

## ITIL® 4 Foundation

### Overview

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ITIL® is the world's leading best practice framework for implementing IT Service Management. ITIL version 4 introduces IT Service Management through the lens of a Service Value System (SVS), which provides a holistic end-to-end view of how to successfully contribute to business value, and also how to leverage concepts from models such as Lean IT, Agile, DevOps and Organizational Change Management. This foundational course immerses you in the guiding principles, dimensions, and practices of ITIL® 4. New Horizons is committed to your success beyond the classroom. Your enrollment in this class includes an ITIL 4 certification exam voucher and the official AXELOS ITIL Foundation Guidance e-book. The e-book reinforces what you learned in class and can serve as a reference guide for you and your organization as you begin your ITIL 4 adoption. The ITIL 4 Foundation certification is required before you can get any of the Managing Professional or Strategic Leader certifications. Extra resources with this class also include Sample Papers with Practice Exam questions and a Study Guide.

### Target Audience

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This course is designed for anyone who needs an understanding of IT Service Management to help deliver better value to customers. It is appropriate for all IT staff and management, as well as customers who work closely with IT to support business requirements. This course is also designed for students who are seeking the ITIL® 4 Foundation certification and who want to prepare for ITIL® 4 Foundation exam.

### Course Objectives

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By completion of this course, you will have a deep understanding of the 7 Guiding Principles, 4 Dimensions of Service Management, 34 ITIL® Practices, and the new Value Service Chain that incorporate the core of ITIL® version 4.

### Course Outline

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#### 1 - ITIL 4 Overview

Introduction to ITIL  
Key Concepts of ITIL

#### 2 - The ITIL Framework

The Four Dimensions of Service Management  
The ITIL Service Value System

### 3 - The ITIL Guiding Principles

Focus on Value  
Start Where You Are  
Progress Iteratively with Feedback  
Collaborate and Promote Visibility  
Think and Work Holistically  
Keep It Simple and Practical  
Optimize and Automate

### 4 - The ITIL Service Value System

Governance  
The Service Value Chain  
Continual Improvement

### 5 - Key ITIL Practices

Continual Improvement  
Service Level Management  
Change Control  
Incident Management  
Service Request Management  
Service Desk  
Problem Management

### 6 - Other ITIL Practices

General Management Practices  
Service Management Practices  
Technical Management Practices

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