PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: ITIL® 4 Overview	**Course Duration**: 1.0 Day
Exam: Not Included	**Exam Type**: No Exam
Qualification: No Certificate	

Course Syllabus

Our ITIL® 4 Overview training course covers the following topics:

- What ITIL® 4 is
- Where ITIL® 4 fits into a modern IT environment
- Benefits and challenges of ITIL® 4
- Key concepts and definitions of Service Management
- The seven guiding principles
- The four dimensions of Service Management
- The Service value stream
- Service value chains
- ITIL® 4 Practices

Course Overview

Our one-day ITIL® 4 Overview training course will provide you with an understanding of the benefits of adopting an ITIL® approach to IT Service Management and how this can be achieved. It is the perfect introduction to ITIL® Best Practice.

Please Note: Our ITIL® Overview training course is not run as a public scheduled training course, however it can be delivered as a private virtual training session for your team. Email us at info@purplegriffon.com or call +44 (0)1539 736 828 for a formal quote.

Course Learning Outcomes

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Our ITIL® 4 Overview training course provides a taster to Service Management and is introductory level training for those who work in ITSM or work alongside Service Managers and need a basic understanding of what they do and why they do it.

Upon completion, you will understand the requirement for Service Management, its components and the benefits that can accrue from its implementation.

Audience

Our ITIL® 4 Overview training course is suitable for professionals who are interested in ITIL® Best Practice.

Entry-Level Requirements

There are no formal entry-level requirements for our ITIL® Overview training course.

Recommended Reading

There is no recommended reading associated with our ITIL® Overview training course.

What's Included

Our ITIL® 4 Overview training course includes the following materials:

- Full Digital Course Materials
- Quizzes
- Exercises

Exam Information

There is no examination or certification associated with our ITIL® Overview training course.

What's Next

After our ITIL® 4 Overview training course, you should consider taking the other ITIL® 4 modules:

- ITIL® 4 Foundation
- ITIL® 4 Specialist Create, Deliver & Support (CDS)
- ITIL® 4 Specialist Drive Stakeholder Value (DSV)
- ITIL® 4 Specialist High Velocity IT (HVIT)
- ITIL® 4 Strategist Direct Plan & Improve (DPI)
- ITIL® 4 Leader Digital & IT Strategy (DITS)
- ITIL® 4 Managing Professional (MP)
- ITIL® 4 Strategic Leader (SL)
- ITIL® 4 Specialist Acquiring & Managing Cloud Services (AMCS)
- ITIL® 4 Specialist Sustainability In Digital & IT (SDIT)
- ITIL® 4 Specialist Business Relationship Management (BRM)
- ITIL® 4 Specialist IT Asset Management (ITAM)

Additional Information

ITIL® Relevance

ITIL® is used by millions of professionals globally. Businesses are built on the ITIL® framework. Every year, organisations all over the world invest heavily in adopting and adapting the ITIL® 4 Foundation into their business practices and up-skilling their staff with ITIL® 4 qualifications.

AXELOS Global Best Practice have performed extensive research among a diverse group of stakeholders, and it has shown that the ITIL® framework is fundamental to organisations, it enables transformation and helps them to realise value.

AXELOS Global Best Practice understand the need for a smooth transition from ITIL® V3 to ITIL® 4 and recognise the need to ensure that your investment in the ITIL® 4 framework continues to drive and enhance your organisation's performance.

Therefore, you can feel reassured that ITIL® 4 has been created to be compatible with the current ITIL® certification scheme. All existing ITIL® qualifications will remain valid until the following update and all credits gained will help you continue your ITIL® journey in the new certification scheme.

The core fundamentals and key concepts of ITIL® will still be as relevant to you and your business as they are today following the release of ITIL® 4. This next evolution of ITIL® is a transition from an organisation’s existing investment in ITIL® and its way of working to a faster, more flexible, and adaptive approach.

ITIL® Certifications

ITIL® 4 will help your organisation to navigate through the new technological era, commonly known as the Fourth Industrial Revolution. The speed of current breakthroughs is disrupting almost every industry on a global scale.

The Fourth Industrial Revolution is marked by emerging technology in fields like robotics, Artificial Intelligence (AI), nanotechnology, quantum computing, biotechnology, The Internet of Things (IoT), 3D printing, autonomous vehicles and so much more.

The ITIL® 4 Foundation framework will provide you with a practical and flexible basis to support your organisation on your journey into the new digital transformation by helping you align your human, digital and physical resources to compete within the modern complex landscape and adopt emerging technologies into your own IT operations.

