Information Technology Infrastructure Library (ITIL® 4) Foundation

Training Program

Course

IT is at the core of every business in today’s world. The update will allow ITIL® to reflect the fast-paced and complex environment we live in, and new ways of working and emerging practices, all of which are essential not only for ITSM professionals, but also for a wider range of professionals working in the digital transformation world.

The purpose of ITIL® 4 is to provide organizations with comprehensive guidance for the management of information technology in the modern service economy. ITIL® 4 will evolve to provide an end-to-end IT/Digital Operating Model, covering the full delivery (and sustaining) of tech-enabled products and services, guiding how IT interfaces with, and even leads, the wider business strategy. The update will include practical guidance on how to shape and tailor your IT management strategy in the increasingly complex modern environment.

Learning Objectives

- To understand the main concepts, processes, functions, benefits and challenges of ITIL®
- To gain insight into the holistic Service Lifecycle approach at the heart of ITIL® and its close association with business strategy
- To understand how the ITSM processes and functions can help achieve business excellence
- Identify opportunities to develop IT processes using ITIL®
- Understand the benefits of Continual Service Improvement to the organization

This course consists of the following ten lessons.

- Lesson 1: ITIL® 4 Overview
- Lesson 2: Key Concepts of ITIL®
- Lesson 3: The Four Dimensions of Service Management
- Lesson 4: The ITIL® Service Value System (SVS)
- Lesson 5: The ITIL® Guiding Principles
- Lesson 6: Governance
- Lesson 7: The Service Value Chain
- Lesson 8: Continual Improvement
- Lesson 9: Key ITIL® Practices
- Lesson 10: Other ITIL® Practices

ITIL® Foundation

ACCREDITED TRAINING ORGANIZATION

PeopleCert ON BEHALF OF AXELOS
Course Schedule

<table>
<thead>
<tr>
<th>Session</th>
<th>Topics</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>• ITIL® Foundation Lessons 1 – 5</td>
</tr>
</tbody>
</table>
| 2       | • ITIL® Foundation Lessons 6 – 10  
|         | • Review Key Concepts & Practice Questions  
|         | • ITIL® Foundation Exam |

Course Features

- Live instructor-led training in modern classrooms
- Thorough review of all ITIL® Foundation topics by industry experts
- Hands-on labs with real ITIL® tools such as ServiceNow & BMC
- 24 x 7 Access to the real labs in classrooms and remotely
- 100% latest material & and realistic practice questions
- Confidence building hands-on training
- Classroom located in Reston & conveniently accessible from Silver Line Metro
- Authorized Pearson VUE testing at same location to help you complete your exam*
- Study material, notes, videos and practice questions included in course price

*Our guarantee

If you do not achieve a passing score on your first attempt at the exam within 30 days of completing the class, you will have the option to re-take the entire training course at no additional charge.

Enroll

Online: https://intellectualpoint.com/my-account/

Office: Saturday–Thursday • 9AM–5 PM
Sunset Hills Professional Center
11321 Sunset Hills Road
Reston, Virginia 20190

For more information about our courses, pricing, or consultation, please call (571) 577-7890 OR (703) 554-3827
Or email info@intellectualpoint.com

Payments are accepted via cash, check, or credit card. Ask us about group discounts!