

## ITIL® 4 Foundation Bridge - Classroom Training

This course provides those IT leaders, practitioners and support staff who already hold the ITIL® v3 foundation certificate with a quick and easy way to upgrade to the ITIL®4 foundation. Students will get an understanding of the key concepts, common language, principles and practices that enables successful management of modern IT-enabled services. It also prepares delegates for the ITIL® Foundation Certificate Examination. The course is based on the ITIL®4 best practice service value system featured in the latest 2019 guidelines. The course is a blended solution with pre- course mandatory digital learning supplemented by a one-day classroom or virtual exam workshop session.

### Course Objectives

The course will help students to understand:

- Key IT service management concepts
- How ITIL® guiding principles can help and organization to adopt and adapt service management
- The 4 dimensions of service management
- The purpose and components of the service value system
- The activities of the service value chain and how the interconnect
- Know the purpose of key ITIL® practices
- Preparation to sit the ITIL®4 foundation examination

### Course Content

- IT Service Management definitions; Service, Utility, Warranty, Customer, User, Service management, Sponsor
- Key concepts of value creation
- Key concepts of service relationships; service offering; service provision; service consumption; service relationship management
- The nature, use and interaction of 7 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
- The 4 dimensions of service management; Organizations and people; Information and technology; Partners and suppliers; Value streams and processes
- The ITIL® service value system
- The service value chain, its inputs and outputs, and its role in supporting value streams
- Service value chain elements; Plan, Improve, Engage, Design & transition, Obtain / Build, Deliver & support
- Detail of how the following ITIL® practices support the service value chain: -
  - Continual Improvement (including continual improvement model)
  - Change control
  - Incident management
  - Problem Management
  - Service request management
  - Service desk
  - Service level management
- The purpose of the following ITIL® practices
  - Information security management
  - Relationship management
  - Supplier management
  - Service configuration management
  - IT asset management
  - Business analysis
  - Deployment management
  - Monitoring and event management
  - Release management

### Exam Information

**Foundation:** 1 hour, closed book, 40 multiple-choice questions.

Passing this exam will give you internationally-recognised professional qualification.

Attendees must have either ITIL® v3 Foundation or ITIL® v3 Expert achieved via the v2/v3 Manager's Bridge.