

ITIL 4

*Amman (Jordan)*

*8 - 12 December 2024*

UK Traininig

**PARTNER**



## ITIL 4

Code: IT28 From: 8 - 12 December 2024 City: Amman (Jordan) Fees: 4000 Pound

### Introduction

The ITIL 4 Foundation course is a comprehensive program designed to introduce participants to the key principles and concepts of IT service management using the ITIL 4 framework. Over five days, participants will gain a deep understanding of the history of ITIL, its guiding principles, and the Service Value System SVS. They will also explore the Service Value Chain and the ITIL service lifecycle, focusing on the objectives and activities of each stage. The training covers essential ITIL 4 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 thorough understanding of the core principles, concepts, and terminology of ITIL 4.
- Service Management Principles: Learn and apply the guiding principles of ITIL 4 to make better decisions in service management.
- Service Value System SVS: Familiarize yourself with the components of the ITIL Service Value System and how it creates value for organizations and customers.
- Service Value Chain: Explore the stages of the Service Value Chain and how it facilitates value creation.
- 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 CSI.
- Key ITIL Practices: Understand essential ITIL 4 practices such as incident management, problem management, change management, and service level management.
- Application of ITIL Principles: Enable participants to apply ITIL 4 principles and practices to enhance IT service management within their organizations.

### Course Outlines

#### Day 1: Introduction and Overview of ITIL

- Introduction to the ITIL 4 Foundation course.
- Overview of ITIL and its history.
- Understanding ITIL 4 principles and terminology.
- 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 4 practices:
  - Incident Management
  - Problem Management
  - Change Management
  - Service Level Management
  - Continual Service Improvement
- Course wrap-up and final Q&A session.

Through this course, participants will gain valuable insights into ITIL 4 and learn to apply it effectively in IT service management. By achieving ITIL 4 Foundation certification, they will enhance their skills and knowledge, which will benefit their organizations and help them achieve their professional goals.



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