



ITIL® 4 Foundation

www.cognixia.com

About Cognixia

Cognixia- A Digital Workforce Solutions Company is dedicated to delivering exceptional trainings and certifications in digital technologies. Founded in 2014, we provide interactive, customized training courses to individuals and organizations alike, and have served more than 130,000 professionals across 45 countries worldwide.

Our team of more than 7000 industry experts facilitate more than 450 comprehensive digital technologies courses, along with state-of-the-art infrastructure, to deliver the best learning experience for everyone. Our comprehensive series of instructor-led online trainings, classroom trainings and on-demand self-paced online trainings cover a wide array of specialty areas, including all of the following:

- IoT
- Big Data
- Cloud Computing
- Cyber Security
- Machine Learning
- AI & Deep Learning
- Blockchain Technologies
- DevOps

Cognixia is ranked amongst the top five emerging technologies training companies by various prestigious bodies. We're also RedHat Enterprise Partner, Microsoft Silver Learning Partner and an authorized training partner for ITIL, Automation Anywhere and ISC2.



OUR AWARDS & AFFILIATIONS

 **Best Workplace Amongst Emerging Enterprises** Awarded By
Great Indian Workplace Awards – 2018
Mumbai, India



 **Best Training Provider of the Year**
Awarded By
The Golden Globe Tiger Awards – 2018
Kuala Lumpur, Malaysia



World HRD Congress has awarded
for Excellence in Training (Asia) 



Cognixia is awarded as
Training Company of the Year, 2018



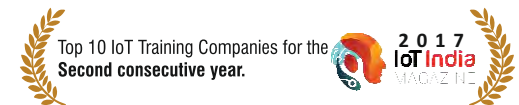
ISO 9001:2015 Certified
Quality Management System



ISO/IEC 27001:2013 Certified
Information Security Management System



Best Emerging Technology Training Organization
at the Middle East Training &
Development Leadership Awards 2018



AUTHORIZED TRAINING PARTNERS FOR



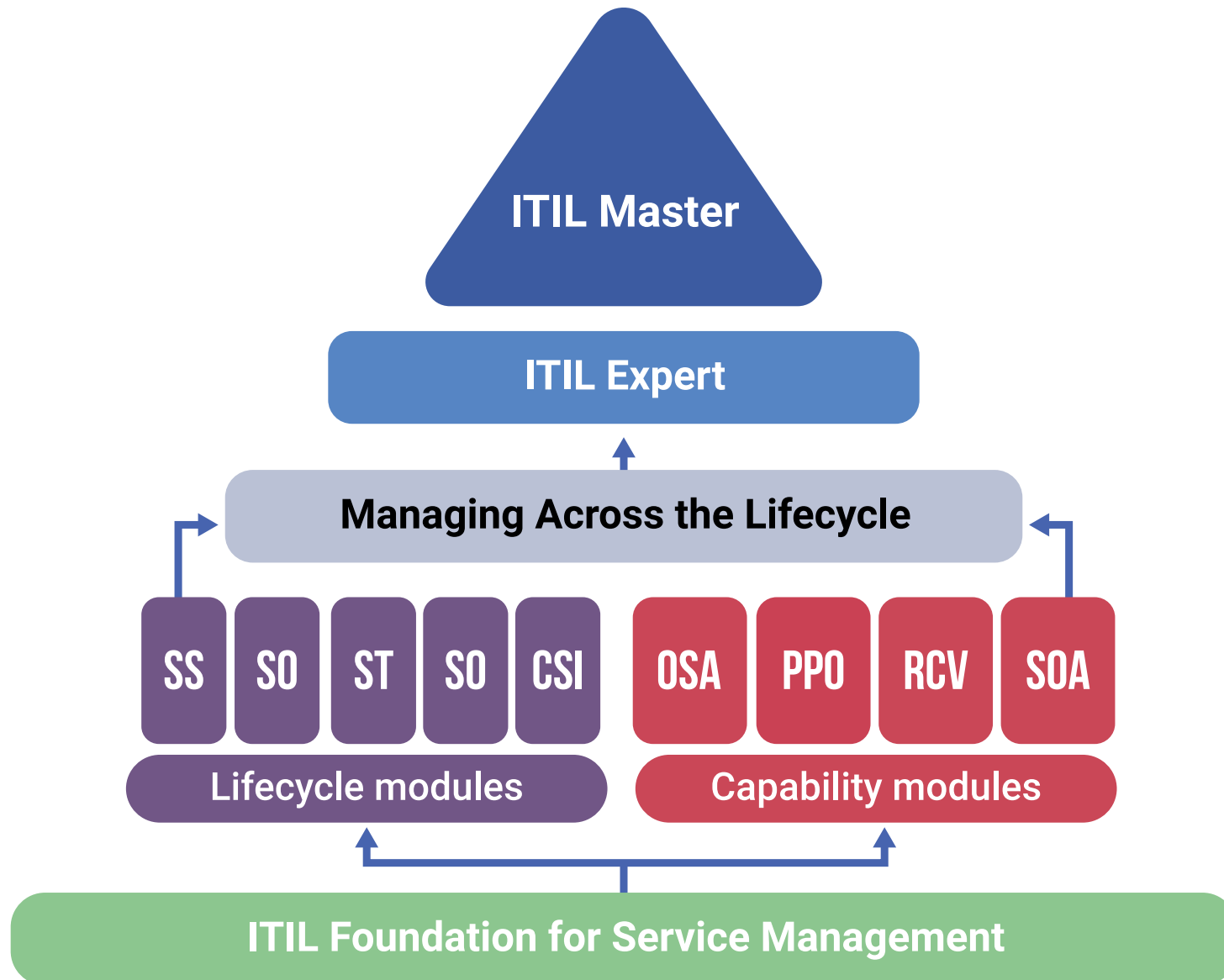
The world of ITIL

Enterprises often struggle to align their IT services with the business needs. Information Technology Infrastructure Library (ITIL) defines a set of practices, processes, procedures, tasks, and checklists that organizations operating in diverse industry verticals can apply to integrate IT services with business strategies and delivery values.

