

Tytuł szkolenia: ITIL® 4 Foundation Bridge

Kod szkolenia: HU0C7S

Wprowadzenie

This course covers the best practice framework of ITIL 4 at a foundational level, bridging the gap between ITIL 2011 and ITIL 4. Students will learn about the service value system (SVS), the four dimensions of service management, the service value chain, the seven 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, including Lean, Agile and DevOps.

Adresaci szkolenia

- Business managers, business process owners or any business person interfacing with IT organizations
- IT professionals who already have a good understanding of ITIL 2011 and want to advance their knowledge of the new service management concepts 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

- Attendees should have a good knowledge of ITIL 2011 at Foundation level or above. This knowledge is assumed, and the content which overlaps ITIL 2011 and ITIL 4 will not be covered in this course
- Additional study time outside of the classroom will be required to prepare for the certification exam.

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 co-created 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

- 7 godzin (1 dni x 7 godzin), w tym wykłady i warsztaty praktyczne.

Plan szkolenia

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

The Four Dimensions of Service Management

- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes

The ITIL Service Value System

- ITIL guiding principles
- Governance
- Service value chain
- ITIL management practices
- Continual improvement

Service Value Chain

- Plan
- Engage
- Design and transition
- Obtain/build
- Deliver and support
- Improve

Exam preparation and exam review