

ITIL 4

Foundation

/ Classroom

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Enquire

ITIL 4 Foundation introduces an end-to-end operating model for the creation, delivery and continual improvement of technology-enabled products and services.



Overview

The ITIL 4 Foundation qualification is intended to introduce candidates to the management of modern IT-enabled services, to provide them with an understanding of the common language and key concepts, and to show them how they can improve their work and the work of their organisation with ITIL 4 guidance.

Furthermore, the qualification will provide the candidate with an understanding of the ITIL 4 service management framework and how it has evolved to adopt modern technologies and ways of working.

The course will help you to understand:

- How modern IT and digital service organisations operate
- How value streams increase speed and efficiency
- How cultural or behavioural principles guide work that benefits the wider organisation
- How to use commonly-used service management terms and concepts

 Beginner Level Course

 £1,395 + VAT

 Other Accreditation



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2020projectmanagement.com

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Who Should Attend?

ITIL 4 Foundation is for anyone who needs to understand the key concepts of IT and digital service delivery, and who is interested in helping their organization embrace the new service management culture. It is for professionals at the start of their ITIL 4 journey or people looking to update their existing ITIL knowledge.

Course Content

The programme will cover the following topics:

- Understand the key concepts of service management
- Understand how the ITIL guiding principles can help an organisation adopt and adapt service management
- Understand the four dimensions of service management
- Understand the purpose and components of the ITIL service value system
- Understand the activities of the service value chain and how they interconnect
- Know the purpose and key terms of 15 ITIL practices
- Understand 7 ITIL practices

Classroom Delivery

This 2 day classroom course is a fully immersive and interactive experience. Taught by a fully qualified facilitator, it will help attendees understand the common language and key concepts, and to show them how they can improve their work and the work of their organisation with ITIL 4 guidance.

What our customers say...

Valuable & Engaging

"The course was extremely useful & I was able to apply my learnings to my role straight away..."

Trusted Customer 27th Oct. 2023

High quality & maximum support

"I looked around for a Project Management course online and was eventually recommended 20/20 as a provider..."

Trusted Customer - 2nd Nov. 2022

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