



Training Program



ITIL® (Information Technology Infrastructure Library Foundation)

ITIL® 4 will evolve to provide an end-to-end IT/Digital Operating Model, covering the full delivery (and sustaining) of tech-enabled products and services, guiding how IT interfaces with, and even leads, the wider business strategy. The update will include practical guidance on how to shape and tailor your IT management strategy in the increasingly complex modern environment.

Duration

3 Days

Certification

ITIL 4

Contact Us

(571) 577-7890

(703) 554-3827

www.intellectualpoint.com

info@intellectualpoint.com



EXCELLENCE
THROUGH
EDUCATION

Intellectual POINT

Upon completing our ITIL 4 Foundation class you will 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

WHO SHOULD ATTEND?

ITIL 4 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

Baseline IT skills: technical, managerial or administrative



Learning Objectives

- 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

www.intellectualpoint.com/itil



Course Schedule



SESSION 1:

- ITIL® Foundation Lessons 1 – 5

SESSION 2:

- ITIL® Foundation Lessons 6 – 10
- Review Key Concepts & Practice Questions
- ITIL® Foundation Exam

COURSE FEATURES

- Live instructor-led training in modern classrooms
- Thorough review of all ITIL® Foundation topics by industry experts
- Hands-on labs with real ITIL® tools such as ServiceNow & BMC
- 24 x 7 Access to the real labs in classrooms and remotely
- 100% latest material & and realistic practice questions
- Confidence building hands-on training
- Authorized Pearson VUE testing at same location to help you complete your exam*
- Study material, notes, videos and practice questions included in course price

Sign Up Today!



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Be Social With Us!



WHEN YOU ENROLL IN A INTELLECTUAL POINT CLASS, YOU WILL GET:

A Study Guide



Access to our Rapid Test Prep Website



RAPIDTESTPREP.COM

Access to our Rapid Flash Card Website



RAPIDFLASHCARDS.COM

A Class Completion Certificate



Access to our Rapid Simulations Website



RAPIDSIMULATIONS.COM

Access to our Rapid Study Notes Website



RAPIDSTUDYNOTES.COM

- Concise Notes, Memory Tables, Port Tables
- Simulation Question Packet
- Opportunity to attend several live instructor led post-class review sessions
- Video and Audio files
- Google Classroom for each class
- Resume Help
- Job Placement

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