



Information Technology Infrastructure Library (ITIL®4) Foundation

IT is at the core of every business in today's world. ITIL® reflects on the fast-paced and complex environment we live in, and new ways of working and emerging practices, all of which are essential not only for ITSM professionals but also for a wider range of professionals working in the digital transformation world.

Duration
2 Days

Certification
ITIL V4

Contact Us

571.732.2555
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Certification Program

Upon completing our ITIL v4 Foundations certification program you will be ITILv4 certified. In addition, gain valuable knowledge and skills including the ability to:

- Identify the various ITIL processes that can be implemented in an organization
- Identify the benefits of implementing each ITIL process in an organization
- Identify the basic concepts, activities and roles related to each ITIL process
- Identify the relationship of each ITIL process with other processes
- Identify the factors that affect the effectiveness of each ITIL process

IS THE CERTIFICATION FOR ME?

Are you looking to get into the IT industry? Are you in the IT space and want that competitive edge?

If you answered yes to anyone of those questions, then our ITIL v4 Foundations program is for you.

ITIL v4 foundation is an introductory-level course intended for IT professionals responsible for developing, supporting and operating application-based IT services (e.g. messaging) and infrastructure-based IT services (e.g. network services).

Prerequisites

Passion for IT, Innovation, and Customer Satisfaction



Learning Goals

- ✓ Understand the key concepts of service management
- ✓ Understand how the ITIL guiding principles can help an organization adopt and adapt service management
- ✓ Understand the four dimensions of service management
- ✓ Understand the purpose and components of the ITIL service value system
- ✓ Understand the activities of the service value chain, and how they interconnect
- ✓ Know the purpose and key terms of 15 ITIL practices
- ✓ Understand 7 ITIL practices



Course Schedule



Day 1:

ITIL® 4 Overview
 Key Concepts of ITIL®
 The Four Dimensions of Service Management
 The ITIL® Service Value System (SVS)
 The ITIL® Guiding Principles

Day 2:

Governance
 The Service Value Chain
 Continual Improvement
 Key ITIL® Practices
 Practice Exam Questions

Contact Us

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 Tysons Corner, VA , 22102

Find Us Online



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COURSE FEATURES

- ✓ Live instructor-led training
- ✓ Thorough review of all ITIL® Foundation topics by industry experts
- ✓ 24x7 Access to the real labs in classrooms and remotely
- ✓ 100% latest material & and realistic practice questions
- ✓ Review sessions until successful completion of the exam
- ✓ Study material, notes, videos and practice questions included in course price

INSTRUCTOR

Joe Arsenault

A solutions-oriented and performance-driven, senior project & ITIL strategist operating within fast-paced business, commercial and government environments, offering 20+ years of experience in leading successful delivery of ITIL and analytics projects from idea-to-execution. During his career, he has received continuous recognition for implementing ITIL Expert certified service lifecycles, including stage links, processes and their contribution to service management practices.



State Council of
Higher Education for Virginia



ACCREDITED TRAINING ORGANIZATION

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When You Enroll in this ADV Technical Institute Program, You Will Get:

- Expert Instructor
- 16 hours of PDU
- ITIL handbook
- ITIL Student slides
- Exam Simulator
- Exam Voucher
- One-on-one coaching session in preparation for the exam

**If you don't
pass on your first
try, we will pay
your exam fee for
the second
attempt.**