technology-agnostic framework to address service management challenges by reshaping much of the established ITSM practices in the wider context of customer experience, value streams, and digital transformation, as well as embracing new ways of working, such as Lean, Agile and DevOps.

Adresaci szkolenia

- Business managers, business process owners, or any business person interfacing with IT organizations
- Individuals new to ITIL, who require a fundamental overview of the ITIL 4 framework and how to apply the service management concepts to create value for customers
- IT professionals already working with ITIL best practices and want to advance their knowledge of the new service management practices in ITIL 4
- Other individuals working in parts of the IT organization, including: IT staff supporting large, complex and hybrid data centers, interested in improving speed, quality and cost of IT services IT vendors, suppliers, and partners IT managers and IT executives Individuals working in other parts of IT (digital, product, development, security)

Prerequisites
- There are no specific prerequisites for this training.
- Additional study time outside of the classroom will be required to prepare for the certification exam.

UWAGA!

Podana kwota nie zawiera kosztu egzaminu, który należy doliczyć do ceny kursu przy składaniu zamówienia.
ITIL® 4 Foundation - Online Exam Voucher (1 dzień) - 1700 PLN

Cel szkolenia

Upon successful completion of this course, candidates will be able to:
- Explain the four dimensions of service management and how the four dimensions are used to underpin a balanced focus in value creation
- Describe the service value system (SVS) and how the SVS ensures value is cocreated with the business
- Understand and implement the ITIL service value chain
- Gain the knowledge necessary to prepare and take the ITIL 4 Foundation certificate examination

Czas i forma szkolenia

- 14 godzin (2 dni x 7 godzin), w tym wykłady i warsztaty praktyczne.

Plan szkolenia

1. Key Concepts and Definitions of Service Management
 • Value and value co-creation
 • Organizations, service providers, service consumers and other   stakeholders
 • Products and services
 • Service relationships

2. The Four Dimensions of Service Management
 • Organizations and people
 • Information and technology
 • Partners and suppliers
 • Value streams and processes

3. The ITIL Service Value System
 • ITIL guiding principles
 • Governance
 • Service value chain
 • ITIL management practices
 • Continual improvement

4. Service Value Chain
 • Plan
 • Engage
 • Design & transition
 • Obtain/build
 • Deliver & support
 • Improve

5. ITIL Management Practices
 • Overview of 15 of the practices
 • Explanation of 7 of the practices in more detail

6. Exam preparation