Kesto: 2 Päivää

ITIL® 4 Foundation in English

ITIL® is the most widely accepted approach to IT service management in the world. ITIL helps individuals and organizations use IT to realize business change, transformation and growth. Upon successful completion of this course you:

- gain a fundamental understanding of the new ITIL 4
- gain the knowledge necessary to prepare for the "Foundation Certificate in IT Service Management" examination

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Target audience
ITIL Foundation is for you if you work in IT Service Management, IT Management or business organisations that purchase or use IT-services.

Prerequisites
The ITIL® 4 Foundation course requires no preliminary knowledge.

Certifications
This training prepares you for the "Foundation Certificate in IT Service Management" examination. The (optional) ITIL Foundations certification test is held on the last training day from 15.30 onwards. Examination costs are not included in the course price. An additional 215 € + vat will be charged for attending the certification examination.

If you are participating this training course online, you can also take the certification test online at your computer.

We are so sure of the quality of our training course that we offer you re-take of the exam at no cost in an unlikely event that you would not pass the test on the first time.

Training material
The class is run in English and all books, slides and handouts are in English.

Objectives of ITIL 4 Foundation Course
After the ITIL 4 Foundation course you have a basic understanding of the following ITIL concepts:

- main ITIL terms
- four aspects of service management
- service value system
- service value chain
- main ITIL practices
- 7 principles of service management

Content of ITIL4 Foundation in English training

Introduction to ITIL

Key concepts
The four dimensions of service management

The ITIL service value system

The ITIL service value chain

Major practices
- Incident management
- Problem management
- Service request management
- Service level management
- Change control
- Service desk
- Continual improvement

Other practices
- Supplier management, information security management, relationship management, IT asset management, monitoring and event management, release management, deployment management, service configuration management, service continuity management, availability management, capacity and performance management

The guiding principles

**ITIL 4 Foundation certification test**
The optional ITIL Foundation certification test is held on the last training day from 15:30 onwards. Examination costs are not included in the course price. An additional 215 € + vat will be charged for attending the certification examination.

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**Timetable for ITIL Foundation in English training**
Course days begin at 9:00, morning coffee available from 8:30 am onwards.

The 1st training day ends at 16:00. The 2nd training day ends at 15:30, after that is the (optional) ITIL 4 Foundation certification test at 15:30 - 16:45.