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Learning Style: On Demand

Technology:

Difficulty: Beginner

Course Duration: 8 Hours

IT Service Management



About this Course:

The knowledge required to clear the ITIL® 4 Foundation Certification exam is extensively covered in this course.

QuickStart's ITIL 4 Training leads you to get the certification faster as the courseware is designed, keeping in view the certification exam.

ITIL® 4 guides you for the IT management in the service economy. The ITIL® 4 framework is built on based ITSM practices and extends itself into the broader context of customer expertise, value flows, and digital transformation, as well as adopting new trends of working, such as Agile, DevOps, and Lean. This course helps you explore the 4 end-to-end IT/digital operating model for the production, delivery, and continual improvement of services and products and how IT and technology teams play a role in business strategy.

Course Objectives:

- Prepare for and pass the ITIL® 4 Foundation certification exam
- Identify opportunities to develop IT practices using ITIL® guidelines
- Interact with IT teams using ITIL® 4 language and theories
- Explore the support value chain and IT service management practices
- Identify the need for IT and business integration

Audience:

The ITIL ® 4 Foundation certificate in IT Service Management's target group is drawn from:

People who require a basic comprehension of the ITIL® 4 frame and how it could be utilized to improve the quality of IT service management within an organization. Technology pros who are working in a firm that has undertaken ITIL® 4 that have to be deal with tech teams and have to get involved in an ongoing service improvement programmed.

This might include but is certainly not limited to, business managers, IT professionals, and business process owners. Any member of an IT team, IT Support Staff Business, IT Professionals, and Project Managers involved in the delivery of IT Services.

Prerequisites:

You do not require any pre-requisite to take this program. In actuality, the ITIL® 4 Foundations Certification Exam is a pre-requisite for ITIL® 4 certificates. The main goal of preparing for the certification is to thoroughly understand various ITIL® 4 concepts and elements. You will be well prepared to take the certification exam and make it through effortlessly, as soon as you have completed the program.

Course Outline:

- **Course Introduction**
- **Module 1: ITIL 4 Overview**
- **Module 2: Service Management Concepts**
- **Module 3: 4 Dimensions of Service Management**
- **Module 4: ITIL Service Value System**
- **Module 5: General Management Practices**
- **Module 6: Service Management Practices**

- **Module 7: Technical Management Practices**
- **Course Summary**

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