



ITIL® 4 Foundation Certificate in IT Service Management

Learning Mode:

Online

Duration:

3 Days Training + Post Class Coaching
1 Day Exam

This course is specifically designed to provide participants with:

- A clear understanding of key service management concepts and common language used in ITIL 4.
- Practical knowledge of the ITIL 4 service management framework, including its guiding principles and main practices.
- Essential skills to improve and support IT-enabled services in any organization.

Trainer:



MANIKANDAN MOHANAKRISHNAN

With over 23 years of extensive experience in the IT/ITES industry

Manikandan Mohanakrishnan is a highly experienced trainer and consultant with over 23 years in the IT industry. He specializes in Service Management, Project Management, Agile, and soft skills, having delivered over 1,000 training sessions since 2016. Certified in ITIL4, PRINCE2 Agile, PMP, and DevOps, he brings real-world insights through simulations, case studies, and interactive learning. Manikandan is also known for facilitating unique space mission simulations to strengthen team collaboration and problem-solving.

Accredited by:

PeopleCert

All talents, certified.

Course Overview

SUMMARY

The ITIL® 4 Foundation qualification is intended to introduce candidates to the management of modern IT-enabled services, to provide them with an understanding of the common language and key concepts, and to show them how they can improve their work and the work of their organization with ITIL 4 guidance. Furthermore, 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.

Course Content

MODULE 1

Understand the key concepts of service management

- Recall the definition of:
 - Service
 - Utility
 - Warranty
 - Customer
 - User
 - Service management
 - Sponsor
- Describe the key concepts of creating value with services:
 - Cost
 - Value
 - Organization
 - Outcome
 - Output
 - Risk
 - Utility
 - Warranty
- Describe the key concepts of service relationships:
 - Service offering
 - Service relationship management
 - Service provision
 - Service consumption

MODULE 2

Understand how the ITIL guiding principles can help an organization adopt and adapt service management

- Describe the nature, use, and interaction of the guiding principles

- Explain the use of the 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

MODULE 3

Understand the four dimensions of service management

- Describe the four dimensions of service management:
 - Organizations and people
 - Information and technology
 - Partners and suppliers
 - Value streams and processes

MODULE 4

Understand the purpose and components of the ITIL service value system

- Describe the ITIL service value system

MODULE 5

Understand the activities of the service value chain, and how they interconnect

- Describe the interconnected nature of the service value chain and how this supports value streams
- Describe the purpose of each value chain activity:
 - Plan
 - Improve
 - Engage
 - Design and transition
 - Obtain/build
 - Deliver and support

MODULE 6

Know the purpose and key terms of 15 ITIL practices

- Recall the purpose of the following ITIL practices:
 - Information security management
 - Relationship management
 - Supplier management
 - IT asset management
 - Monitoring and event management
 - Release management
 - Service configuration management
 - Deployment management
 - Continual improvement
 - Change enablement
 - Incident management



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Course Content (Cont.)

- Problem management
- Service request management
- Service desk
- Service level management
- Recall definitions of the following ITIL terms:
 - IT asset
 - Event
 - Configuration item
 - Change
 - Incident
 - Problem
 - Known error

MODULE 7

Understand 7 ITIL practices

- Explain the following ITIL practices in detail, excluding how they fit within the service value chain:
 - Continual improvement including the continual improvement model
 - Change enablement
 - Incident management
 - Problem management
 - Service request management
 - Service desk
 - Service level management

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