



PEOPLECERT TRAINING

ITIL® 4 Foundation

Learn the ITIL® 4 framework for effective IT service management. Master key concepts to optimize service delivery and prepare for your certification.

DURATION

16 hours

LEVEL

Beginner

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

Computer Pride | 1st Floor, ICEA Building, Kenyatta Avenue, Nairobi | www.computer-pride.co.ke

COURSE OVERVIEW

The ITIL® 4 Foundation course provides a comprehensive introduction to the ITIL 4 framework, the world's most widely adopted guidance for IT service management (ITSM). This course empowers IT professionals and business stakeholders with a practical and flexible approach to supporting organizations on their digital transformation journey. You will learn about the end-to-end operating model for the creation, delivery, and continual improvement of technology-enabled products and services, emphasizing value co-creation and integrating various approaches like Agile, DevOps, and Lean.

Participants will gain a foundational understanding of the ITIL 4 Service Value System (SVS), including the Service Value Chain (SVC), Guiding Principles, and Governance, helping them to effectively manage and optimize IT services. The course focuses on practical applications, ensuring you can contribute to improving IT service delivery, enhancing customer satisfaction, and fostering better alignment between IT and business objectives. Achieving this certification validates your ability to understand and apply core ITIL concepts, significantly boosting your career prospects in the competitive IT industry.

Duration	16 hours
Level	Beginner
Vendor	PeopleCert

PREREQUISITES

- No formal prerequisites required

COURSE CURRICULUM

01 Module 1: Introduction to ITIL 4 and Key Concepts of Service Management

- What is ITIL and why is ITIL 4 relevant?
- Key concepts of service management: value, outcomes, costs, risks
- Introduction to the four dimensions of service management: Organizations and people, Information and technology, Partners and suppliers, Value streams and processes

02 Module 2: The ITIL 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

03 Module 3: The ITIL Service Value System (SVS)

- Overview of the ITIL SVS and its components
- Governance and its role in the SVS
- Introduction to the ITIL Service Value Chain (SVC)
- Understanding 'Opportunity, Demand, and Value' in the SVS
- Introduction to continual improvement

Module 4: The ITIL Service Value Chain (SVC) Activities

- 04**
- Plan activity and its purpose
 - Engage activity and its purpose
 - Design and Transition activity and its purpose
 - Obtain/Build activity and its purpose
 - Deliver and Support activity and its purpose
 - Improve activity and its purpose

05 Module 5: ITIL Management Practices

- General management practices: Continual Improvement, Relationship Management, Supplier Management
- Service management practices: Change Enablement, Incident Management, Problem Management, Service Request Management, Service Level Management, Service Desk
- Technical management practices: Deployment Management, Infrastructure and Platform Management, Software Development and Management

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **IT Service Desk Analyst / Service Desk Manager**
- > **IT Operations Coordinator / Junior IT Operations Manager**
- > **IT Business Relationship Coordinator / Junior IT Business Analyst**

FREQUENTLY ASKED QUESTIONS

Q: How does ITIL 4 Foundation help in adopting modern IT practices like Agile, DevOps, and Lean?

The ITIL 4 Foundation course provides a flexible framework that seamlessly integrates with and supports modern ways of working, including Agile, DevOps, and Lean. It introduces concepts like value streams, feedback loops, and continual improvement, which are central to these methodologies. By understanding ITIL 4, you'll learn how to leverage these practices to deliver value faster, improve collaboration, and enhance the adaptability of IT services within your organization.

Q: What specific skills will I gain that are directly applicable to improving IT service delivery?

Upon completing the ITIL 4 Foundation course, you will acquire a range of practical skills crucial for improving service delivery. These include understanding how to identify and focus on value co-creation, applying the ITIL Guiding Principles to daily operations, comprehending the end-to-end flow of the Service Value Chain, and recognizing the purpose of key ITIL management practices like Incident Management and Change Enablement, all of which contribute to more efficient and effective IT services.

Q: Is the ITIL 4 Foundation certification recognized globally, and what are its prerequisites?

Yes, the ITIL 4 Foundation certification is globally recognized and highly respected within the IT industry, making it a valuable asset for professionals worldwide. There are no formal prerequisites for taking the ITIL 4 Foundation course or exam; it is designed for individuals at any stage of their career who wish to understand the basics of the ITIL 4 framework and how it can be used to enhance IT service management.

ABOUT COMPUTER PRIDE



East Africa's Premier IT Training Center

With over 15 years of excellence, Computer Pride delivers globally recognized certification programs from leading technology vendors. Located on Kenyatta Avenue in Nairobi's CBD, our state-of-the-art facilities and expert instructors have empowered thousands of professionals across East Africa.

15+

Years of Excellence

10,000+

Professionals Trained

50+

Vendor Certifications

READY TO ENROL?

Take the next step in your technology career.

Location

1st Flr, ICEA Building
Kenyatta Ave, Nairobi

Email

info@computer-pride.co.ke

Phone

+254 705 900 900

www.computer-pride.co.ke