



ITIL®
Best practice,
based on expert advice.

What is ITIL®?

It stands for IT Infrastructure Library (ITIL), a library of volumes describing a framework of best practices for delivering IT services. Established since the 1980s the British government's Central Computer & Telecommunications Agency (CCTA), it currently comprises five books, each covering various processes and stages of the IT service lifecycle.

Benefits of using ITIL®

- Better risk management for business
- Improves process and helps solving service delivery issues
- Stimulating process-based thinking and working
- Make practices more cost effective
- Build an IT environment for growth, scale and change.

Why ITIL®?

ITIL® was one of the first attempt to put together best practices in information technology. It was compiled using various sources of best practices from different vendors. This allowed ITIL® to develop into a systematic framework to IT service management.

ITIL® 4

A new version of ITIL®, known as ITIL® 4, has started to be released since February 2019. This updated version includes new techniques that can be used by IT professionals to further improve efficiency and align ITIL® with other methods like Agile, DevOps and Lean.

The ITIL® 4 Foundation Certification

This certification introduces you to the key concepts of ITIL® 4, equipping you with an understanding of the ITIL framework and its guiding principles. You will learn the four dimensions of service management and how to apply it in real life. In addition, you will understand how some of the key concepts in Agile, DevOps and Lean can be applied within the ITIL framework, allowing you to create value with customers and other stakeholders in products and services.

*Suitable for all IT professionals and those working in IT service management.
No pre-requisite required.*

Why Study ITIL® 4 Foundation Certification with Agilizing?

1

Credibility

All our coaches are well qualified IT expert. We link up learners with credible trainers for on going life-long learning.

2

Real experience

You will learn from IT professionals who have applied latest skills in agile and digital transformation.

3

Special deals for alumni

Enrich your profile, get yourself an up-to-date ITIL® 4 certification with us. Or get referral bonus by referring others.

ITIL® 4 Foundation Certification: syllabus at a glance

1. Key concepts of service management

- Creating value with services
- Concept of service relationships

2. The seven ITIL guiding principles

- Nature, use and interaction of the 7 ITIL guiding principles

3. The four dimensions of service management

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

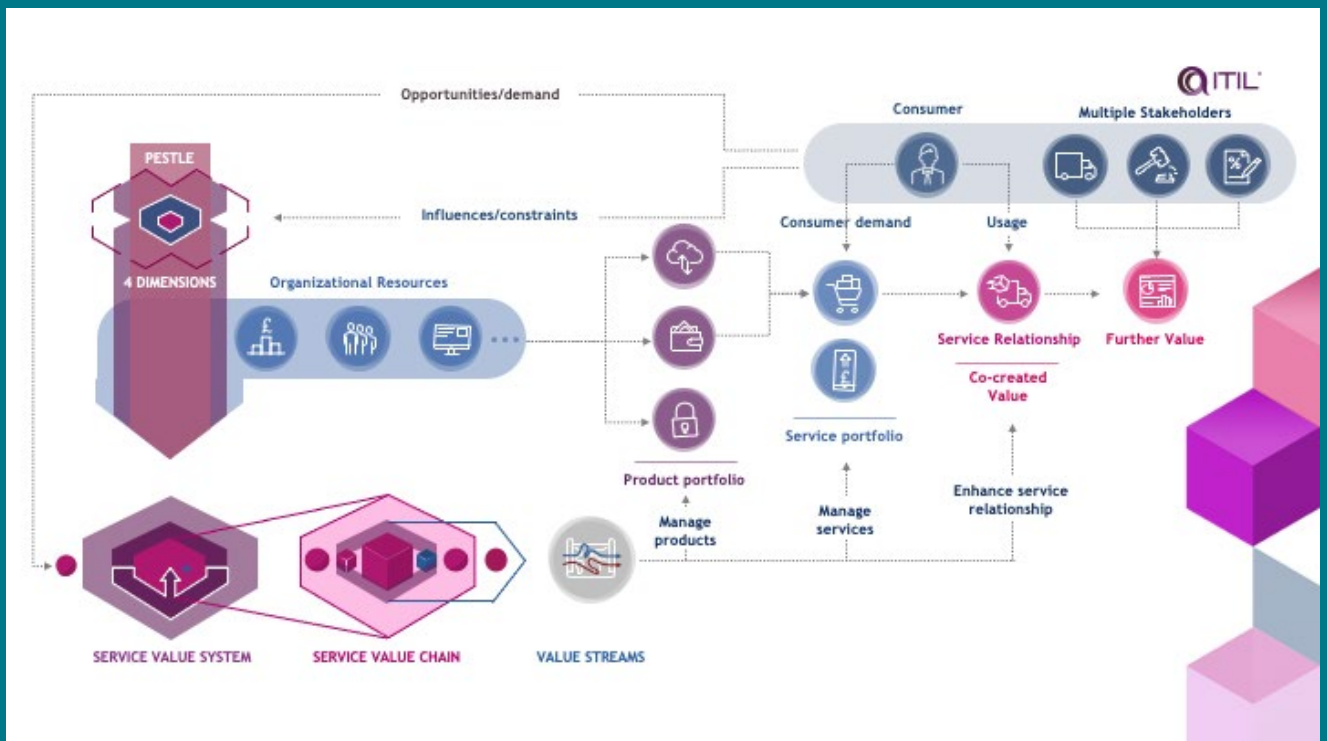
5. The activities of the service value chain

- Interconnection of the service value chain
- How the service value chain supports value streams

4. The purpose and components of the ITIL service value system

6. The purpose and key terms of fifteen ITIL practices

7. In depth understanding of 7 ITIL practices



The ITIL® 4 Foundation certification journey

- 2-day classroom or remote training facilitated by Agilizing
- Take exam at the end of the training
- 60 minutes closed book exam with **40** multiple choice questions – you need **65%** to pass

“The vision of Agilizing Ltd. is to democratize learning for IT professionals. Our latest addition to our wide range of courses is the ITIL® Foundation Certification. The training is suitable for all IT professionals with no pre-requisite required. Join us for a unique learning experience!”

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