INVENSIS
Global Learning Services

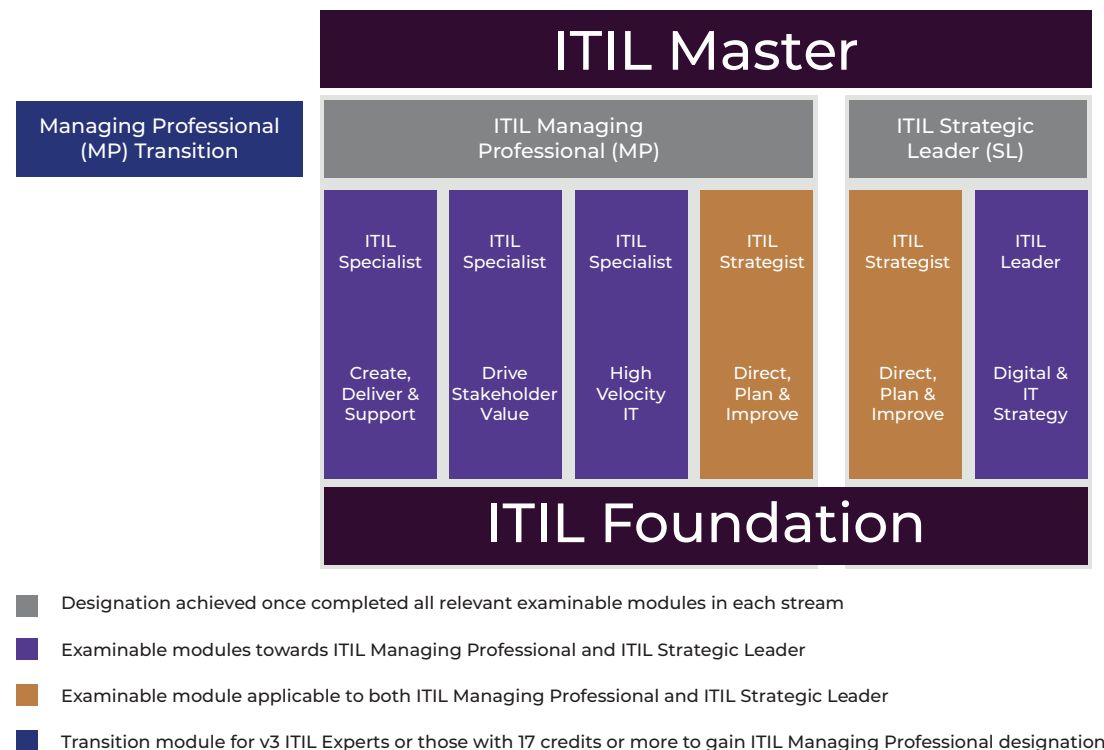# ITIL® 4 Foundation Certification Training – Brochure

The next-gen certification for professionals working in the world of digital transformation

What is ITIL 4?

In today's dynamic business environment, information technology has become the core of almost every business worldwide. And for over two decades, ITIL processes have been the mainstay for enterprises to maintain and improve IT Service Management as per business needs. But in the last few years, ITIL has not evolved as per the industry trends in software development and IT operations. With increased automation, the future of ITSM had to be tweaked to address new market demands and opportunities. Hence, the transition from ITIL V3 to ITIL 4 which takes into account the latest best practices in the form of Agile, Lean, and DevOps and merges it with traditional ITIL best practices.

ITIL 4 Certification Scheme

	ITIL Master		
Managing Professional (MP) Transition	ITIL Managing Professional (MP)		ITIL Strategic Leader (SL)
	ITIL Specialist / Create, Deliver & Support	ITIL Specialist / Drive Stakeholder Value	ITIL Specialist / High Velocity IT	ITIL Strategist / Direct, Plan & Improve	ITIL Strategist / Direct, Plan & Improve	ITIL Leader / Digital & IT Strategy
	ITIL Foundation		

■ Designation achieved once completed all relevant examinable modules in each stream

■ Examinable modules towards ITIL Managing Professional and ITIL Strategic Leader

■ Examinable module applicable to both ITIL Managing Professional and ITIL Strategic Leader

■ Transition module for v3 ITIL Experts or those with 17 credits or more to gain ITIL Managing Professional designation

Source: axelos.com/itil-update

Key Benefits of ITIL for Businesses

- Helps to manage business risk and service disruption within the organization

- Stronger emphasis on the alignment between IT and the business

- Establishes cost-effective systems for managing demand for services

- Supports business change with stable service environment

- Develops positive relationships with your customers

- Provides greater visibility of IT costs and assets

About the ITIL 4 Foundation Training Course

Participants attending this ITIL 4 Foundation certification training will gain knowledge about the fundamentals of the latest ITIL 4 update and introduces them to the Service Value System (SVS) which describes how enterprise components and activities work together to enable value creation.

