

## ITIL® 4 Awareness

### Overview

ITIL® is the world's leading best practice framework for implementing IT service management. Organizations use ITIL to plan, implement, support, and improve services and create value for their customers. In this course, you will learn the foundational knowledge and skills for adopting and adapting best practices for IT service management (ITSM) in your organization.

### Prerequisite Comments

To ensure your success in this course, some level of work experience in IT service support or IT service delivery is highly recommended.

### Target Audience

This course is designed for anyone who would like a bird's eye view of IT Service Management, its principles and practices, and how it will help you deliver better value to your customers. It is appropriate for all IT staff and management of organizations who work closely with IT to support business requirements.

### Course Objectives

In this course, you will identify and describe the components of the ITIL 4 IT service management approach.

You will:

- Define ITIL and its key concepts.
- Identify the components of the ITIL framework.
- Analyze the ITIL practices and guiding principles.
- Identify the components and functions of the ITIL SVS.

### Course Outline

#### 1 - ITIL 4 Overview

- Topic A: Introduction to ITIL
- Topic B: Key Concepts of ITIL

[Register Online](#)

### Schedule

Class Length: 1 Day

G2R = "Guaranteed to Run" | OLL = "Online LIVE"  
 ILT = "Instructor-Led-Training" | HDL = "Hosted Distance Learning"

11/16/20	G2R	6:00AM - 2:00PM	Online LIVE - Remote Learning (Pacific Time)	OLL	\$795.00
11/16/20	G2R	6:00AM - 2:00PM	HDL - All Locations (Pacific Time)	HDL	\$795.00
11/18/20	G2R	6:00AM - 2:00PM	Online LIVE - Remote Learning (Pacific Time)	OLL	\$795.00
11/18/20	G2R	6:00AM - 2:00PM	HDL - All Locations (Pacific Time)	HDL	\$795.00
12/02/20	G2R	6:00AM - 2:00PM	HDL - All Locations (Pacific Time)	HDL	\$795.00
12/02/20	G2R	6:00AM - 2:00PM	Online LIVE - Remote Learning (Pacific Time)	OLL	\$795.00
12/28/20	G2R	8:00AM - 4:00PM	HDL - All Locations (Pacific Time)	HDL	\$795.00
12/28/20	G2R	8:00AM - 4:00PM	Online LIVE - Remote Learning (Pacific Time)	OLL	\$795.00
01/19/21	G2R	6:00AM - 2:00PM	HDL - All Locations (Pacific Time)	HDL	\$795.00
01/19/21	G2R	6:00AM - 2:00PM	Online LIVE - Remote Learning (Pacific Time)	OLL	\$795.00
03/09/21	G2R	6:00AM - 2:00PM	Online LIVE - Remote Learning (Pacific Time)	OLL	\$795.00
03/09/21	G2R	6:00AM - 2:00PM	HDL - All Locations (Pacific Time)	HDL	\$795.00
04/13/21	G2R	8:00AM - 4:00PM	Online LIVE - Remote Learning (Pacific Time)	OLL	\$795.00
04/13/21	G2R	8:00AM - 4:00PM	HDL - All Locations (Pacific Time)	HDL	\$795.00
06/01/21	G2R	6:00AM - 2:00PM	HDL - All Locations (Pacific Time)	HDL	\$795.00
06/01/21	G2R	6:00AM - 2:00PM	Online LIVE - Remote Learning (Pacific Time)	OLL	\$795.00

## 2 - The ITIL Framework

Topic A: The Four Dimensions of Service Management

Topic B: The ITIL Service Value System

## 3 - The ITIL Practices and Principles

Topic A: The ITIL Practices

Topic B: The ITIL Guiding Principles

## 4 - The ITIL Service Value System

Topic A: Governance

Topic B: The Service Value Chain

Topic C: Continual Improvement

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