

## Course 681 – ITIL 4® Foundation Certification Program

Duration: 2.5 days

### What You Get:

- ITIL 4 Foundation Certification Exam
- FREE ITIL Membership for 1<sup>st</sup> year
- 2.5 days of High Quality Classroom Training
- 2 ITIL 4 Foundation Simulation Exams with Answer Keys
- Access to ActiveLearning's ITIL 4 Exam Simulator
- 21 Professional Development Units (PDUs)
- ITIL 4 Quick Reference Guide
- ITIL Glossary
- Accredited ITIL 4 Trainer
- 90+% Pass Rate
- AXELOS approved Courseware
- Official ITIL Foundation Certificate from AXELOS (Digital)
- Exam Prep Guarantee
- Email consultation with instructor for 30 days
- Lunch, morning and afternoon refreshments



### ActiveLearning is an Accredited Training Organization (ATO) of AXELOS - the owner of ITIL®.

ITIL® is a registered trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

The Swirl logo™ is a trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

### Course Benefits

ITIL® is a set of best practices guidance that has become a worldwide-adopted framework for Information Technology Services Management (ITSM) by many public & private organizations. In addition to the existing benefits of aligning IT goals and objectives with the business, improving quality and reducing cost of operation; ITSM and ITIL® now emphasize the following areas:

- Assist in transforming IT Service Management onto a strategic business asset.
- Assist in defining and managing the complete lifecycle of IT Service Management Process.
- Provide a holistic approach to IT service management, embracing agile practices.

## Who Should Attend

Professionals interested in understanding concepts of ITIL. These include:

- Executives and key stakeholders
- Process Owners and Managers
- Senior technical and operational staff
- IT professionals and consultants
- IT customers

Prerequisites:

- General IT knowledge
- Senior technical and operational staff
- IT professionals and consultants
- IT customers

## Course Content

### Introduction to ITIL 4

- Purpose of ITIL
- Evolution of ITIL
- Definitions: Service, IT Service, ITSM
- About ITIL 4
- The ITIL 4 Certification Scheme
- ITIL 4 Foundation Exam

### Key Concepts of Service Management

- Definitions
- Organizations
- Products and Service Offering
- Service Relationships
- Utility and Warranty

### The Four Dimensions of Service Management

- Introduction to the Four Dimensions of Service Management
- Organizations and People
- Information and Technology

- Partners and Suppliers
- Value Streams and Processes
- External Factors

### Service Value System

- Service Value System
- Inputs and Outcome of the SVS
- Components of the SVS

### Service Value Chain

- Introduction to ITIL 4 Service Value Chain
- Service Value Chain Activities
  - Plan
  - Improve
  - Engage
  - Design & Transition
  - Obtain/Build
  - Deliver & Support
- Service Value Chain Interaction with ITIL Practices

### ITIL 4 Guiding Principles

- Introduction to ITIL 4 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
- Interaction of ITIL Guiding Principles

### General Management Practices

- Continual Improvement
- Information Security Management
- Relationship Management
- Supplier Management



- Architecture Management
- Knowledge Management
- Measuring and Reporting
- Organizational and Change Management
- Portfolio Management
- Project Management
- Risk Management
- Service Financial Management
- Strategy Management
- Workforce and Talent Management

### **Service Management Practices**

- Change Control
- Incident Management
- Problem Management
- Service Desk
- Service Level Management
- Service Request Management
- Service Configuration Management
- Availability Management
- Capacity and Performance Management
- IT Asset Management
- Monitoring and Event Management
- Release Management
- Service Continuity Management

### **Technical Management Practices**

- Deployment Management
- Infrastructure and Platform Management
- Software Development and Management

### **About ActiveLearning, Inc.**

**ActiveLearning** is the Philippines' leading provider of Information Technology and Project Management education, where thousands of students take courses from Application Development to Project Management to Network Security, and much more. Our courses are taught by expert instructors, and learning is enhanced through a blend of in-depth lectures, workshops, and hands-on exercises.