

ITIL 4

Foundation Training (Information Technology Infrastructure Library)

ITIL 4 Foundation enables candidates to look at IT Service Management through an end-to-end operating model for the creation, delivery and continual improvement of tech-enabled products and services. ITIL 4 Foundation equips candidates with: ... The guiding principles of ITIL 4.

Who needs ITIL Foundation?

IT professionals who want to adopt ITIL in order to make service improvement in the Organisation. It will also benefit the IT service manager, IT Directors and Managers, CIO's, Business Manager, Service support engineers, Technical support engineers, and Business Process Owners.

Course content:

ITIL introduction

- > Learning goals
- > IT service management
- > About ITIL 4
- The structure and benefits of ITIL 4

Key concepts of service management

- > Learning objectives
- > Introduction
- Value co-creation and organization
- Service relationships and value
- > Module summary

The four dimensions of service management

- > Introduction
- > Organizations and people
- Information and technology
- > Partners and suppliers

- > Value streams and processes
- > External factors
- > Module summary

The ITIL service value system (SVS)

- > Introduction
- > SVS overview
- Opportunity, demand and value
- > The ITIL guiding principles
- Sovernance
- > Service value chain(SVC)
- > Continual improvement
- Module summary

ITIL management practices

- > Introduction
- Seneral management practices
- > Service management practices
- > Technical management practices
- > Module summary

Learning outcomes:

ITIL Service Strategy includes the following components: Portfolio management, Financial Management, Demand Management, Business Relationship Management and Strategy Management for IT Services. ITIL course would help you understand these components & how they fit in the Service Strategy.

Looking for Corporate Training?

We design all of our programs to meet our client's particular challenges by gaining an in-depth understanding of an organization's culture and derive at most-suited delivery mechanisms - through collaborative customization.

Contact us for a customized training

ABOUT US

YourOwn Institute of Training & Professional Development is established in May 2021 with the approval from DED & KHDA-Dubai.

A set of experienced Educational Experts, world class Trainers and Professional consultants who know the need and pulse of the working force, are behind this venture. This Institute is developed after doing immense market survey from the working force and the Corporates. We collected feedback from them and realised what they want exactly to upgrade in their professional career.

As the name suggests it is 'YourOwn Institute'. We are committed 100% Customer happiness. Excellent consultation, career counselling based on TNA and world class training are our highlight.

We at YOI, offer you a wide range of Professional courses. Whichever field you are working, we have a course for your Professional

Development. We provide a complete exam preparation for Professional courses like ACCA, CIMA, CMA, CPA, CIA, CFE, CAMS, IATA courses, international HR Certifications, PMP, Six Sigma, NCMA programs and many more. Besides these, we have KHDA certificate programs on Airline and travels, Accounting and finance, Engineering, IT, Languages, Logistic and Supply chain and courses related to Management. All these courses are approved globally and attracts employment opportunities from Multinational companies.

We at YourOwn Institute also provides excellent coaching and training for the Corporates. We have a team of Professionals who can tailor made and customize the programs for you in a very affordable budget and we guarantee your satisfaction as an end result. We also offer you one day and two-day workshops to upgrade the skills of your employees.

We are offering both Online and on-site classes. We are open to conduct the classes at our premises, your company premises, Hotels or any venue according to your convenience. We guarantee on quality and satisfaction on every situation.

Please walk-in to our office and feel the difference in customer service and get your dream course and Certifications.

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