



Technical Quotation for ITIL4 Training



TECHNICAL PROPOSAL

ITIL4 Foundation

This course provides IT leaders, practitioners, support staff and staff interfacing with the organization's digital and information systems functions with a practical understanding of the key concepts, common language, principles and practices that enables successful management of modern IT-enabled services. It also prepares delegates for the ITIL Foundation Certificate Examination. The course is based on the ITIL4 best practice service value system featured in the latest 2019 guidelines.

- **Course Objectives**

- Key IT service management concepts
- How ITIL guiding principles can help and organization to adopt and adapt service management
- The 4 dimensions of service management
- The purpose and components of the service value system
- The activities of the service value chain and how they interconnect
- Know the purpose of key ITIL practices
- Preparation to sit the ITIL4 foundation examination

- **Course Outlines**

- IT Service Management definitions; Service, Utility, Warranty, Customer, User, Service management, Sponsor
- Key concepts of value creation
- Key concepts of service relationships; service offering; service provision; service consumption; service relationship management
- The nature, use and interaction of 7 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
- The 4 dimensions of service management; Organizations and people; Information and technology; Partners and suppliers; Value streams and processes
- The ITIL service value system
- The service value chain, its inputs and outputs, and its role in supporting value streams
- Service value chain elements; Plan, Improve, Engage, Design & transition, Obtain / Build, Deliver & support
- Detail of how the following ITIL practices support the service value chain: - Continual Improvement (including continual improvement model); Change control; Incident management; Problem Management; Service request management; Service desk; Service level management
- The purpose of the following ITIL practices: - Information security management; Relationship management; Supplier management; Availability management; Capacity and performance management; Service configuration management.

Training Information & Methodology

1. Training Methods:

- Discussions through lectures.
- Exercises.
- Case studies.
- Group workshops.

2. Training Aids:

Specialized Lab including: White board, Flip chart, and Laptops & Data Show.

3. Training Schedule:

Code	Course Name	Duration
OT-ILFN	ITIL4 Foundation	18 Hrs.
EX-ILFN	ITIL® Foundation Certificate exam - ITILF	60 Min.

4. Language:

Material: English.

Delivery: Bilingual (Arabic/English)

5. Venue:

Local Training - OTrain Training Center

Al-Rabia, Abu Ghazaleh Center Building #61 – Wadi Saqra Street **(Amman - Jordan)**

6. Confirmation deadline: 21 working days from course delivery date.