ITIL ACCREDITED TRAINING ORGANIZATION
PeopleCert ON BEHALF OF AXELOS

ITIL® 4 Foundation - Accredited

About HDI®

As the world's largest membership association for IT service and support professionals, HDI focuses on industry best practices, develops certification and training programs based on internationally-recognized standards, and provides members with valuable industry resources and events.

About RADAR Solutions Group (RADAR)

RADAR specializes in Customer Service Delivery Consulting and Training within the IT industry. Since 2001 RADAR has been an HDI Authorized Training Partner delivering certification training in Canada.

As of March 2013, RADAR became an HDI Gold Partner offering all HDI products and services in Canada

"This course gave me new ideas to bring back to my help desk. The instructor was very knowledgeable and presented the course well."

— Rachel Bolin,

United States Marine Corps

Visit our website:
www.radarsolutionsgroup.com

Course Overview

ITIL 4 is built on the established core of best practice in the ITIL guidance. ITIL 4 provides a practical and flexible approach to move to the new world of digital transformation and embrace an end-to-end operating model for the delivery and operation of products and services. ITIL 4 also provides a holistic end-to-end picture that integrates frameworks such as Lean IT, Agile, and DevOps.

This PeopleCert® accredited 3-day course outlines the ITIL® best practices framework and prepares the participant for the ITIL® 4 Foundation certification exam, a prerequisite for all other ITIL® certifications. This course provides an understanding of the service lifecycle and processes as well as the best and common practices for IT service management.

What You Will Learn

At the end of this course, participants will be able to:
- Understand the key concepts of ITIL service management.
- Understand how ITIL guiding principles can help an organization to adopt and adapt ITIL service management.
- Understand the four dimensions of ITIL service management.
- Understand the purpose and components of the ITIL service value system, and activities of the service value chain, and how they interconnect.
- Understand the key concepts of continual improvement.
- Learn the various ITIL practices and how they contribute to value chain activities.

Who Should Attend

— Those in the IT and business domains who wish to take first steps in service management including support staff, consultants, business managers, process owners, service providers, system integrators, and anyone working in a Devops team
— Those who are familiar with earlier versions of ITIL and/or other sources of industry best practice and wish to learn about ITIL 4

Available as:

Public Classroom: Interactive three-day course among peers.
Virtual Training: Three days of live, instructor-led training delivered over the Internet.
Onsite Training: A three-day course conducted at your company's site

** Exam included with all public, onsite, and virtual classes.

To Register or for Pricing Details:

Visit our website www.radarsolutionsgroup.com for pricing, scheduled dates and locations, and to register, or call us at **613-271-8075** or email: info@radarsolutionsgroup.com

Course Outline

Module 1: Course Introduction
• Let's Get to Know Each Other
• Course Overview
• Course Learning Objectives
• Course Structure
• Course Agenda
• Introduction to IT Service Management in the Modern World
• Introduction to ITIL 4
• Structure and Benefits of ITIL 4
• Case Study: Axle Car Hire
• Case Study: Meet the Key People at Axle
• Case Study: The CIOs Vision for Axle
• Exam Details
• ITIL 4 Certification Scheme

Module 2: Service Management: Key Concepts
• Intent and Context
• Key Terms Covered in the Module
• Module Learning Objectives
• Value and Value Co-Creation
• Value: Service, Products, and Resources
• Service Relationships
• Value: Outcomes, Costs, and Risks
• Exercise: Multiple-Choice Questions

Module 3: The Guiding Principles
• Intent and Context
• Identifying Guiding Principles
• Key Terms Covered in the Module
• Module Learning Objectives
• The Seven Guiding Principles
• Applying the Guiding Principles
• Exercise: Multiple-Choice Questions

Module 4: The Four Dimensions of Service Management
• Intent and Context
• The Four Dimensions
• Key Terms Covered in the Module
• The Four Dimensions and Service Value System
• Module Learning Objectives
• Organizations and People
• Information and Technology
• Partners and Suppliers
• Value Streams and Processes
• External Factors and Pestle Model
• Exercise: Multiple-Choice Questions

Module 5: Service Value System
• Intent and Context
• Service Value System and Service Value Chain
• Module Learning Objectives
• Overview of Service Value System
• Overview of the Service Value Chain
• Exercise: Multiple-Choice Questions

Module 6: Continual Improvement
• Intent and Context
• Key Terms Covered in the Module
• Introduction to Continual Improvement
• Module Learning Objectives
• The Continual Improvement Model
• Relationship between Continual Improvement and Guiding Principles
• Exercise: Multiple-Choice Questions

Module 7: The ITIL Practices
• Intent and Context
• ITIL Management Practices
• Key Terms Covered in the Module
• Module Learning Objectives
• The Continual Improvement Practice
• The Change Control Practice
• The Incident Management Practice
• The Problem Management Practice
• The Service Request Management Practice
• The Service Desk Practice
• The Service Level Management Practice
• Purpose of ITIL Practices
• Exercise: Crossword Puzzle