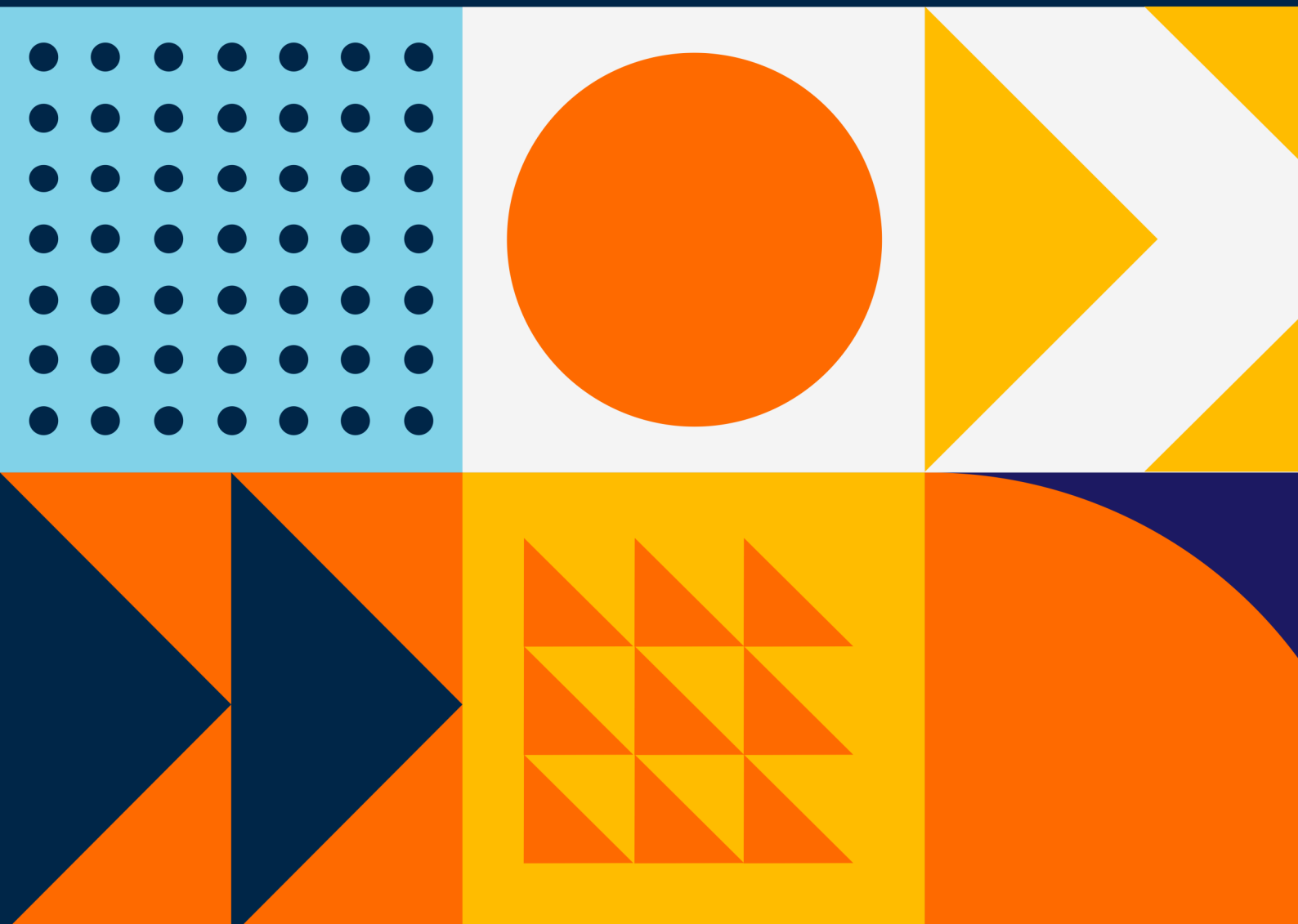




We do **IT**
to inspire.

IT Service Management:

ITIL® 4 Foundation Certification Training





About Us

who we are.

