ITILv4: Accreditation and Training 2019/20

The IT Infrastructure Library (ITIL) is the most widely accepted approach to IT service management in the world. The ITIL v4 is the latest version and the ITIL V4 training and our certification courses will focus on managing information technology in a modern service economy. ITILv4 will on focus on the formation of an end-to-end IT/Digital Operating Model, utilising case studies and covering the full delivery cycle and business as usual operations.

The key differences between ITILv3 and ITILv4.

1. The ITIL 4 framework extends to cover the wider context of customer experience, value streams and digital transformation. It has been updated to reflect the developments in technology happening around the world, and now encompasses new technologies such as artificial intelligence and cloud computing that have moved into mainstream use since the launch of v3.

2. ITILv4 adopts a holistic approach by defining and addressing the aspects of service management that are essential to the facilitation of increasing value. No longer is ITIL merely about IT there is a broader focus on services including:

   - Organisations and people

   - Information and technology

   - Partners and suppliers

   - Value streams and processes

   By taking a more comprehensive approach to service management, ITILv4 will help you to provide confidence and reassurance to your customers, while consistently delivering better services.

3. ITILv4 has evolved beyond the delivery of services to providing value co-creation with customers and the development of a new ITIL Service Value Chain.

4. In ITILv4, there are new practices rather than processes covering roles, skills, people and resources. All ITILv4 practices have been refreshed to reflect the evolution of IT service management (ITSM) and current ways of working. A practice is a set of organisational resources designed for performing work or accomplishing an objective. Each ITIL practice supports multiple service value chain activities, providing a comprehensive and versatile toolset for ITSM practitioners.

   These resources are grouped into categories covering:

   - General management practices

   - Service management practices

   - Technical management practices

Fifteen ITIL practices are studied and examined at Foundation level, and seven of these (in bold) are examined in more detail at advanced levels. We encourage expanded study also in behavioural management, enterprise change management and organisational Design.

The Practices examined are:

1. Information Security Management

2. Relationship Management

3. Supplier Management

4. IT Asset Management

5. Monitoring and Event Management

6. Release Management

7. Service Configuration Management

8. Deployment Management

9. **Continual Improvement**

10. **Change Control**

11. **Incident Management**

12. **Problem Management**

13. **Service Request Management**

14. **Service Desk**

15. **Service Level Management**

The Guiding Principles released in ITIL Practitioner are now core to the ITILv4 framework.

- Focus on value

- Start where you are

- Progress iteratively with feedback

- Collaborate and promote visibility

- Think and work holistically

- Keep it simple and practical

- Optimise and automate

ITILv4 looks at all things related to IT, including development, and so the update will reflect other frameworks, and integrate with new ways of working including Agile, DevOps, Lean, IT governance and leadership models. Our training will add value by challenging poor management behaviours, stakeholder management habits and the traits of underperforming teams.

Who should do ITIL v4 training?

- IT professionals tasked with service improvement initiatives
- ITILv3 exponents
- Solutions and Enterprise Architects
- Senior IT Managers
- System Analysts and Administrators
- Security Managers
- IT Operations Manager
- Database Administrators

Course Content

- IT Service Management in the Modern World
- ITILv4 Structure and Benefits of ITILv4
- Value and Value Co-Creation Value: Services, Products, and Resources Service Relationships
- Value: Outcomes, Costs and Risks
- The Guiding Principles
- Service Management dimensions: Organisations and People, Information and Technology, Partners and Suppliers
- Service Value System
- Continual Improvement
- Overview of ITIL Practices: Continual Improvement, Change Control Practice, Incident Management, Problem Management, Service Request Management, Service Desk Practice, Service Level Management
- Exam Preparation Guide
- Mock Exam

Delivery Team

- Training Partners
- MCW Precision
- OnDigital Group
- Master Class

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