

## ITIL® 4 Foundation in practice («IT4L»)

You will learn how to manage IT Service Management with a service value system & bring the «old» world in line with the new methods such as Scrum. The course offers besides an exam preparation, room for discussion and exercises.

**Duration:** 3 days

**Price:** 3'400.–

**Course documents:** Accredited courseware & official Axelos book (digital) incl. exam voucher

### Content

1. Introduction ITIL® 4
  - Basics of ITIL® service management in the modern world
  - Introduction to ITIL® 4
  - Case study «Axle Car Hire» and «The CIOs Vision for Axle»
2. Service management: key concepts
  - Value and value co-creation
  - Value: service, products and resources
  - Service relationship
  - Value: results, costs and risks
3. Basic principles
  - The seven basic principles
  - Exercise on the basic principles
4. The four dimensions of service management
  - Organization and people
  - Information and technology
  - Partners and suppliers
  - Value streams and processes
  - External factors and the Pestle model
  - Exercise on the 4 dimensions
5. Service value system
  - Overview of the service value system
  - Overview of the service value chain
6. Continual improvement
  - Introduction to continual improvement
  - Continual improvement model
  - Relationship between continual improvement and the basic principles
7. Overview of ITIL® practices
  - General management practices
  - Service management practices
  - Technical management practices
  - In-depth discussion of the practices:
    - Continual improvement
    - Change control
    - Incident management
    - Problem management
    - Service request management
    - Service desk practice
    - Service level management practice
  - Exercise on a service value stream
8. Exam preparation

- Understanding of the key concepts of ITIL® service management
- Knowledge of the basic terms and definitions of service management
- Knowledge of how ITIL® basic principles can help an organization to implement and adapt ITIL® service management
- Knowledge of the four dimensions of ITIL® service management
- Understanding of the purpose and components of the ITIL® service value system as well as the activities of the service value chain and how they interact with each other
- Knowledge of the different ITIL® practices and how they contribute to the activities of the value chain

## Methodology & didactics

This course is conducted predominantly interactively. Building on impulse phases, exercises, discussions and exam preparation are carried out.

To ensure that your course attendance has a lasting effect, you will receive the course material in the process. Included in the material is pre-reading material. The study of this material will prepare you for the course and ensure a homogeneous basic knowledge, which will make the course more interactive. Please plan about 2 – 3 hours of preparation for this.

## Target audience

This course is aimed at people who do not yet have any knowledge of ITIL® as well as those interested in ITIL® who not only want to pass the exam but are also interested in information beyond that as well as discussions and practical impulses.

This course is for project leaders, managers, consultants and process managers who are intensively involved in IT service management and want to optimize the benefits of IT in their companies. This includes not only IT staff, but also business managers, business administrators and IT service providers.

## Certification

You will receive a voucher for the online exam via email from PeopleCert a few days before the course starts. The exam voucher must be redeemed directly with PeopleCert, where you can register for an available exam date. The online exam is proctored by a PeopleCert proctor, which requires a device with a microphone and camera.

For more information about the exam, please visit the PeopleCert website [here](#).

**Format:** multiple-choice exam questions, number of questions: 40, pass rate: 65% (26 points out of 40), duration: 60 minutes, closed book

### «Take2» option:

This option allows you to retake the exam at a lower price if you do not pass. The retake exam takes place **online**. If required, you can book this option independently in your PeopleCert candidate profile before booking the exam. You have up to 6 months from the date of the first exam to prepare and take the retake exam.

**Please note:** The exam for ITIL® 4 Foundation is available in German and English. Since the course material is in German, we recommend taking the exam in German as well. The language of the exam cannot be changed 3 days before the exam date.

<https://www.peoplecert.org/en/terms-of-service-and-privacy-policy> – under this link you will find more information about the complaint management of our certification partner and your rights.

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## Further courses

- ITIL® 4 Specialist: High Velocity IT («HVIT»)
- ITIL® 4 Specialist: Drive Stakeholder Value («ITDSV»)
- ITIL® 4 Specialist: Create, Deliver and Support («ITCDS»)
- ITIL® 4 Specialist: Acquiring & Managing Cloud Services («AMCS»)
- ITIL® 4 Strategic Leader («ITILSL»)
- ITIL® 4 Leader: Digital and IT Strategy («DITS»)
- DevOps Foundation («DEVFOK»)
- ITIL® 4 Managing Professional (MP) («761MP»)
- ITIL® 4 Strategist: Direct, Plan and Improve («ITDPI»)

## Any questions?

We are happy to advise you on +41 44 447 21 21 or [info@digicomp.ch](mailto:info@digicomp.ch). You can find detailed information about dates on [www.digicomp.ch/courses-service-project-management/itil/course-itil-4-foundation-in-practice](https://www.digicomp.ch/courses-service-project-management/itil/course-itil-4-foundation-in-practice)