ProTech Professional Technical Services, Inc.

ITIL® 4 Foundation Certification Program

Course Summary

Description

This certification course introduces ITIL® 4 and how the global service management best practice has evolved to manage services holistically across a Service Value System (SVS). ITIL® 4 is the next iteration that incorporates all the best from previous versions of ITIL® and expands on this body of knowledge, by providing a practical and flexible approach to support organizations on their journey to the new world of digital transformation.

ITIL® 4 provides an end-to-end operating model for the delivery and operation of tech-enabled products and services. It enables IT teams to continue to play a crucial role in wider business strategy and integrates concepts from other industry best practices such as Lean, Agile and DevOps.

The purpose of the ITIL® 4 Foundation qualification is to introduce the management of modern IT-enabled services, to provide an understanding of the common language and key concepts, and to show how organizations and work can improve with the ITIL® 4 guidance. The qualification will provide the candidate with an understanding of the ITIL® 4 service management framework and how it has evolved to adopt modern technologies and ways of working.

This is a full training package that includes knowledge transfer as well as the associated certification exam.

Objectives

The ITIL® 4 Foundation exam tests whether you can recall and understand the ITIL® 4 service management framework well enough to be awarded the ITIL® 4 Foundation qualification. The Foundation qualification is a prerequisite for the higher ITIL® 4 qualifications, which assess your ability to apply your understanding of the framework in context.

Topics

- Key Service Management Concepts
- The Four Dimensions of Service Management
- ITIL® Service Value System Organization structure
- Governance

- ITIL® Guiding Principles
- ITIL® Service Value Chain
- Continual Improvement
- ITIL® Practices
- Exam Review and Course Closure

Course Summary (cont)

Audience

The target audience for this course includes:
- Anyone starting or leading a move towards increased reliability
- Anyone interested in modern IT leadership and organizational change approaches
- Business Managers and Stakeholders
- Change Agents
- Consultants
- DevOps Practitioners
- IT Directors, Managers, and Team Leaders
- Product Owners
- Scrum Masters
- Software Engineers
- Site Reliability Engineers
- System Integrators
- Tool Providers

Prerequisites

There are no prerequisites for this course. To receive certification, the candidate must successfully pass the ITIL® 4 Foundation exam.

Duration

Three days

Course Outline

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I.   *Key Service Management Concepts*
    A. Understand the key concepts of service management

II.   *The Four Dimensions of Service Management*
    A. Understand the four dimensions of service management

III.   *ITIL® Service Value System Organization structure*
    A. Understand the purpose and components of the ITIL® service value system

IV.   *Governance*
    A. Basic understanding of how governance is integrated into the ITIL® service value system

V.   *ITIL® Guiding Principles*
    A. Understand how the ITIL® guiding principles can help an organization adopt and adapt service management

VI.   *ITIL® Service Value Chain*
    A. Understand the activities of the service value chain and how they interconnect

VII.   *Continual Improvement*
    A. Understand Continual Improvement's role in the Service Value System and the Continual Improvement Model

VIII.   *Organizational Impact of SRE*
    A. Why organizations embrace SRE
    B. Patterns for SRE adoption
    C. SRE job description
    D. Sustainable Incident response
    E. Blameless post-mortems
    F. SRE and scale

IX.   *SRE, Other Frameworks, Trends*
    A. Agile, DevOps, Lean, ITSM, and SRE