

# ITIL - V4

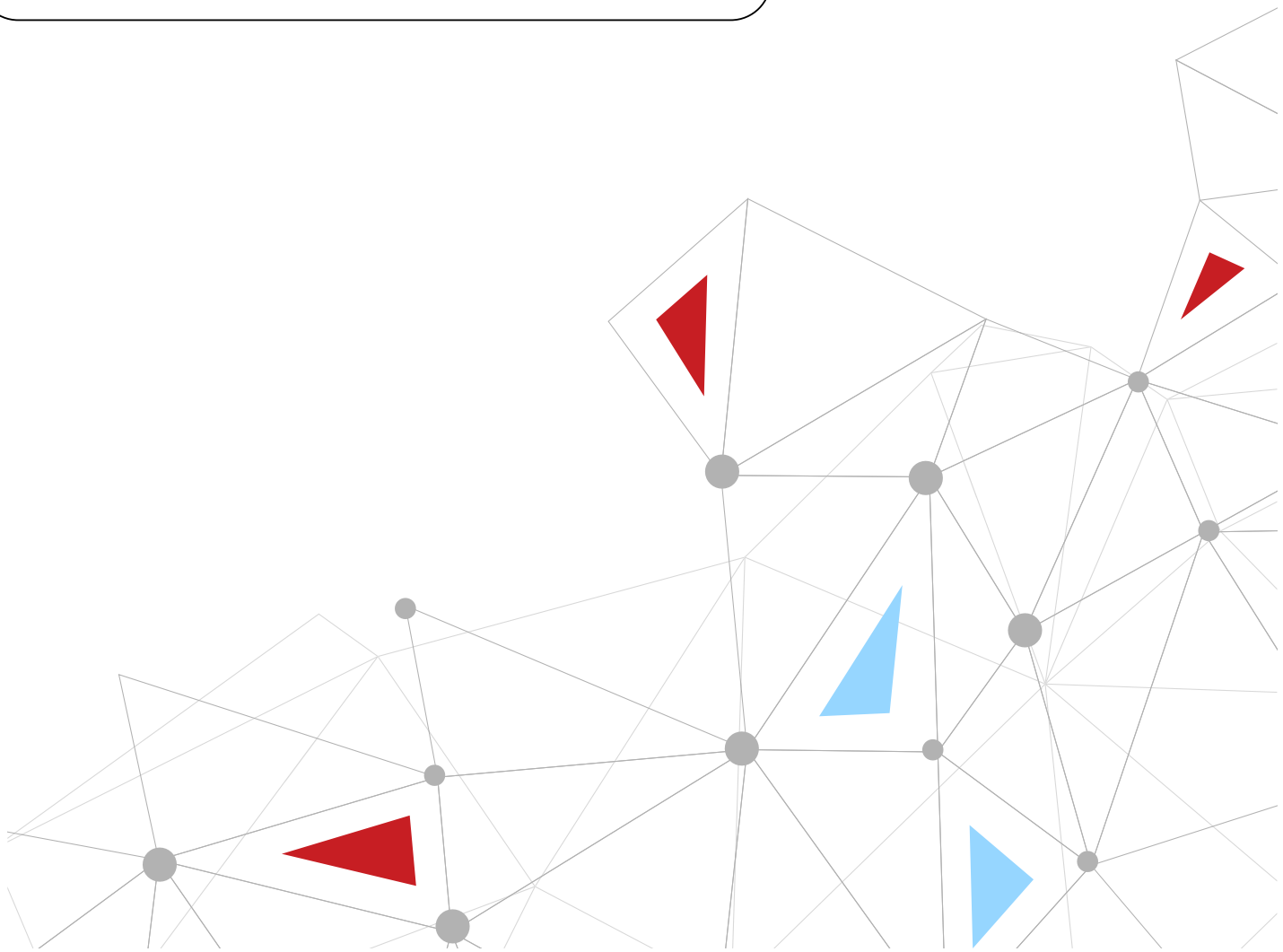
## EXAM PREPARATION & CERTIFICATION



4 Weeks | 24 Hours



Weekdays or Weekends



# Overview

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ITIL Practitioner course to help organizations and individuals develop and increase the value they obtain from using ITIL by offering additional practical guidance to adopt and adapt the framework to support the business. It is the next step after ITIL Foundation for professionals who have already learned the basics of IT Service Management (ITSM) and the business value of well-designed and delivered services.



ITIL V4 certification is a valuable credential for IT professionals and organizations looking to improve their IT service management practices. Preparation involves a combination of studying official materials, participating in training, practicing with sample exams, and leveraging online resources and communities. Success in the exam demonstrates a comprehensive understanding of ITIL principles and their application in real-world scenarios.



