ITC

International Training
Center Paris

TRAINING SCHEDULE

INFORMATION TECHNOLOGY INFRASTRUCTURE LIBRARY (ITIL 4 FOUNDATION)

Overview:

The Information Technology Infrastructure Library (ITIL 4 Foundation) training is designed for IT professionals who want to gain a fundamental understanding of the latest version of ITIL. Participants will learn the key concepts, principles, and practices of ITIL 4 Foundation, which is the most widely used IT service management framework globally. The training covers the entire ITIL service lifecycle, from strategy to operation, with an emphasis on continual improvement.

Objectives:

- Understand the core concepts and principles of ITIL 4 Foundation
- Learn how to apply the ITIL framework to improve IT service management
- Gain a comprehensive understanding of the ITIL service lifecycle stages and their importance
- Acquire the skills to align IT services with business requirements and objectives
- Learn how to create value for customers and stakeholders through the delivery of quality IT services
- Develop an understanding of the key ITIL practices and their interrelationships
- Gain the knowledge and skills required to take the ITIL 4 Foundation certification exam, if desired.

Last Paragraph: Upon completion of this training, participants will have the necessary knowledge and skills to understand and apply the ITIL 4 framework to improve IT service management within their organizations. They will have a comprehensive understanding of the ITIL service lifecycle stages, the key practices, and their interrelationships.

Targeted Groups:

- IT operations managers
- IT service desk agents
- Service transition managers

Planning:

Day 1: Introduction to ITIL 4 Foundation

- What is ITIL?
- ITIL service value system
- Key concepts and principles

Day 2: ITIL Service Strategy

- Service strategy and value creation
- Service portfolio management
- Demand management
- Financial management for IT services

Day 3: ITIL Service Design

- Service design and value creation
- Service level management
- Service catalog management
- Availability management
- Capacity management

Day 4: ITIL Service Transition

- Service transition and value creation
- Change management
- Knowledge management
- Service asset and configuration management

Day 5: ITIL Service Operation and Continual Improvement

- Service operation and value creation
- Incident management
- Problem management
- Continual service improvement