

# ITIL<sup>®</sup> 4

## Powered by Cherwell

This new three-day course prepares you for the examination leading to the ITIL 4 Foundation Certificate In IT Service Management but with a difference.

The most valuable element of any training event is the ability to take what has been learnt theoretically and apply it practically in a working environment. This can sometimes be challenging with a purely theoretical approach.

In this course, Pink Elephant take the theory learnt and demonstrate, on cherwell's practical platform, how these practices can be automated, bringing the theory to life. The use of the various Cherwell modules also allow for better understanding of how to make ITIL<sup>®</sup> visible through ITSM interfaces.

The course is designed as an introduction to ITIL 4 and enables attendees to view IT Service Management from the perspective of a more evolved Service Value System.

The Service Value System, provides a holistic end-to-end picture of what it really means to contribute to business value, and also integrates concepts from frameworks such as Lean IT, Agile and DevOps.



### Course Content:

- External factors influencing Service Management
- The four dimensions of Service Management
- ITIL 4's Service Value System
  - The seven Guiding Principles of ITIL 4.
  - Governance
  - The 34 ITIL practices, with a primary focus on 18 of these.
  - ITIL's Service Value Chain.



# The Benefit of Practical Experience Using Cherwell

- Cherwell® Service Management is a powerful ITSM solution that enables you to automate and optimise ITIL processes/practices and embrace continual service improvement.
- PinkVERIFY™ certified for eleven ITIL v3 processes out of the box, Cherwell enables you to automate process workflows, supporting tasks, and related approvals based on industry best practices so you can increase employee productivity and improve IT staff efficiency.

In this course your expert facilitator will break-up various theoretical introductions to important terms and approaches with a practical view of how these would work in a real-life environment, thus allowing best practice to become a way of work. For example:

For common ITIL Processes/Practices, such as Incident Management, Change Management, Problem Management and Service Catalogue Management, your instructor will demonstrate within Cherwell, the key activities, how they should be structured and the considerations needed in building this interface. Cherwell's ITIL-based visual workflows will guide attendees through each core activity, during which discussions around theoretical elements learnt will be discussed.

## Examination requirements:

The course prepares participants for the examination leading to the Foundation Certificate in ITIL 4.

- A 60-minute, 40-question, multiple-choice exam is scheduled on the last day of the course and is administered by an independent examination body.
- For online courses, the exam may be scheduled and completed online.
- A pass mark of 65% is required to receive your certificate.

## Who should attend?

The training is designed to provide insight and a basic understanding of Service Management according to ITIL 4 best practice and how to apply it to enable delivery of valuable services to your business and customers. Therefore the course is especially suitable for anyone looking for an introductory course in IT Service Management combined with practical demonstrations.



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Expect Pink.

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