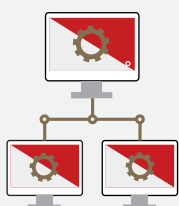
**INFORMATION TECHNOLOGY**



**INFRASTRUCTURE**



**LIBRARY**



Remember that ITIL V4 certification is not just about passing the exam but also about understanding how to apply ITIL principles in real-world scenarios. Continuous learning and practical application of ITIL concepts contribute to ongoing professional development.

# Learning Objectives

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**Understand the Basics of ITIL 4:**

- ▶ Grasp the core concepts and terminologies used in ITIL 4.
- ▶ Recognize the evolution of ITIL and its current structure.



**Comprehend the Key Concepts of Service Management**

- ▶ Identify the main components of service management.



**Explore the Four Dimensions of Service Management**

- ▶ Understand how the four dimensions contribute to a holistic approach to service management.



**Master the ITIL Service Value System**

- ▶ Explain the components and workings of the ITIL SVS.



**Learn the ITIL Service Value Chain**

- ▶ Analyze how different activities contribute to value creation.



**Prepare for the ITIL 4 Foundation Exam:**

- ▶ Familiarize with the exam format and question types.
- ▶ Develop effective strategies for exam preparation and success.

### **Interactive Learning Material:**

Access to multimedia presentations, videos, and interactive learning modules. Online and offline resources to accommodate different learning preferences.



### **Practice Exams:**

Multiple practice exams simulating the actual ITIL certification exam. Detailed explanations of correct and incorrect answers to facilitate learning from mistakes.



### **Instructor-led Training:**

Options for instructor-led training, either in-person or virtual classrooms. Opportunities for interaction, questions, and clarification of doubts with experienced instructors.



## **Course Features**



### **Case Studies and Real-world Examples:**

Case studies and real-world examples to illustrate the practical application of ITIL concepts.



### **Online Learning Platforms:**

Access to online learning platforms or Learning Management Systems (LMS) for flexible self-paced learning.



### **Progress Tracking:**

Tools to monitor your progress throughout the course. Regular assessments and quizzes to reinforce learning.



[View Class Schedule](#)



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# Course Curriculum

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## 1. Introduction to ITIL 4

- ▶ Overview of ITIL 4
- ▶ Evolution from ITIL v3 to ITIL 4
- ▶ ITIL 4 Certification Structure



## 2. Key Concepts of Service Management

- ▶ Definition of Service, Management, & Service Mngmt
- ▶ Value, Outcomes, Costs, and Risks



## 3. The Four Dimensions of Service Management

- ▶ Organizations and People
- ▶ Information and Technology
- ▶ Partners and Suppliers
- ▶ Value Streams and Processes



## 4. The ITIL Service Value System (SVS)

- ▶ Overview of ITIL SVS
- ▶ Components of the ITIL SVS



## 5. The ITIL Service Value Chain

- ▶ Activities of the Service Value Chain
- ▶ Interconnection of the Activities



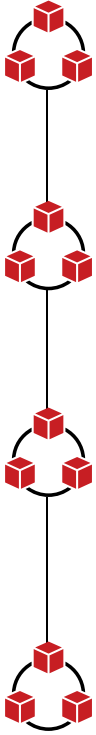
## 6. ITIL Practices

- ▶ Overview of ITIL Practices
- ▶ Purpose and Components of Key ITIL Practices



## 7. General Management Practices

- ▶ Strategy Management, Risk Management, etc.



## 8. Service Management Practices

- ▶ Service Level Management, Incident Management, etc.

## 9. Technical Management Practices

- ▶ Software Development and Management,
- ▶ IT Operations, etc.

## 10. ITIL Management Practices

- ▶ Continual Improvement
- ▶ Change Control

## 11. Exam Preparation and Tips

- ▶ Exam Format and Structure
- ▶ Effective Study Techniques
- ▶ Sample Questions and Answer

### Lesson Plan

For each module:



#### Duration:

Approximately  
1-2 hours per module.



#### Teaching Methods:

Lecture, Discussion, Case  
Studies, and Practice  
Exams.



#### Materials Needed:

Presentation slides, ITIL 4  
Foundation Handbook,  
Practice Exam Questions.



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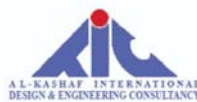
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# OUR PARTNERS



# OUR CLIENTS



1200+ Students Graduated so far



500+ Jobs Fast Tracked



25+ Years of IT experience

# About Us



## IT & Business Solutions

TEAM Solutions is a Leading Professional B2B service Provider in Qatar, we are Passionate about empowering business using cutting edge technology consulting and providing real time business solutions.



## Mentorship & Training

We are specialized B2B Offline / Online training provider on the technology, enterprise software's, analytics & Project management courses.



## PRINCIPAL COUNSELOR

### DINESH R M

MBA FINANCE, MCP, PMP



Experienced Portfolio Program & Project Manager



PMI Authorized Training Partner - Instructor



Mentor & Coach for Project Management, Risk Management, Data Science, Entrepreneurship & Business Management

## TRAINER CREDENTIALS >>>





CONNECT  
WITH US

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