ITIL Foundation is a service management framework that helps one to explore end-to-end IT service model for creation, delivery, and continual improvement of services offered that aligns as per the enterprise strategy. Participants attending this ITIL 4 Foundation training will gain knowledge of ITIL 4 concepts and terminology, develop IT practices using ITIL guidelines, recognizing the importance of IT and business integration, and exploring the service value chain within the organization.

Who will benefit from the ITIL 4 Foundation Certification?

Job roles that can benefit from ITIL 4 Foundation certification include, but are not limited to:

- IT Professionals
- ITSM Managers
- Individuals working in the areas of IT (Digital, Product, Development)
- Service Managers
- Database Administrators
- Software Professionals
- Service Process Owners
- Individuals starting their journey in Service Management
- Existing ITIL qualification holders

About Invensis Learning

Invensis Learning is a leading certification training provider for individuals and enterprises globally. Our expertise in providing globally-recognized IT & Technical certification courses has enabled us to be one of the trusted certification training partners for many Fortune 500 organizations and Government institutions worldwide. Invensis Learning has trained and certified thousands of professionals across various categories such as Agile Management, Project Management, IT Service Management, Quality Management, DevOps, and IT Security and Governance. Invensis Learning's certification training programs adhere to global standards such as PMI, IASSC, AXELOS, ISACA, DevOps Institute, EXIN, TUV SUD, and PEOPLECERT.

Get Invensis Learning Advantage

- EXIN accredited ITIL 4 Foundation certification exam training
- Expert trainer, interactive sessions with case studies
- ITIL 4 Foundation mock sample tests
- 16 PDUs certificate offered
- Classes across 108+ locations worldwide
- Exam fee included in the training course
- Instructor-led training that is always on schedule
- Global approval and accreditation

ITIL 4 Foundation Course Overview

The course syllabus consists of a number of learning objectives:IT Professionals

1 Introduction

- 1.1 IT service management in the modern world

- 1.2 About ITIL 4

- 1.3 The structure and benefits of the ITIL 4 framework

    - 1.3.1 The ITIL SVS

    - 1.3.2 The four dimensions model

2 Key concepts of service management

- 2.1 Value and value co-creation

    - 2.1.1 Value co-creation

- 2.2 Organizations, service providers, service consumers, and other stakeholders

    - 2.2.1 Service providers

    - 2.2.2 Service consumers

    - 2.2.3 Other stakeholders

- 2.3 Products and services

    - 2.3.1 Configuring resources for value creation

    - 2.3.2 Service offerings

- 2.4 Service relationships

    - 2.4.1 The service relationship model

5 ITIL management practices

- 5.1 General management practices
  - 5.1.1 Architecture management
  - 5.1.2 Continual improvement
  - 5.1.3 Information security management
  - 5.1.4 Knowledge management
  - 5.1.5 Measurement and reporting
  - 5.1.6 Organizational change management
  - 5.1.7 Portfolio management
  - 5.1.8 Project management
  - 5.1.9 Relationship management
  - 5.1.10 Risk management
  - 5.1.11 Service financial management
  - 5.1.12 Strategy management
  - 5.1.13 Supplier management
  - 5.1.14 Workforce and talent management
- 5.2 Service management practices
  - 5.2.1 Availability management
  - 5.2.2 Business analysis
  - 5.2.3 Capacity and performance management
  - 5.2.4 Change control
  - 5.2.5 Incident management
  - 5.2.6 IT asset management

CONTACT INVENSIS LEARNING

Email Us:

support@invensislearning.com

🇺🇸 USA +1-910-726-3695

🇮🇳 IND +91 9620-200-784

🇬🇧 UK +44 2033-223-280

🇭🇰 Hong Kong +852-5803-9039

🇨🇭 Switzerland +41-22-518-2042

www.invensislearning.com