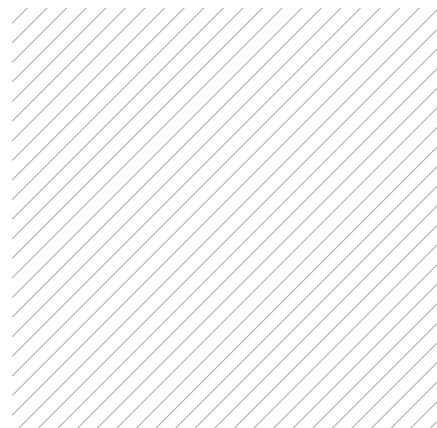




ITIL® 4 Foundation

Training Course



› Why Bakkah?

Bakkah Learning is a leading company in the training field, with a team of carefully acquired experts in different spectrums of business to support learners in their journey to achieve professionalism and better opportunities in life.



CONTENT

- Designed by Experts
- Aligned with today's business world topics



PARTNERSHIPS

- Exclusive Partnerships with International Accreditation Bodies, like Axelos.



24/7 TECHNICAL SUPPORT

- Ready to answer your inquiries and handle your requests.



FLEXIBLE DELIVERY METHODS

- Live Online
- Self Study
- Classroom

Bakkah in Numbers



+32,000
Capabilities
Built



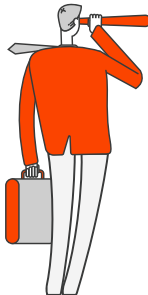
+320
Clients



+600
Engagements



+134
Consultants &
Instructors



+2,100
Sessions

About the Course

- The ITIL 4 Foundation course provides fundamental IT service management knowledge, covering key concepts and the service value system. Accredited by AXELOS, it offers globally recognized certification, making it an ideal choice for IT professionals seeking career growth and enhanced expertise.

> Why Earn an ITIL4 Foundation Badge?



Who Needs this Course?

01 IT service management professionals.

02 IT support staff and technicians.

03 IT project managers.

04 IT consultants.

05 IT executives and managers.

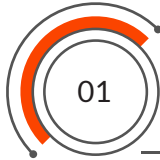
06 IT graduates and students.



Course Objectives:

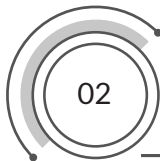


By the end of this course, you'll be able to:



01

Understand fundamental ITIL 4 principles and practices.



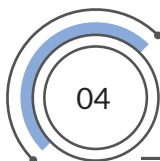
02

Apply ITIL concepts to improve IT service management.



03

Comprehend the ITIL service value system and value chain.



04

Align IT services with modern business needs.



05

Prepare for the ITIL 4 Foundation certification exam.

□ Exam Details

ITIL® 4 Foundation Exam Prerequisites

- There are no requirements for this exam.
-

Exam Format

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



Course Outlines

ITIL 4 Introduction

- ✔ What is ITIL?
- ✔ Structure and Components of ITIL V4

Key Concepts of Service Management

- ✔ Service offering
- ✔ Service relationship management
- ✔ Service provision
- ✔ Service consumption

The Four Dimension Models

- ✔ Overview of four dimensions of service management
- ✔ Organizations and people
- ✔ Information and technology
- ✔ Partners and suppliers
- ✔ Value streams and processes

Course Outlines

ITIL SVS

- ✔ Overview of ITIL service value system
- ✔ 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
- ✔ Service value chain activities
- ✔ Continual Improvement Model

ITIL Management Practices

- ✔ General Management Practices
- ✔ Service Management Practices
- ✔ Technical Management Practices

