

## Duration

- 2 days

## Format

- Classroom
- Online live
- Company in-house (classroom or online live)

## Language

- English or German

## Content

- Key concepts of service management
- The four dimensions of service management
- The ITIL service value system
- The ITIL service value chain
- Lean, Agile, DevOps in service management
- ITIL guiding principles
- ITIL management practices
  - General management practices
  - Service management practices
  - Technical management practices
- Exam preparation incl. sample exam

## Certification

- Certification exam online (PeopleCert) with individual choice of date
- The certificate "ITIL 4 Foundation" proves basic knowledge in the field of IT Service Management according to ITIL.



mITSM is an officially accredited training organization.

## Goals and Benefits

ITIL 4 Foundation training teaches participants about IT Service Management as a complete operating model for the creation, delivery, and continuous improvement of tech-enabled products and services.

- How does ITIL 4 succeed in creating shared value with customers and other stakeholders in the form of products and services?
- What are the guiding principles of ITIL 4? What are the four dimensions of service management?
- What are the key concepts from Lean, Agile and DevOps? And why are they important for creating business value?
- How can the practices described in ITIL be integrated into the various areas of service management and IT, from demand to value?

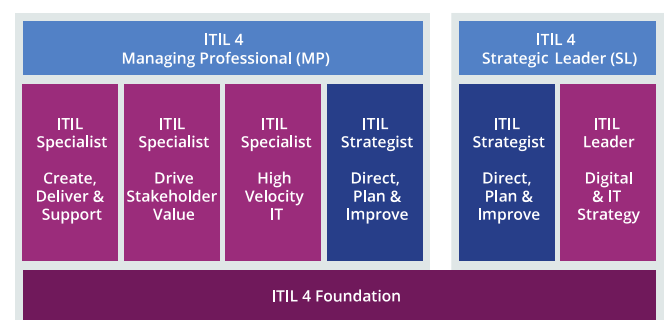
## Target Group

- IT Staff
- Diverse professionals in organizations where IT is part of the business model



More information

[www.mitsm.de/itil-4-foundation](http://www.mitsm.de/itil-4-foundation)



The Foundation certificate is the prerequisite for all further certifications in the field of ITIL.