

INFOSOFT IT SOLUTIONS

Training | Projects | Placements

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ITIL 4 FOUNDATION TRAINING

1 Key Concepts of Service Management

- **Value and Value Co-Creation:**
 - Definition of value
 - How value is co-created through active collaboration between providers and consumers
- **Organizations, Service Providers, Service Consumers, and Other Stakeholders:**
 - Definitions and examples of service providers and consumers
 - Roles of different stakeholders in service management
- **Products and Services:**
 - Difference between products and services
 - How services contribute to value creation
- **Service Offerings:**
 - Composition of service offerings: goods, access to resources, and service actions
- **Service Relationships:**
 - Different types of service relationships, including service provision, service consumption, and service relationship management
- **Outcome, Cost, and Risk:**
 - Definitions and differences between outcomes, costs, and risks
 - How these factors influence service management

2. The Four Dimensions of Service Management

- **Organizations and People:**
 - The importance of culture, roles, responsibilities, and competencies
 - The impact of organizational structure and development on service management
- **Information and Technology:**
 - Role of information and technology in service management
 - How different technologies support service management
- **Partners and Suppliers:**
 - The role and impact of partners and suppliers in service management
 - Types of supplier relationships and contracts
- **Value Streams and Processes:**
 - Definition and importance of value streams
 - Key processes that support service management and how they integrate

3. The ITIL Service Value System (SVS)

- **The SVS Overview:**
 - Components and objectives of the Service Value System
 - How the SVS integrates different elements to enable value creation
- **Guiding Principles:**
 - Core principles that guide organizations in adopting and adapting ITIL
 - Focus on Value: Aligning all activities with the customer's value definition
 - Start Where You Are: Assessing the current state objectively

- Progress Iteratively with Feedback: Working in a step-by-step approach with feedback loops
- Collaborate and Promote Visibility: Engaging stakeholders and ensuring transparency
- Think and Work Holistically: Understanding and working on the service as a whole
- Keep It Simple and Practical: Simplifying work processes and procedures
- Optimize and Automate: Improving efficiency and effectiveness through automation

4. The ITIL Service Value Chain

- **Service Value Chain Activities:**
 - Plan: Ensuring a shared understanding of the vision, current status, and improvement direction
 - Improve: Making ongoing improvements
 - Engage: Interacting with stakeholders to understand their needs and expectations
 - Design and Transition: Ensuring products and services meet stakeholder expectations
 - Obtain/Build: Ensuring service components are available as needed
 - Deliver and Support: Ensuring services are delivered and supported as agreed

5. ITIL Management Practices

General Management Practices;-

- **Continual Improvement:**
 - Ongoing efforts to improve services and practices
- **Information Security Management:**
 - Protecting the information needed by the organization

- **Relationship Management:**
 - Establishing and nurturing links between the organization and its stakeholders
- **Supplier Management:**
 - Managing suppliers and their performance
- **Availability Management:**
 - Ensuring services are available as needed
- **Capacity and Performance Management:**
 - Ensuring services are capable of meeting agreed-upon performance needs
- **Change Control:**
 - Managing changes to minimize disruption
- **Incident Management:**
 - Managing incidents to restore normal service as quickly as possible
- **Problem Management:**
 - Managing problems to reduce their impact and likelihood
- **Service Desk:**
 - The point of contact between the service provider and users
- **Service Level Management:**
 - Managing service level agreements to ensure services meet the agreed-upon standards
- **Service Request Management:**
 - Handling service requests from users

6 Technical Management Practices

- **Deployment Management:**
 - Managing the deployment of new or changed services
- **Infrastructure and Platform Management:**
 - Overseeing the technology infrastructure and platforms
- **Software Development and Management:**
 - Managing the development and lifecycle of software applications

ADVANCE TOPICS :-

1. ITIL 4 Managing Professional (MP)

- **ITIL 4 Specialist: Create, Deliver, and Support**
 - Focuses on the integration of different value streams and activities to create, deliver, and support IT-enabled products and services.
- **ITIL 4 Specialist: Drive Stakeholder Value**
 - Emphasizes engagement and interactions between service providers and stakeholders across the service value system.
- **ITIL 4 Specialist: High Velocity IT**
 - Explores the integration of digital transformation and rapid delivery of services to meet evolving business demands.
- **ITIL 4 Strategist: Direct, Plan, and Improve**
 - Covers the practical skills necessary to create a 'learning and improving' IT organization with a strong and effective strategic direction.

2. ITIL 4 Strategic Leader (SL)

- **ITIL 4 Strategist: Direct, Plan, and Improve**
 - Provides practical skills to create a 'learning and improving' IT organization with a strong and effective strategic direction.

3. ITIL 4 Master

Advanced ITIL 4 Concepts;-

- **Digital and IT Strategy:** Aligning IT strategy with business objectives and digital transformation.
- **IT Governance:** Establishing frameworks and policies to ensure IT investments support business goals and manage risk.
- **Service Automation:** Implementing automation to improve service delivery efficiency and effectiveness.
- **DevOps Integration:** Aligning ITIL practices with DevOps principles for faster and more reliable service delivery.