



UNIVERSITY OF DAR ES SALAAM COMPUTING CENTRE



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ITIL V4 FOUNDATION COURSE DESCRIPTION

Course Overview

ITIL stands for Information Technology Infrastructure Library. ITIL ver4 has been designed to help organizations that need to meet the increasing challenges of today's complex digital environment. It also provides participants an advanced guidance that prepares organizations for success in their digital transformation journey by focusing on creating and delivering value to their users and customers. The course provides a comprehensive understanding of the ITIL framework and how it is used to enhance the quality of IT services in an ever more competitive market space.

University of Dar es Salaam Computing Centre (UCC) has designed this course to familiarize participants in ITIL using the ITIL framework. Designed to keep in mind by one of the leading practices by gathering ITIL best practices from multiple industries and sectors. **ITIL 4 Foundation** is the first publication of ITIL 4. The framework's focus tends to be on end-to-end service management, from demand to value.

The 5 days training qualification program has tailor made examples and case studies which will help the participants to get good insights to improve the service desk delivery improvement

Course Objectives

- Understanding of the ITIL 4 service management framework and how it has evolved to adopt modern technologies.
- Act as a reference guide that professionals can use in their work, further studies and professional development.
- Concepts of the service management framework to support candidates studying for the ITIL 4 Foundation exam.

Learning outcome

The aim of the ITIL 4 Foundation course is for each participant to be able to:

- Understand and use the ITIL terminology and key concepts
- Understand the four dimensions of service management that collectively provides a holistic approach to the delivery of service value to the customers
- Understand the ITIL Management Practices
- Understand the ITIL Service Value System

- Understand the ITIL Guiding Principles, the need for Governance and Continual Improvement

Course contents

1. Introduction

- History of ITIL
- IT Service Management in the modern world
- About ITIL 4
- The structure and benefits of the ITIL 4 Framework

2. Key Concepts

- Value and value co-creation
- Organisations, service providers, service consumers, and other stakeholders
- Products and services
- Service relationships
- Value: outcomes, costs and risks

3. The Four Dimensions of Service Management

- Organisations and people
- Information and technology
- Partners and suppliers
- Value streams and processes
- External factors

4. The ITIL Service Value System

- Opportunity, demand and value
- ITIL Guiding Principles
- Governance
- Service Value Chain
- Continual Improvement

5. ITIL Management Practices

5.1 General Management Practices

- Continual Improvement
- Information Security Management
- Relationship Management
- Supplier Management

5.2 Service Management Practices

- Availability Management
- Capacity Performance Management
- Change Control
- Incident Management
- IT Asset Management
- Monitoring and Event Management
- Problem Management
- Release Management
- Service Configuration Management
- Service Continuity Management
- Service Desk
- Service Level Management
- Service Request Management

5.3 Technical Management Practices

- Deployment Management

Target Audience

- Any individual working in an IT environment who requires a basic understanding of the ITIL Best Practice framework
- Any individual who needs a greater understanding of how an organisation can make use of ITIL to enhance the quality of IT services and the managing thereof
- Anyone who may have an interest in the subject such as Business Owners, IT Managers, Project Managers, Service Desk staff, Operations staff, Developers

Modes of training

- Online
- Face to Face
- Both Face to face and Online

Course Duration

Five days that includes Online Exam Certification

Time

From 0900 to 1600

Proposed Training dates

- August 24th – 28th , 2020
- October 19th - 23rd ,2020

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