bakkah

ITIL4®

Foundation Training Course Brochure

Why Bakkah?

Is a Saudi management consulting and education company that offers a wide range of products and services. We develop solutions tailored to our customer's needs.

Our team of highly experienced, certified professionals help your reach the best decisions that ensure you realize optimum business profits by delivering projects on time, cost, and quality. We pride ourselves in having the skills and knowledge based on best industry practices that enable us to provide a myriad of solutions for business strategy to the most functional and operative areas.

Course Objective

- Builds your knowledge and skills
- Improves your work performance
- Opens up opportunities
- An investment for the future

Course Methodology

Online Training

📅 4 Days - Online Training

📋 Exam Simulation

👥 Group Activities after each lesson.

📝 Access to additional References – Glossary/ Recommended Reading/ Syllabus.

💎 Material language will be in English.

💬 Discussion language will be in both English and Arabic.

Bakkah Inc.

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 V4 Introduction

- IT Service Management in the Modern World
- ITIL V4 Introduction
- The Structure and Benefits of ITIL V4

The Four dimensions of service management

- **Dimension 1:** Organizations & People
- **Dimension 2:** Information & Technology
- **Dimension 3:** Partners & Suppliers
- **Dimension 4:** Value Streams & Processes
- External Factors
- Summary

Key concepts in service management

- Service Management Definition
- Value & Value Co-Creation
- Organizations, Service Providers, Service Consumers and other Stakeholders
- Products and Services
- Service Offerings
- Service Relationships
- Value: Outcomes, Costs and Risks
- Utility & Warranty
- Summary

The ITIL service value system

- Service Value System Overview
- Opportunity, Demand & Value
- The ITIL Guiding Principles
- Principle 1: Focus on Value
- Principle 2: Start Where You Are
- Principle 3: Progress Iteratively with Feedback
- Principle 4: Collaborate and Promote Visibility
- Principle 5: Think & Work Holistically
- Principle 6: Keep it Simple and Practical
- Principle 7: Optimize & Automate
- Principle Interaction
- Governance
- Service Value Chain
- Plan
- Improve
- Engage
- Design & Transition
- Obtain/Build
- Deliver & Support
- Continual Improvement
- Continual Improvement & The Guiding Principles
- Practices
- Summary

ITIL management practices

- General Management Practices
- Information Security Management
- Relationship Management
- Supplier Management
- Continual Improvement
- Service Management Practices
- Change Control
- Incident Management
- IT Asset Management
- Monitoring & Event Management
- Problem Management
- Release Management
- Service Configuration Management
- Service Desk
- Service Level Management
- Service Request Management
- Technical Management Practices
- Deployment Management

Bakkah Inc.

bakkah