

ITIL 4

*Kuala Lumpur (Malaysia)*

*4 - 8 November 2024*

UK Traininig

**PARTNER**



## ITIL 4

Code: IT28 From: 4 - 8 November 2024 City: Kuala Lumpur (Malaysia) Fees: 4400 Pound

### Introduction

The ITIL 4 Foundation training course is a comprehensive program designed to introduce participants to IT service management's key principles, concepts, and practices using the ITIL framework. Over the course of five days, participants will gain a deep understanding of ITIL's history, guiding principles, and the Service Value System SVS. They will also explore the Service Value Chain and the ITIL service lifecycle, with a focus on each stage's objectives and activities. The training covers essential ITIL practices, including incident management, problem management, and change management. The course concludes with exam preparation to help participants achieve ITIL 4 Foundation certification.

### Course Objectives

- Introduction to ITIL 4: Understand the basics of ITIL 4, its history, and its significance in IT service management.
- Comprehensive Knowledge: Gain a comprehensive knowledge of the core principles, concepts, and terminology of ITIL.
- Service Management Principles: Learn and apply the guiding principles of ITIL 4, enabling better decision-making in service management.
- Service Value System SVS: Familiarize with the ITIL Service Value System, its components, and how it creates value for both organizations and customers.
- Service Value Chain: Explore the Service Value Chain, its stages, and how it facilitates the creation of value.
- ITIL Service Lifecycle: Gain insights into each stage of the ITIL service lifecycle, including Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement.
- Service Management Practices: Understand key ITIL practices such as incident management, problem management, change management, and service level management.
- Application of ITIL Principles: Enable participants to apply ITIL principles and practices to enhance IT service management within their organizations.

### Course Outlines

#### Day 1

##### Introduction and ITIL Overview

- Introduction to the ITIL 4 Foundation course.
- Overview of ITIL and its history.
- Understanding ITIL principles and terminology.
- The benefits of ITIL 4 in IT service management.



- ITIL 4 certification path.

## Day 2

### Service Management Principles

- Exploring the four dimensions of service management.
- Understanding the ITIL Service Value System SVS.
- The guiding principles of ITIL 4.
- Examining governance and its role in service management.
- ITIL 4 Service Management model.

## Day 3

### ITIL Service Value Chain

- Introduction to the Service Value Chain.

Identifying activities and interconnections within the value chain.

- Describing each stage of the Service Value Chain.
- Creating value through the Service Value Chain.
- Applying the Service Value Chain to practical scenarios.

## Day 4

### ITIL Service Lifecycle

- Overview of the ITIL service lifecycle.
- Details of each stage in the ITIL service lifecycle:
  - Service Strategy
  - Service Design
  - Service Transition
  - Service Operation
  - Continual Service Improvement CSI
- The purpose and objectives of each lifecycle stage.

## Day 5

### Key ITIL Practices

- Focus on key ITIL practices:
  - Incident Management
  - Problem Management
  - Change Management
  - Service Level Management
  - Continual Service Improvement
- Course wrap-up and final Q&A session.



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