

ITIL® v4 Foundation

The ITIL® Foundation course teaches the vital elements, concepts, and common language of the ITIL® (Information Technology Infrastructure Library) framework to ensure that an organisation's IT services are aligned with the needs of the business.

Course duration

- Instructor-led classroom: 10 days remote

Prerequisite Knowledge:

There are no formal prerequisites to study this qualification.

How you'll benefit

This course will cover:

1	Understand basic concepts, terminologies, key principles, and process models of IT Service Management that are included in ITIL® 4 Foundation
2	Appreciate the scope and objectives of service design, service strategy, service transition, continual service improvement, and service operations.
3	Enhance the efficiency and effectiveness of ITIL® tools and techniques within the business, to optimise user experience.
4	Apply lean principles and automate standard jobs to improve the efficiency of ITSM processes.
5	Centralise activities and functions to save on cost and time