

Course 681 – ITIL 4® Foundation Certification Program

Duration: 2.5 days

What You Get:

- ITIL 4 Foundation Certification Exam
- FREE ITIL Membership for 1st year
- 2.5 days of High Quality Classroom Training
- 2 ITIL 4 Foundation Simulation Exams with Answer Keys
- 17 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



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

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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 a trusted provider of IT training and certifications. It has helped thousands of organizations by equipping their teams with the IT skills necessary to implement their digital transformation initiatives.

Founded in 2006, ActiveLearning now offers a comprehensive training portfolio, including ITIL, agile, cybersecurity, web development, UX, cloud computing, and more. ActiveLearning's courses are taught by expert instructors. Attendees enjoy learning through a combination of comprehensive instructor-led lectures and hands-on exercises. With ActiveLearning's Virtual Labs, attendees can remotely access a virtual machine that's already preconfigured with all the software tools that they will use throughout the course.