ITIL institutes a baseline for organizations that helps not only in exhibiting compliance but also in the overall planning, implementation, and measuring improvements in the system.



The ITIL Roadmap



Why choose ITIL v4 Foundation?

Enterprises all across the globe strive hard to improve quality, cost-effectiveness and responsiveness for their business. ITIL v4 Foundation course is the latest version of the ITIL Foundation series and will arm participants with the set of best practices imperative for conducting business activities in an effective and efficient way.

After the completion of this foundation course, participants will have learnt the advanced ITIL concepts in an agile manner. This will give participants a more detailed and comprehensive light on the best practices that can transform the enterprise operations and workflow with respect to the IT services.

ITIL Trends

ITIL 4 takes the whole IT industry forward into digital transformation, DevOps, product management, cloud, artificial intelligence, automation and more in a welcoming and familiar landscape. For a new generation of digital professionals, ITIL 4 is a holistic framework on which to build a broad and inclusive skillset fit for the contemporary world.

- itSMF UK

ITIL Program Structure

The ITIL v4 Foundation course covers –

- Basic concepts of service management
- The concept of a service
- Services, risks, costs and service management
- Service relationship management
- The four dimensions of service management
- Guiding principles of service management
- The service value system
- Service value chain
- General management practices
- Service management practices
- Technical management practices



DETAILED CURRICULUM : MODULES

Module 1: Basic concepts of service management

- What is ITIL?
- History of ITIL?
- The concepts of a service
- Services and service management
- Outcomes and outputs
- Costs and risks
- Utility, warranty and value
- Organizations
- Consumers, customers and users
- Sponsors
- Service offerings
- Service relationship management
- Service provision
- Service consumption
- Service management practices and processes
- Exercise 1: Basic concepts of service relationship management

Module 2: The four dimensions of service management

- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes
- Exercise 2: Understanding the four dimensions of service management

Module 3: Guiding principles of service management

- Understanding and using the 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
- Exercise 3: Understanding the guiding principles of service management

Module 4: The service value system and service value chain

- The service value system
- The service value chain
- Service value chain activities
 - Plan
 - Purpose
 - Inputs and outputs
 - Improve
 - Purpose
 - Inputs and outputs

DETAILED CURRICULUM : MODULES

- Engage
 - Purpose
 - Inputs and outputs
- Design and transition
 - Purpose
 - Inputs and outputs
- Obtain and build
 - Purpose
 - Inputs and outputs
- Deliver and support
 - Purpose
 - Inputs and outputs
- Exercise 4: Service value system and service value chain

Module 5: General management practices

- The general management practices
- Continual improvement
 - The continual improvement model
- Information security management
- Relationship management
- Supplier management
- Exercise 5: The continual improvement register

Module 6: Service and technical management practices

- Service management practices
- Service level management
- Availability management
 - Availability

- Capacity and performance management
- Service continuity management
- IT asset management
 - IT asset
- Service configuration management
 - Configuration item
- Change control
 - Change
- Release management
- Monitoring and event management
 - Event
- Incident management
 - Incident
- Problem management
 - Problem
 - Known error
- Service request management
- The service desk
- The technical management practices
- Deployment management
- Exercise 6: Overall review

Module 7: Practice exam I

Module 8: Practice exam II

Supporting Material

Each participant of this course receives a copy of the following Kindle books:

- Service Management Foundation 4 Exam Guide
- Service Management Foundation 4 Exam Questions – Set 1
- Service Management Foundation 4 Exam Questions – Set 2

Prerequisites

There are no prerequisites for this course.



Cognixia USPs



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INDUSTRY EXPERTS AS TRAINERS



INDUSTRY STANDARD CERTIFICATE



POTENTIAL CAREER OPTIONS

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SERVICE DESK PROFESSIONALS

BUSINESS PROFESSIONALS

EXECUTIVE LEADERSHIP

SERVICE MANAGEMENT PROFESSIONALS

INCIDENT MANAGERS

PROBLEM MANAGERS

BUSINESS RELATIONSHIP MANAGERS

CHANGE MANAGERS

QUALITY IMPROVEMENT PROFESSIONALS



Certification

The ITIL® 4 Foundation exam is a 40 question multiple-choice exam. Native English speakers are allowed 1 hour to take the exam. If English is your second language you are allowed an additional 15 minutes for a total of 1 hour and 15 minutes. A passing score on the exam is 26 or more correct out of 40 questions, or 65% or above. The ITIL® 4 Foundation certification is an entry-level certification that demonstrates a baseline level of knowledge about service management terms, definitions, practices and concepts. The exam can be delivered paper-based or online. The ITIL® 4 Foundation certification is a prerequisite for more advanced ITIL® classes that delve into more details about service management and delivering value and improving quality and cost-effectiveness in an organization.



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