BOSTON ⊹ NETWORK
The Global Knowledge Network

Course:

ITIL V4 Foundation

Duration: 3 Days (9:00 – 16:00)

Course Description:
Understand Key Concepts of Service Management & Key Concepts of ITIL v4
Identify opportunities to develop ITIL practices using ITIL v4
Interact with IT teams using ITIL terminology and concepts

How You will Benefit:
The IT Infrastructure Library (ITIL) v4 is the current version of the most widely adopted best practice framework for IT management. Achieving the Foundation Certification represents clear demonstration that you can contribute to improving the maturity of an IT organization. The unique structure and format of this course follows the guidelines of the testing body and provides comprehensive coverage of the ITIL v4 Foundation Certification Exam topics.

This ITIL 4 Foundation course takes you through the service value system and what it really means to contribute to business value.

Course Outline:
Day 1
- Key Concepts of Service Management
- Key Concepts of ITIL
- The Guiding principles of ITIL 4
    - 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 four dimensions of service management
    - Organizations and People
    - Information and Technology
    - Partners and Suppliers
    - Value Streams and Processes
- How ITIL practices described in ITIL 4 will maintain the value and importance provided by the current ITIL processes from demand to value.
- Service value system

Day2
- Service value chain
- ITIL Practices
    - What is currently known in ITIL v3 as "processes" are being expanded to consider other elements such as culture, technology, information and data management, and more. This holistic vision of a way of working is known as a "practice" in ITIL 4, and forms a fundamental part of the ITIL 4 framework.

- General Management Practices
  - Continual Improvement Practice
  - Continual Improvement Model
  - Information Security Management
  - Relationship Management
  - Supplier Management

Day3
- Service Management Practices
  - Change Control
  - Incident Management
  - IT Asset Management
  - Monitoring and Event Management
  - Problem Management
  - Release Management
  - Service Configuration Management
  - Service Desk
  - Service Level Management
  - Service Request Management
- Technical Management Practices
  - Deployment Management

Course Prerequisites
Experience and knowledge of IT Management. General IT knowledge is assumed.

Target Group
IT Manager, IT Auditor, Operation Manager &
Those who want to achieve ITIL v4 Foundation Certification. You want to prepare for the ITIL 4

What is ITIL?

Reduce IT Cost and Improve IT Service Level with World Class Best Practice in IT Service Management

The Information Technology Infrastructure Library (ITIL) is fast becoming the worldwide, de facto standard for IT service management. ITIL can be defined as a set of best practices for managing the practices required to effectively manage the delivery of IT services and support. Each of the practices defined in ITIL is designed to drive a specific IT business function or discipline. Understanding the differences between- and the relationships among- these practices is an important first step in implementing ITIL.

IT Infrastructure Library is designed to simplify and standardize IT language in order to save time and resources when dealing with queries. It also sets in place practice for dealing with all types of challenges the IT department faces from Change Management to Disaster Recovery to Help Desk Management to Service delivery and minimum service levels. It adds value by setting expectations and improving the delivery of IT support in accordance with business requirements.

Arriving in 2019, ITIL 4 represents the first major change to ITIL for over 12 years. The content and structure of ITIL 4 will differ significantly from the current version 3.0. ITIL 4 will reflect the best of prior versions adding the latest in best practice service management. ITIL 4 also has a greater focus on business drivers and benefits.

Benefits of ITIL

- Ensuring the quality of services delivered matches business expectations. Achieved by negotiating, agreeing, monitoring and reporting on service levels with the business. Expectation setting also has the effect of reducing short-notice requests for changes from the business.
- Changing the culture of the IT organization to that of a customer service focus that is priority-based and uses a process-driven approach leading to consistent and predictable levels of support rather than operating solely on technology expertise and relying on "heroic acts" and dedication by staff to deliver good service. Move from fire-fighting to control.
- Less duplication of work and hence improved efficiency and productivity of support staff. With ITIL everything that happens on the IT infrastructure is logged: resolutions to incidents and problems are documented and are re-used rather than needing to be solved repeatedly.
- Improved manageability of IT changes (hardware and software upgrades and new services as well as resolutions to problems) leading to less disruption caused by changes causing incidents and problems.
- Less reliance on key, members of IT staff from adopting a process-based approach and using a databases to capture knowledge. Small organizations are particularly susceptible to a key member of IT staff leaving.

For more information please visit:
http://en.wikipedia.org/wiki/Information_Technology_Infrastructure_Library
https://www.best-management-practice.com/

BOSTON ✦ NETWORK
The Global Knowledge Network

Why Boston Network?

- **World Class Curriculum** - our course curriculums incorporate best-in-business thinking and practices and are designed for all organizational levels.
- **Renowned Trainers** - all our seminars, conferences are led by senior executives, managers, authors, educators, consultants, even CEOs. They're not only skilled speakers, but top business practitioners who have been in the trenches
- **Satisfaction Guarantee** - we are totally focused on customer satisfaction. Our 100% customer satisfaction guarantee is the factor that will distinct us from others.
- **Experienced Training Specialist** - with more than five years of experiences, we bring in latest business know-how, world-class cutting edge management knowledge, and valuable insights to Thai society. We held over 200 seminar events each year with more than 10,000 executive participants countrywide.

100% Satisfaction Guarantee

After attending Boston Network seminar or event, if you are not fully satisfied that we have delivered everything promised. Simply notify the seminar administrator by the lunch break and we will refund the entire registration fee.