# Business Beam

## Inspiring growth and improvement

# ITIL® 4
# Foundation

## Accredited by PEOPLECERT and AXELOS

**Business Beam**

## Highlights

Experienced & accredited trainers

Accredited training material

Training & examination in 3 days

100+ practice questions

Excellent first attempt pass ratio

Learn ITIL 4 concepts and best practices drawn from the public and private sectors internationally. Prepare to successfully pass ITIL 4 Foundation qualification examination.

# Introduction

ITIL® (Information Technology Infrastructure Library) is the internationally-accepted approach to manage IT services. ITIL provides a cohesive set of best practices, drawn from the public and private sectors internationally. The purpose of the ITIL Foundation certificate in IT Service Management is to ensure that the candidate has gained knowledge of the ITIL terminology, structure and basic concepts and has comprehended the core principles of ITIL practices for service management. The course also prepares participants to attempt and pass ITIL Foundation Examination.

# Learning Objectives

Candidates should expect to gain competencies in the following areas after successful completion of the training course:

> An understanding of the ITIL 4 service management framework and how it has evolved to adopt modern technologies and ways of working.

> 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.

# Contents

> **Introduction**
- History and Background of ITIL
- ITIL Qualification Scheme
- Key definitions
- Key concepts of service management

> **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

> **Dimensions of service management**
- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes

> **ITIL service value system**
- Service value chain
- Service value streams
- Value chain activities
  - > Plan
  - > Improve
  - > Engage
  - > Design & transition
  - > Obtain/build
  - > Deliver & support

> **Selected ITIL practices**
- Information security management
- Relationship management
- Supplier management
- Availability management
- Capacity and performance management
- IT asset management
- Service continuity management
- Monitoring and event management
- Release management
- Service configuration management
- Deployment management
- Continual improvement
- Change control
- Incident management
- Problem management
- Service request management
- Service desk
- Service level management

> **Quizzes and practice exam**
- Exam tips and tricks

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## Recommended Participants

Following participants are recommended to attend this training:

> Individuals at the start of their journey in Service Management ITSM Managers and aspiring ITSM Managers.

> Individuals working in other parts of "IT" (digital, product, development) with strong interface with service delivery.

> Existing ITIL qualification holders wishing to update their knowledge.

## Prerequisites

Experience and knowledge of IT computing environments are useful but not essential.

## Course Format

The course uses a stimulating mix of instructions, workshops, quizzes, discussions and a practice-exam.
**Note:** 2 to 3 hours of evening work would be required for examination preparation.

## Duration

3 days including examination.

## Materials Provided

> Training reference manual containing copy of course slides, support documents, quizzes and answers.
> Practice examination
> Training attendance certificate
> Exam certificate on passing the ITIL Foundation examination.

## Practice Exam

A one-hour practice exam is part of the course. The practice exam aims to help participants in passing the ITIL Foundation certification exam.

## Certification Exam

A 60-minute exam closed-book is scheduled on the last day of the course, consisting of forty (40) multiple choice questions. Candidates must achieve 65% marks (26 out of 40) to receive their examination certificate.

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## About Business Beam

Business Beam is a top of the line Management consultancy, training and outsourcing firm that helps organizations solve problems in strategy, governance, operations, quality, services, projects, information security, business continuity, human resources, risks and internal audit.

Established in 2004 with a vision to drive organizations towards corporate excellence, Business Beam has served hundreds of organizations of various sizes, different domains and geographical regions. Business Beam partners with customers to convert them into high-performance businesses and governments. We feel honored to help them grow!

Our training program has successfully reached to more than 7,000 professionals and executives, from 25+ different nationalities, and representing 1000+ organizations.

Business Beam is AXELOS certified partner and Accredited Training Organization (ATO) for COBIT, ITIL, PRINCE2, P3O and DevOps. We are also itSMF member, PECB partner, ISACA official licensee and CMMI Institute partner.

## Contact Us

To find out more about how Business Beam can help you meet your growth objectives, visit
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