



SPARTAN
Allied Services

Deliver Results - Create Value

ITIL[®]4 FOUNDATION

Course Outline

Program Overview

Designed for the Modern IT Service Manager, the ITIL® 4 foundation course provides a wider insight on how modern IT service management takes on a greater challenge in ensuring value to enterprises through its new and holistic approach- From understanding its new service framework, guiding principles, dimensions of service management, service value system and its interaction and relationships. As an Accredited Training Organization (ATO) in the Philippines and Southeast Asia, SAS Management, Inc. is the FIRST AND ONLY training and consulting firm in the Philippines to launch this program and certify professionals, which will be conducted by the ITIL Expert and the only ITIL 4 Accredited trainer in Philippines.

Learning Outcomes

At the end of this training, participants will be able to:

- 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 18 ITIL practices
- Understand 7 ITIL terms

Target Audience

This training is appropriate to the following audience:

- Individuals at the start of their journey in Service Management
- ITSM Managers and aspiring ITSM Managers
- Individuals working in other parts of “IT” (digital, product, development) with strong interface in service delivery
- Existing ITIL qualification holders wishing to update their knowledge

Program Structure and Outline

This course is a combination of instructor-led lectures and Case Study Analyses

- A Recall on the definitions of:

- Service
- Utility
- Warranty
- Customer
- User
- Service Management
- Sponsor

• The key Concepts of creating value with services

- Cost
- Value
- Organization
- Outcome
- Output
- Risk
- Utility
- Warranty

The Key Concepts of Service Relationships:

- Service Offering
- Service Relationship Management
- Service Provision
- Service Consumption

• Describing the nature, use and interaction of the guiding principles

• The use of the guiding principles

- Focus on Value
- Start where you are
- Progress iteratively with feedback
- Collaborate and promote visibility
- Think and work holistically
- Keep it simple and practical
- Optimize and automate

• The four dimensions of service management

- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes

- The ITIL Service value system
- Describe the interconnected nature of the service value chain and how this supports value streams
- The inputs, outputs, and purpose of each value chain activity
 - Plan
 - Improve
 - Engage
 - Design and transition
 - Obtain/build
 - Deliver and Support

A Recall on the purpose of the following ITIL practices

- Information Security Management
- Relationship Management
- Supplier Management
- Availability management
- Capacity and performance management
- IT asset management
- Service continuity management
- Monitoring and event management
- Release management
- Service configuration management
- Deployment management
- Continual improvement
- Change control
- Incident management
- Problem Management
- Service Request Management
- Service Desk
- Service Level management

A Recall on the definitions of the following ITIL terms

- Availability
- IT asset
- Event
- Configuration item
- Change
- Incident
- Problem

- Known Error

Explaining the following ITIL practices in detail, including how they fit within the service value chain

- Continual improvement, including the continual improvement model
- Change control
- Incident management
- Problem management
- Service desk management
- Service desk
- Service level Manag

WHY CHOOSE SAS MANAGEMENT?

WE DELIVER RESULTS

SAS Management, Inc. has consistently proven its capability to deliver and exceed our clients' expectations. We are the only AXELOS Consulting Partner in the Philippines. Our pool of consultants and trainers are seasoned industry veterans who have above-average qualifications and certifications such as Business Management, Process Improvement, and Organizational Development Programs.

WE CREATE VALUE

SAS Management, Inc. believes in ensuring that our services meet the intended needs of our clients. To us, it is more than just providing training and consulting, but rather ensuring that these are the things that our clients really need. This is why SAS Management, Inc. is probably the only training provider that does a thorough needs assessment prior to providing a proposal. Our goal for every proposal is to CREATE VALUE for your organization.

PARTNERS & AFFILIATES

