

ITIL Foundations® V4

CLASSROOM: 16 hours, 4 lessons

ONLINE: 180 days

Vision

ITIL® training provides a structured approach to developing your competencies in the current and future workplace. The accompanying guidance also helps organizations take advantage of new and upcoming technologies, succeed in making their digital transformations, and create value as needed for themselves and their customers.

ITIL® V4's holistic approach raises the profile of service management in organizations and industries, setting it within a more strategic context. Their focus tends to be on the comprehensive management of products and services, from demand to value.

This course prepares you for the ITIL® V4 Foundation certification. This certification is a prerequisite for all other ITIL®V4 certification courses and exams.

The ITIL®V4 Foundation exam consists of 60-minute multiple-choice questions and closed books. The grade to pass is 65% (26 correct questions are required to pass the exam out of a total of 40 questions).

Prerequisites

This course has no prerequisites.

Course learning objectives

- Provide a basic understanding of the ITIL® framework.
- Understand how ITIL® can be used to improve the quality of IT service management.
- Enable understanding and/or awareness of the key areas of the ITIL® framework.
- Prepare to take the ITIL®V4 Foundation exam.

Includes

- **Chapter tests and assessment tests:** These tests assess the degree of understanding of the content of the respective chapter.
- **AXELOS Sample Papers:** Full AXELOS Demonstrative Exams are practiced as part of the course, your answers are assessed and analyzed with the answers provided.
- **Certification exam:** The course is accompanied by the ITIL®V4 Foundation certification exam.

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Contents

Introduction to ITIL V4

Key concepts of service management

- Key concepts.
- Products and services.
- Value: results, costs, and risks.

Four Dimensions of Service Management

- Dimensions of service management.
- Partners and suppliers.
- Value streams for service management.

ITIL Service Value System

- The ITIL service value system.
- Organizational agility and resilience.
- ITIL, Agile and DevOps.
- Evaluation of the current state.
- Collaboration and visibility.
- Simplicity and practicality.
- Optimization and automation.
- Service value chain.
- Value chain activities.
- Continuous improvement.
- Continuous improvement: guiding principles.

ITIL Management Practices

- General management practices.

- Continuous improvement
- Administrative knowledge.
- Management of organizational change
- Portfolio management.
- Project management and relationship
- Administration.
- Risk management and financial service
- Administration.
- Strategy and supplier management
- administration
- Workforce and talent management.
- Availability management and business analysis.
- Capacity management and change control.
- Management of incidents and IT administration assets.
- Monitoring and event management, and problem handling.
- Management of versions and catalog of services.
- Administration.
- Service and service configuration management.
- Continuity management.
- Service design.
- Service desk and service level agreement.
- Management of service and service requests.
- Validation and tests.
- Technical management practices.

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Study Materials

- All classes are recorded face-to-face online for study and review by the student.
- All the materials are digital, including the official documents of the course.
- The student will be able to download digital materials.
- The student has a link for practice questions and exam simulation.
- Coaching will review the queries that require review with the instructor.

Certification Exam

- The student will request the date and time to take the certification exam with PeopleCert[®].
- PMCG Solutions registers the student for the exam, who will receive the reservation of the space requested for the exam by email.
- Changes to the exam day or schedule are subject to policies established by PeopleCert[®].

Course Instructor

- Officially registered as a PeopleCert[®] instructor.
- Professional with more than 10 years of professional experience in the field.
- University graduate with a master's degree, with academic experience.
- With more than 5 years of experience teaching the ITILV4 Fundamentals course.

Discounts and payment methods

- PMCG Solution facilitates the participation in the course and the exam with discounts, which may vary depending on the number of students and the method of payment, for more information consult the sales advisor <https://wa.me/50686564749>.
- In forms of payment, the student has at his disposal the payment service for bank transfers, debit cards, credit cards, Paypal. In a single payment, monthly fees, or mini monthly fees.