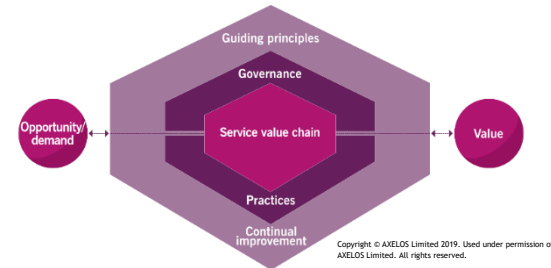


ITIL® 4 Foundation



Course Overview

The 3-day ITIL Foundation Course is introducing the ITIL 4 and enables you to understand a new way to look at IT Service Management through a Service Value System (SVS), which provides a holistic end-to-end picture of what it really means to contribute to business value, and also integrates concepts from models such as Lean IT, Agile and DevOps.



ITIL 4 Foundation candidates will have an understanding of the following:

- A holistic approach to the facilitation of co-creation of value with customers and other stakeholders in the form of products and services
- The guiding principles of ITIL 4
- The four dimensions of Service Management
- Key concepts from Lean, Agile, DevOps, and why these are important to deliver business value
- The 34 ITIL practices, with a focus on 18 of these
- How ITIL practices described in ITIL 4 will maintain the value and importance provided by the current ITIL processes, whilst at the same time expand to be integrated to different areas of service management and IT, from demand to value.

*This course also prepare participants for an optional examination leading to the **Foundation Certificate** in the IT Service Management (based on ITIL). It is also the prerequisite for the ITIL advance courses*

Course Agenda

Day 1

- Module 1: The Key Concepts of Service Management
- Module 2: The Four Dimensions of Service Management
- Module 3: The ITIL® Service Value System (SVS)
- Module 4: The Governance
- Module 5: The ITIL® Guiding Principles

Day 2

- Module 6: The Service Value Chain
- Module 7: Continual Improvement
- Module 8: ITIL Practices: Purpose and Key Terms

Day 3

- Review
- Module 9: ITIL 4 Exam Review and Official Examination



Target Audience

- Individuals who require understanding of the ITIL framework and how it may be used to enhance the quality of IT service management within an organisation
- IT professionals that are working within an organisation that has adopted ITIL framework
- This may also include but is not limited to: ITIL Process Owners, Process Managers, IT Managers, Supervisor, Project Managers, IT Sales, business managers, and IT Consultants.

Course Delivery & Approach

- The course will be conducted in comfortable hotel training venue including food & beverage.
- The course approach combines theoretical and practical exercises.

Official ITIL® Foundation Exam Syllabus

For candidates who wish to conduct the certification program, it can be organised on Day 3 of the course or can be organised later on with your preferred date & time.

ITIL Foundation exam format

- Multiple choice examination questions
- 40 questions
- 26 marks required to pass (out of 40 available) - 65%
- 60 minutes' duration
- Closed book.



Price

- **660.00 JOD** inclusive course workbook, meals and beverage in comfortable training venue.

Early Bird

- Register up to 21 days before course commencement and receive 10% discount

Special Package Solutions

- Enrol more than one candidate and Save 5% per candidate

Payment Methods & Terms

- Cash, Cheque, Or Bank money transfer.
- Full Payment to be received at least 14 days prior to the commencement of the course (unless otherwise announced by our office).
- Cancellation from candidates received less than 7 days prior to the commencement of the course will attract no refund, however, substitute candidates are acceptable.
- In the circumstances of cancellation the event will either attract a full refund or transfer credit to the next scheduled courses.

For Course Registration or more information contact us today!

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