1. Course Details:

Course Code : FBAQ-002
Course Title : ITIL Foundation V4
Course Duration : 5 Days

2. Course Overview

- The ITIL v4 Foundation qualification is intended to introduce candidates to the management of modern IT-enabled services, to provide them with an understanding of the common language and key concepts, and to show them how they can improve their work and the work of their organization with ITIL 4 guidance. Will provide the candidate with an understanding of the ITIL 4 service management framework and how it has evolved to adopt modern technologies and ways of working.

3. Learning Outcomes:

- Approach to the facilitation of co-creation of value with customers and other stakeholders in the form of products and services
- The guiding principles of ITIL 4
- The four dimensions of Service Management
- Key concepts from Lean, Agile, DevOps, and why these are important to deliver business value
- How ITIL practices described in ITIL 4 will maintain the value and importance provided by the current ITIL processes

4. Course Contents:

- ITIL v4 Introduction
- Service Management as a Practice
- Service Lifecycle
- Service Strategy (SS)
- Service Design (SD)
- Service Transition (ST)
- Service Operation (SO)
- Continual Service Improvement (CSI)
- Technology and Architecture
- Integration of the 5 Core Processes

5. Our Methodology:

- Make coaching and monitoring innovative and using modern
- Media training also using on the go training by using interactive means and focusing on
- The exercises, practical applications and real situations study.
- Live delivery method, instructor-led training.
- Experienced consultant, trainers, and professional.
- Qualified trainer with high-level experience

6. Attendance Reports:

- Send daily attendance reports to trainingdep
- Send full attendance report to training dep. by the end of thecourse
- Attend 100 % from the course days also providedaily
- Issue attendance certificate for participant who attend minimum 80% from the course duration

7. Pre/Post Reports:

- Pre- assessment before starting training.
- Post assessment after finish training
- Full report for the deferent between Pre-& Post assessment

8. Who Should Attend?

- Who require a basic understanding of the ITIL framework?
- Who want to understand how ITIL can be used to enhance IT service management?
- IT professionals
- Any working in organization that has adopted ITIL