



ITIL4[®]

Foundation Training Course Brochure

Exam is included within the course

Certification provided by



Why Bakkah?

Bakkah is a leading company that owns two subsidiaries: **Consulting Company and Learning Company**. With a team of highly experienced and certified professionals, we will help you capitalize on opportunities driven by proven business practices.

We help you obtain professional certificates that will take your career to the next level. Our Learning products focus on building and boosting capabilities by offering the best and latest internationally accredited training courses in various fields, including: Project Management, Human Resource, Business Analysis, Information Technology, Quality Management, Supply Chain Management and Logistics.

We are keen to use and keep up with the latest global learning methods and processes. Since our training courses are flexible and aligned with the global changes, this will ensure an ongoing learning process and build high-quality capabilities.



Bakkah in Numbers





Course Objective

- The ITIL 4 Foundation certification is designed as an introduction to ITIL 4 and 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 focuses on the business and technology world, how it works today, and how it will work in the future using Agile, DevOps and the impact of digital transformation.



Course Methodology

Online Training



4 Days – Online Training



Exam Simulation



Group Activity (Break-out Session) after each lesson



Access to additional References – Glossary/ Recommended Reading/ Syllabus



Material language will be in English





Targeted Audience



Those who require a basic understanding of the ITIL® framework



Those who want to understand how ITIL® can be used to enhance IT service management



IT professionals or others working within an organization that has adopted ITIL®.



Anyone interesting in understanding IT service management.



Course Outline



ITIL 4 Introduction

- What is ITIL?
- Structure and Components of ITIL V4



Key Concepts of Service Management

- Service offering
- Service relationship management
- Service provision
- Service consumption



The Four Dimension Models

- Overview of four dimensions of service management
- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes



ITIL SVS

- Overview of ITIL service value system
- ITIL 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
- Service value chain activities
- Continual Improvement Model



ITIL Management Practices

- General Management Practices
- Service Management Practices
- Technical Management Practices



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