

AMELA
Consulting



ITIL®4

ITIL® 4 FOUNDATION CERTIFICATION EXAM

The ITIL® 4 Foundation Exam Preparation content is designed to assist learners with tools to provide a deeper understanding of the materials and an expanded educational approach to improve individual capabilities and knowledge.

The ITIL® 4 training course, exam voucher, and certification exam are offered together as a bundled package. Amela Consulting is committed to learners achieving the credentials and certifications they need to perform their jobs well!

ITIL® 4 FOUNDATION COURSE

The ITIL® 4 Foundation course is designed to provide IT leaders, practitioners, support staff and staff interfacing with the organization's digital and information systems functions. ITIL® 4 provides new guidance for organizations and the ability to establish flexible, coordinated, and integrated systems to ensure effective governance and management of IT enabled services.

HELPING ORGANIZATIONS ACHIEVE
THEIR BUSINESS GOALS

LEARNING OBJECTIVES

The ITIL® 4 course is designed to provide learners with a practical understanding of the key concepts, common language, principles, and practices that enable successful management of modern IT-enabled services.

AUDIENCE

ITIL® for professionals at the start of their ITIL® 4 journey or people looking to update their existing IT Service Management knowledge and certifications.

PREREQUISITES

There are no prerequisites for this course, but a base level understanding of technology and organizational systems is recommended.

ITIL® 4 FOUNDATION COURSE TOPICS

1. ITIL® 4 Overview

- Introduction to ITIL
- Definitions and Concepts of ITIL
- Key Concepts of Service Relationships

2. The Guiding Principles

- 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

3. The Four Dimensions of Service Management

- Organizations and people
- Information and technology
- Partners and suppliers
- Value Streams and processes

4. The ITIL Service Value System (SVS)

- Governance
- The Service Value Chain
- Continual Improvement

5. SVS Activities and their Interconnection

- Interconnected Nature of SVS and Value Streams
- Value change activity

6. 15 ITIL Practices

- ITIL Management Practices
- ITIL Key Activity Terms

7. 7 Key ITIL Practice Details

- Continual Improvement
- Service Level Management
- Change Control
- Incident Management
- Service Request Management
- Service Desk
- Problem Management

8. ITIL® 4 Foundation Exam Prep

- Exam Best Practice Tips
- Level 1 – Define, Recall, & Recognize
- Level 2 – Describe, Explain, & Understand



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300 South 4th Street, 6th Floor
Las Vegas, NV 89101



702-778-6805



info@amelaconsulting.com