IBEX EDUCATION

ITIL® 4 Update of Foundation Certificate

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1 Day Course (Examination optional.)

OVERVIEW

ITIL 2011 has now been updated into a new evolution called ITIL4. ITIL4 remains based on the same basic concepts as were the earlier 4 releases but has evolved to resolve some perceived issues in earlier versions and to make ITIL easier to apply in a modern IT world.

Key Features:

ITIL4 Concepts & Terminology as updated from ITIL 2011
7 Guiding Principles of Service Management
Focusing on what are now 7 (from 9) core principles of ITIL4 to ensure that the environment necessary for good management is in place before undertaking specific activities.

The 4 Dimensions of Service Management
Helping the candidates to take an holistic approach to service management, these have similarities to the 4 Ps and 5 aspects of service design.

The ITIL4 Service Value System
ITIL4 is based around a Service Value System (SVS) which provides a model that helps all of the components of an organisation work together as a system.

The ITIL4 Service Value Chain & Value Streams
The Service Value Chain provides a structure for developing value streams required to provide a successful outcome for an issue or a demand. This replaces the ITIL 2011 lifecycle approach.

The ITIL4 Practices
ITIL 2011 covered processes and functions. ITIL4 has simplified these into a set of practices, of which 17 are addressed in this syllabus.

Examination Preparation

The courseware also contains materials to allow candidates to practice and prepare for the official ITIL4 Foundation examination. Examination Fee £265.00 (charged at cost) and taken at the end of the day.

AUDIENCE

ITIL4 is a framework into which an organisation can fit approaches to work such as Agile, LEAN and DevOps that are used in modern technological environments like Cloud and the Internet of Things.

This course covers the changes made to ITIL 2011 to create ITIL4. The ITIL4 Foundation is a pre-requisite for any further ITIL4 qualifications, although there will be a "transition" route to enable holders of existing intermediate and higher-level qualifications to update to the ITIL4 structure. The ITIL4 Foundation Certificate is still a pre-requisite for any such transition.

OBJECTIVES

After completion of this course, delegates should be able to:

- Understand the environment necessary for good management by developing an understanding of the interlocking layers that need to be addressed.
- Understand how systems thinking helps to turn an opportunity into delivering value or how to meet a demand for value from consumers.
- Describe the five major components of the SVS.
- Describe the six elements of the service value chain and will be able to build value streams that have the ability to deliver success.
- Recall the purposes of some practices and will be able to describe and explain others. Decide which practices are appropriate within the value streams in their own working environment.

PREREQUISITES

Delegates must hold the ITIL Foundation Certificate and should thoroughly review their materials before this intensive conversion course.

COURSE FEE: £300.00 per person (includes course notes & refreshments)
To make a booking and for all enquiries:
Tel: 888283   Email: info@ibexeducation.com
Website: www.ibexeducation.com