With the release of ITIL® 4, the context of ITIL® is now much bigger and emphasises on the business and technology world, how it works today and how it will work in the future with Agile, DevOps and digital transformation.

ITIL® 4 will be way more relevant to Developers, practitioners, and your business through promoting a holistic view of delivering products and services. From ITIL® 4 Foundation level, ITIL® 4 will highlight the importance of collaboration, transparency automating where possible, and working holistically.

ITIL® 4 retains a lot of the core elements that makes the ITIL® framework so valuable to professionals and organisations today. We know that change is a constant state and organisations are struggling to navigate it. ITIL® 4 is the best practice, which will support your organisation in navigating through ongoing change.

ITIL® 4 is the next iteration that incorporates all the very best features from ITIL® as it is known today and expands IT and Services to a new level, moving from traditional process lead delivery - ITIL® 4 supports faster, high quality and value driven delivery for you and your business.

ITIL® V3 Relevance

ITIL® V3 is more relevant than ever and is in demand globally by hundreds and thousands of IT Practitioners. The transition to ITIL® 4 will be smooth and all certifications will remain valid following the ITIL® 4 update and will still be recognized as valuable qualifications everywhere.

ITIL® 4 has evolved from ITIL® V3 and offers a practical and flexible transition, which will allow organisations to adopt the new ways of working required by the modern digital world. The new ITIL® 4 update is the result of feedback and insights from thousands of professionals and organisations like you.

The ITIL® 4 Foundation was developed and refined by a team of industry experts from around the world, including 150 content writer, reviewers, and contributors from the wider IT industry. AXELOS Global Best Practice has engaged a diverse range of people in the creation of ITIL® 4 and those in the group participated in pulse surveys, debates in a private community group and took active roles in reviewing the update.

AXELOS Limited brought together a top architecture team to collaborate on the development of ITIL® 4. You can watch the introductory videos via the Global ITIL® Development Group, and we will engage the Global ITIL® Development Group throughout development. Purple Griffon encourage anyone who is interested in the ITIL® 4 update to sign up to www.AXELOS.com/ITIL®-research.

ITIL® V3 Certifications

ITIL® V3 will continue to support organisation and individuals to achieve optimal value from IT and Digital Services. ITIL® V3 will equip a service provider with a clear capability model, aligning them both to business strategy and customer needs.

ITIL® is a globally recognized framework, which provides comprehensive practical and proven guidance for establishing an IT Service Management (ITSM) system, encouraging consistency and continual improvement for organisation using IT enabled services.

The ITIL® Best Practice framework provides a common language and tools that power collaboration with IT Teams to deliver values across the whole organisation. ITIL® is the worldwide standard in Best Practice and is implemented by millions of Practitioners.

Did you know that it is also relied upon by 90% of the Financial Times Stock Exchange (FTSE) 500 to run their IT Operations?

The ITIL® V3 Foundation level gives a high-level overview and ITIL® V3 Practitioner level focuses on how to practically adopt and adapt the ITIL® framework, but if you are looking to demonstrate knowledge of the entire ITIL® scheme, then you should start to work through the intermediate credit system to earn the ITIL® Expert qualification.

What is the difference between ITIL® V3 and ITIL® 4 qualifications?

ITIL® V3 describes IT Service Management (ITSM) around 26 processes and functions that are part of a continuous process of 5 ITIL® Lifecycles:

- ITIL® Service Strategy
- ITIL® Service Design
- ITIL® Service Transition
- ITIL® Service Operation
- ITIL® Continual Service Improvement

Remember: All the ITIL® V3 key concepts and body of knowledge is still very relevant and worthwhile to you and your organisation!

ITIL® 4 will take you through a more evolved view of a Service Value System (SVS), which provides a holistic end-to-end picture of what it really means to contribute to business value, and integrates concepts from models such as Lean IT, Agile and DevOps.

By the end of the ITIL® 4 Foundation course, you should have the knowledge and understanding of the ITIL® framework to pass the ITIL® 4 examination.

You will cover the following in the foundation certification:

- The Seven Guiding Principles of ITIL® 4
- ITIL®'s New Service Value Chain
- The Four Dimensions of Service Management
- The 34 ITIL® practices, with a focus on 15 of these key concepts from Lean IT, Agile, DevOps, and organisational Change Management, and why these are important to deliver business value