



ITIL Foundation Training Course

Project Based Immersive Learning Course

ITIL Foundation Training Course Overview

Sambodhi and Education Nest offer a comprehensive ITIL Foundation training program that equips individuals with globally recognized expertise in IT service management. This course benefits both individuals and IT enterprises by providing the knowledge and skills to deliver quality services using the latest updates to the ITIL framework. With the scalability and flexibility of ITIL, ITSM professionals become invaluable assets to organizations. The course covers essential concepts, principles, features, and benefits of ITIL, enhancing service efficiency for clients. Participants will gain insights into the scope of the ITIL framework, generic service management technologies, the four dimensions of ITIL. Completing the ITIL Foundation program opens up promising career opportunities in ITSM, enabling professionals to streamline processes and foster effective communication among team members and stakeholders.

Benefits of ITIL Foundation Training Course:

The ITIL Foundation course provides numerous career-enhancing benefits. Through ITIL training, individuals can become IT Service Management experts, unlocking improved career opportunities. ITIL's wide adoption by organizations fosters business growth and expands

job prospects for seekers. The growing popularity of ITIL will drive demand for skilled professionals in the future, leading to attractive positions with high salaries. The training enhances professionals' abilities in identifying, planning, and supporting IT services. Completion of the ITIL training equips individuals with a systematic and highly valued approach to service management, opening doors to diverse career paths and job prospects. Additionally, every year, the demand for skilled candidates is constantly increasing in this domain.

Who should learn?

The ITIL training is suitable for a wide range of professionals, including:

- Database administrators
- Operations managers
- Quality analysts
- Consultants
- IT professionals who collaborate with IT to meet business needs
- Students aiming to obtain the ITIL® 4 Foundation Certification
- Anyone interested in learning ITIL

Why do you need ITIL Foundation Training Course?

Average Salary Growth:

The average salary growth of an ITIL Foundation professional is notable. While uncertified professionals earn an annual salary of \$93,394, certified individuals receive a higher annual salary of \$98,544. This signifies the added value and recognition that ITIL certification brings to one's career. Furthermore, ITIL Foundation professionals can expect an annual salary growth rate of 12%.

Industries:

The demand for ITIL Foundation professionals is significant across industries and MNCs. Approximately 45% of global companies utilizes the ITIL framework, recognized as a leading standard for IT service management (ITSM). Its alignment with ISO/IEC 20000 and adoption by renowned organizations like NASA, NHS, and Disney™ highlight its widespread application and credibility. This solidifies the demand for professionals skilled in ITIL Foundation, underscoring its relevance across diverse industries and MNCs.

Position in Market:

According to a job research website, the projection for the growth of ITIL Foundation is promising. The ITIL® framework recognized as the world's leading best practice framework for IT Service Management, has achieved a 70% adoption level across various industries. This indicates the widespread acceptance and implementation of ITIL practices in organizations worldwide.

Designations:

- IT Service Manager
- Solution Architect
- Service Delivery Manager
- ITIL Process Manager
- ITSM Manager
- System Administrator

Why ITIL Foundation Training Course from Education Nest

- **Free Demo on Request**
- **Live Interactive Learning**
- **Lifetime Access**
- **Flexible Schedules**

- **24x7 Support**
- **One on One Doubt Clearing**
- **Real Time Project-Based Learning**
- **Certificate Oriented Curriculum**

Key Skills Covered:

- ITIL key concepts
- ITIL central principles
- ITIL process models
- Service level management(Designing/ Building/ Implementation)
- Customer experience improvements
- ITSM efficiency

ITIL Foundation Training Course Syllabus

Module 1: Introduction

- About ITIL4
- Components of ITIL4 Framework
- Benefits of ITIL

Module 2: Service Management

- Service management introduction
- Components of Service Value
- Organizations and people
- Products, Services and Service Offering
- Service relationship
- Outcomes
- Costs

- Risks
- Utility and warranty

Module 3: The Four Dimensions of service management

- Four dimensions of service management introduction
- Organizational and people
- Information and technology
- Partners and suppliers
- Value streams and processes
- External factors
- Applying the Four Dimensions

Module 4: Service value System

- ITIL Service value system
- Opportunity, demand and value
- Governance

Module 5: Guiding principles

- Guiding principle
- 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

Module 6: Service value chain

- Service value chain introductions
- Interconnected Nature of the service value chain
- Plan
- Improve

- Engage
- Design and transition
- Obtain/build
- Deliver and support
- Value streams

Module 7: The Continual improvement model

- Continual improvement introduction
- Continual improvement model
- What is the vision?
- Where are we now?
- Where do we want to be?
- How do we get there?
- Take Action
- Did we get there?
- How do we keep the momentum going?
- Continual improvement and the guiding principle.

Module 8: ITIL General management Practices

- Categories of practices
- Management practices
- Continual improvement
- Information security management
- Relationship management
- Supplier management
- Knowledge management
- Measurement and reporting
- Organizational change management
- Portfolio management
- Project management
- Risk management
- Service financial management
- Workforce and talent management

Module 9: ITIL Service management practices

- Service management practices
- Change control
- Incident management
- Problem management
- Service desk
- Service level management
- Service request management
- IT Asset management
- Monitoring and Event management
- Release management
- Service configuration management
- Availability management
- Business analysis
- Capacity and performance management
- Service catalogue management
- Service continuity management
- Service design
- Service validation and testing

Module 10: ITIL Technical management practices

- Technical management practice introduction
- Deployment management
- Infrastructure and platform management
- Software development and management

Career Support

Profile Building:

At Sambodhi and Education Nest, we provide the services of experienced professionals who can offer personalized assistance in crafting your CV and online profiles. They take into account your unique educational and experiential background, ensuring that your job application stands out from the rest.

Interview Preparation:

The upcoming interview preparation service will provide individuals with personalized one-on-one sessions tailored to their specific needs. Additionally, if required, the service will offer the option for mock interviews, allowing individuals to practice and refine their interview skills in a simulated environment.

Job Referrals:

At Education Nest, we receive a variety of job requirements from diverse sources such as organizations, our clients, HR consultants, and a vast network of Education Nest currently employed in different companies. We strive to meet these varied requirements to the best of our abilities.

Continuous Support:

At Sambodhi and Education Nest, we offer continuous support to our learners, ensuring they receive assistance whenever required. Our program equips learners with valuable skills that have led to multiple job offers and promising employment opportunities for many.