Averest is one of the leading and fast-growing companies specialising in Information Technologies, Cyber Security, Cloud Computing, DevOps, Artificial Intelligence, Agile and Scrum, and Project Management, which is based in the United Kingdom and Turkey. Averest provides high-quality tech-accredited training and business solutions to its clients on these topics and more.



Why You Should Learn With Us?

We offer accredited Programs that are available for anyone wishing to acquire skills and gain professional certification to take their career to the next level.

- **100+ Premium Programs**

Choose the appropriate program, date and region for your occupation.

- **50+ World-Wide Accredited Certifications**

Get certified by global certification bodies and deepen your expertise.

- **500+ Expert Advisors**

Get together with professional trainers who are experts in their professions.

- **100.000+ Professionals Trained**

We help many of the world's leading companies to build their tech and digital capabilities.

Our partners.



To Explore More Please Visit [Our Website](#)

Program

ITIL® 4 Foundation Certification Training

Overview

ITIL 4 Foundation introduces delegates to the Service Value System (SVS), which specifies how all of the organization's components and activities work together as a system to produce value. Because of its adaptable, value-oriented business model, the ITIL Service Value System (SVS) is compatible with a wide range of methods of work, including Agile, DevOps, and Lean, as well as more traditional approaches to process and project management.

What You Will Learn?

- Prepare for, and pass, the ITIL 4 Foundation exam.
- Using ITIL rules to identify opportunities to enhance IT practices.
- Use ITIL 4 vocabulary and ideas to interact with IT teams.
- Investigate the service value chain as well as IT service management strategies.
- Recognize the significance of IT/business integration.
- Continue your education and confront new difficulties with one-on-one instructor tutoring after the course.

Course Key Features

- Practice exams and prep questions
- Pre-coursework
- After-course coaching is available
- Exam voucher included

Eligibility

ITIL 4 Foundation Certification Training is designed for those who need a basis in the ITIL framework and a knowledge of how it can be used to improve IT service management in a business setting. The training is best suited for:
 - IT Executives
 - IT Architects
 - Operations Managers
 - Audit Managers, Planners, and Consultants
 - Database Administrators
 - ITSM Trainers
 - Service Delivery Professionals
 - Quality Analysts
 - Application Management and Development Teams
 - IT Managers
 Obtaining the ITIL V4 foundation certification is available to both seasoned IT professionals and those just starting their IT careers.

Program

ITIL® 4 Foundation Certification Training

Program Outline

Service Management

- Service Value System (SVS) and Service Value Chain
- Organizations
- Service Provisioning and Consumption
- Customers, Users, Sponsors, and Other Stakeholders
- Services, Products, and Service Offerings
- Service Relationships
- Value, Outcomes, Costs, and Risks
- Utility and Warranty

The ITIL Value System

- Opportunity, Demand, and Value
- Guiding Principles
- Governance
- ITIL Practices
- Continual Improvement
- Organizational Silos

ITIL Practices: Practice Overview and General Management Practices

Four Dimensions of Service Management

- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes

The Service Value Chain

- Components of the Service Value System (SVS): Plan, Improve, Engage, Design & Transition, Obtain & Build, Deliver & Support
- Inputs of the SVS: Opportunities & Demand
- The outcome of the SVS: Value
- Addressing the Challenges of Silos

ITIL Practices: Service Management and Technical Management Practices

Program

ITIL® 4 Foundation Certification Training

- Practices and Processes
- Continual Improvement
- Information Security Management
- Supplier Management
- Relationship Management
- Service Level Management
- Event Management
- Service Desk
- Service Request Management
- Incident Management
- Problem Management
- Change Enablement
- IT Asset Management
- Service Configuration Management
- Release Management
- Deployment Management

Program

ITIL® 4 Foundation Certification Training

Program Schedule

23-25 Jan 2023

-

ITIL® 4 Foundation Certification Training

Online Instructor-Led , 09:00 - 16:00 , UTC +03:00



LONDON

71-75 Shelton Street Covent Garden
London, United Kingdom WC2H 9JQ
+44 20 3967 83 79

ISTANBUL

Merkez Mah. Abide-i Hürriyet Cad. Blackout A Blok Kat:1
No:64 Sisli, Istanbul, Turkey 34381
+90 534 551 20 88
info@averesttraining.com