



## ITIL® 4 Foundation Course

### Course Details

**Course Code:** ITIL – 4 F

**Duration:** 3 days

#### Notes:

- This course syllabus should be used to determine whether the course is appropriate for the students, based on their current skills and technical training needs.
- Course content, prices, and availability are subject to change without notice.
- Terms and Conditions apply

*Elements of this syllabus are subject to change.*

#### About this course

ITIL® 4 is an essential course that is built on the established core of best practice in the ITIL® guidance. By doing this course you can earn the ITIL® 4 Foundation Certificate in IT Service Management! ITIL® 4 is a global certification, recognised in any country.

ITIL® is the most widely adopted approach for IT Service Management in the world. ITIL® 4 provides a practical and flexible approach to move to the new world of digital transformation. By learning ITIL® 4, it allows you to embrace an end-to-end operating model for the delivery and operation of products and services. ITIL® 4 also provides a holistic end-to-end picture that integrates frameworks such as Lean IT, Agile, and DevOps.

Our ITIL® training has been developed to help participants gain an extensive understanding of the ITIL® 4 principles and to show how they can improve their work and the work of their organisation as a whole with the ITIL® 4 guidance. In addition, the course offers a rich learning experience that helps the participants understand ITIL® 4 and relate ITIL® to their own work environment. The course can encourage participants to serve as a change champion by sharing and using what they have learned, and continue to learn, about ITIL® 4 to lead and mentor others.

This course is supported by additional learning tools such as pre-course reading materials, post-course reading materials, quick reference cards and includes the ITIL® 4 Foundation student guidebook, containing practical material for reference back in the workplace.

Some work will be required by candidates in the evenings, one hour should be allowed for this on day one and day two.

#### At Course Completion, you will:

- Understand the key concepts of ITIL® service management
- Understand how ITIL® guiding principles can help an organisation to adopt and adapt ITIL® service management
- Understand the four dimensions of ITIL® service management
- Understand the purpose and components of the ITIL® service value system, and activities of the service value chain, and how they interconnect
- Understand the key concepts of continual improvement
- Learn the various ITIL® practices and how they contribute to value chain activities

#### Prerequisites

There are no pre-requisites for this ITIL® training course, however it is assumed that course participants are working or have worked in an IT Service environment or equivalent. This course is a pre-requisite for the Practitioners Certificates and the Managers Certificate in IT Service Management.

**ITIL® training is delivered by Academy IT as an affiliate of Cobitism PTY LTD, a Peoplecert accredited Training Organisation. Copyright © Cobitism PTY LTD and AXELOS Limited 2014.**

**Academy IT Pty Ltd**  
Harmer House  
Level 2, 5 Leigh Street  
ADELAIDE 5000

Email: [sales@academyit.com.au](mailto:sales@academyit.com.au)  
Web: [www.academyit.com.au](http://www.academyit.com.au)

Phone: 08 7324 9800  
Brian: 0400 112 083



## ITIL® 4 Foundation Course

### Target Audience

The ITIL® 4 Foundation course targets the participants in the IT and business domains who wish to take first steps in service management. This course and the related certification can be beneficial for the following roles:

- IT Managers
- Support Team Leaders
- Technical Support staff
- Service Owners
- Architects
- Project Managers
- Vendor Managers
- Service Desk Supervisors
- Process Owners
- Change Managers
- Service Level Managers
- Problem Managers
- Operations Managers
- IT Consultants
- IT Developers
- Service Providers
- System Integrators
- Managers who interact between the business and IT

### Industry Association Recognition

#### Project Management Institute (PMI)®

- Contact Hours: 21 hours
- Professional Development Units (PDUs): 21 PDUs

#### Australian Institute of Project Management (AIPM)

- Continual Professional Development (CPD) points: 10 points

### Trademark Acknowledgement

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.

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

PROJECT MANAGEMENT INSTITUTE®, PMI®, Certified Associate in Project Management (CAPM)®, CAPM®, Project Management Professional®, Project Management Professional (PMP)®, PMP®, PMBOK®, PMI Logo, and PMI Registered Education Provider Logo are registered marks of the Project Management Institute, Inc.

ITIL® training is provided by Academy IT as an affiliate of Cobitism PTY LTD, a Peoplecert accredited Training Organisation. Copyright © Cobitism PTY LTD and AXELOS Limited 2018

**Key Topics**

- **Introduction to the core concepts of ITIL® 4**
- **Key definitions and terminology of the ITIL® 4 model**
- **Structure and benefits of ITIL® 4**
- **The ITIL® Certification path**

**Service Management: Key Concepts**

- Value and Value Co-Creation
- Value: Service, Products, and Resources
- Service Relationships
- Value: Outcomes, Costs, and Risks

**The Guiding Principles**

- The Seven Guiding Principles
- Applying the Guiding Principles

**The Four Dimensions of Service Management**

- Organisations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes
- External Factors and Pestle Model

**Service Value System**

- Overview of Service Value System
- Overview of the Service Value Chain

**Continual Improvement**

- Introduction to Continual Improvement
- The Continual Improvement Model
- Relationship between Continual Improvement and Guiding Principles

**Overview of ITIL® Practices**

- Purpose of ITIL® Practices
- The Continual Improvement Practice
- The Change Control Practice
- The Incident Management Practice
- The Problem Management Practice
- The Service Request Management Practice
- The Service Desk Practice
- The Service Level Management Practice