

## ITIL® 4 Foundation

ITIL is the most widely recognized framework for IT enabled services in the world. It supports organizations and individuals to gain optimal value from IT and digital services. It helps define the direction of the service provider with a clear capability model and aligns them to the business strategy and customer needs. ITIL provides comprehensive, practical and proven guidance for establishing a service management system. It also provides a common language for businesses using IT-enabled services.

ITIL, the professionally recognized certification scheme, provides comprehensive, practical and proven guidance for an organization's digital services and is utilized by 90% of Fortune 500 companies.

ITIL 4 is the evolution of this well-established framework, to provide a flexible end-to-end IT/digital operating model for the delivery and operation of tech-enabled products and services.

### Key Benefits of ITIL 4 Foundation

- **Overarching Framework Integration** - You will learn how ITIL can help you adopt and adapt best practices from frameworks such as Lean IT, Agile, DevOps and many others into your operating model.
- **Understand Key IT Service Management Concepts** - ITIL Foundation introduces and explains key IT Service Management concepts and helps students gain a holistic view of IT Service Management practices, processes, and activities.
- **Learn the ITIL Guiding Principles** - Students will learn about ITIL's guiding principles and how these principles can and should be applied in your organization in all circumstances.
- **Discover the Service Value System** - Learners will be introduced to ITIL's Service Value System and understand how Service Providers react to opportunity and demand in order to co-create value.
- **Learn about various IT Service Management Practices** - Students will study key IT Service Management practices that contribute to the operation and stability of IT organizations. You will discover how each of these practices contributes to Value Streams and the Service Value System.
- **Learn the Key Concepts of Continual Improvement** - The ITIL Foundation course introduces students to key concepts, activities, and practices of Continual Improvement.
- **Increase your knowledge and skillset** - Add a recognized certification to your resume that demonstrates a clear understanding of ITIL, the world's most popular framework for IT Service Management.

## Practices Covered in ITIL Foundation

- Information Security Management
- Relationship Management
- Supplier Management
- IT Asset Management
- Monitoring and Event Management
- Release Management
- Service Configuration Management
- Deployment Management
- Continual Improvement
- Change Enablement
- Incident Management
- Problem Management
- Service Request Management
- Service Desk
- Service Level Management

## ITIL 4 Value Foundation Proposition

We are in a time of unprecedented change, known as the 'Fourth Industrial Revolution'. This is characterized by the digital transformation of our world and the unavoidable interaction between humans, digital technologies and physical assets. It creates an increasingly fast-paced and complex environment, requiring organizations to be more agile, better equipped to adapt what they do, and ready to adopt new ways of working to succeed.

The ITIL 4 framework helps organizations to connect and align these different challenges that are relevant not only to ITSM professionals, but also to a wider range of professionals working in the digital world.

ITIL 4 has already helped many successful organizations to create valuable outcomes to meet increasing customer demands. Trailblazers and digital innovators such as Spotify and Vodafone are already seeing increased efficiency and customer satisfaction as a result of ITIL 4 methods.

## Who should attend?

The ITIL Foundation course is intended for stakeholders in the IT and Business domains who could benefit from a deeper understanding of IT Service Management frameworks. The course is especially beneficial to the following stakeholders:

IT Support Staff • Business Managers • Business Process Owners • Service Desk Staff  
IT Process Owners and Managers • Developers • System Administrators • Leadership  
Governance, Risk, and Compliance • IT and Business Relationship Management

## Course Scheduling

To schedule this 3-day course, contact Knowledge Squared:

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