

# ITIL® 4 Foundation Weekly Plan

## Trainer and Student Use

### ITIL® 4 Foundation

Weekly plan for all the topics covered within the PeopleCert ITIL® 4 course



**Ben Franklin - Chief Technology Officer - ITIL® 4 Foundation**

## Overview

ITIL® 4 Foundation enables candidates to look at IT Service Management through an end-to-end operating model for the creation, delivery and continual improvement of tech-enabled products and services.

## ITIL® 4 Foundation Equips Candidates With:

- A holistic approach to the facilitation of co-creation of value with customers and other stakeholders in the form of products and services
- The guiding principles of ITIL® 4 Foundation
- The four dimensions of Service Management
- Key concepts from Lean, Agile, DevOps, and why these are important to deliver business value
- How ITIL® practices described in ITIL® 4 Foundation will maintain the value and importance provided by the current ITIL® processes, whilst at the same time expand to be integrated to different areas of service management and IT, from demand to value.

## Who is ITIL® 4 Foundation for:

ITIL® 4 Foundation is suitable for individuals who require a basic understanding of the ITIL® framework and how it may be used to enhance the quality of IT service management within an organisation.

The certification also applies to IT professionals who work within an organisation that has adopted ITIL® and so need to be aware of and contribute to the overall service improvement programme.



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## Course Materials:

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All delegates are provided with the official courseware. Other resources will be provided such as official technical drafts, white-papers and case studies. All students are supplied with note pads, pens,

highlighters and other necessary stationary. Other study aids are provided throughout the course ensuring each student a unique learning experience.

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## Prerequisites:

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There are no prerequisites, but candidates should have a working knowledge of networks, policy and procedures.

The Foundation level is the entry-level qualification, which offers candidates a general awareness of the key elements used in the ITIL® lifecycle.

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