



ITIL® 4: Foundation with BMC Helix

COURSE ABSTRACT

COURSE CODE

» ITIL-FBMC-0400

APPLICABLE VERSIONS

» IT Infrastructure Library 4®

DELIVERY METHOD

» Instructor-led Training (ILT)

COURSE DURATION

» 3 Days

PREREQUISITES

» None

Course Overview

ITIL Foundation is the first step into the world of IT service management and the basis for all following ITIL trainings. You'll obtain an overview of the ITIL 4 service value system, dimensions of service management, the guiding principles and the different practices in ITIL 4. The contents are illustrated in an interactive and practice-orientated way which ensures that you'll learn the necessary terminology. This allows you to implement ITIL in your daily work and you'll receive an optimal preparation for the ITIL 4 Foundation exam. In addition, the 3 days training will give an insight on how to use BMC Helix ITSM for typical ITIL practices like Incident Management, Problem Management, Service Request Management, Change Control, IT Asset Management and Service Configuration Management.

In 3 days you'll learn the basics of IT service management according to ITIL 4 on the Foundation level. This includes the ITIL 4 service value system, dimensions of service management, the guiding principles and the different practices in ITIL 4. During the training you'll learn the necessary terminology and prepare yourself for the ITIL Foundation exam in an optimal manner. The ITIL Foundation exam measures the theoretical expertise you have acquired in order to be able to continue successfully on your path towards the further levels of ITIL training. In addition, a practical insight on how to use BMC Helix ITSM is included in day 3.

The ITIL Foundation training is officially accredited and fulfils the requirements of the Official Accreditor for ITIL 4 (AXELOS). This means that all crucial ITIL 4 contents are guaranteed to be communicated.

IMPORTANT: Included in this course is the *ITIL® 4: Foundation Examination*. Taking the exam and pursuing certification is optional, however all students enrolled in the *ITIL®: Foundation and Examination* course are eligible to take the exam. When the course is delivered as in person Instructor-led Training, the exam will be administered at the end of class. If the class is delivered online, the instructor will provide students with logistical information on how to take the exam

Target Audience

- » IT Support Staff
- » IT Consultants
- » Business Managers
- » Business Process Owners

Learner Objectives

- » Ability to work actively and efficiently in an ITIL-compliant environment
- » Ability to correctly classify the key terms of ITIL 4
- » Understand the business benefits of ITIL 4 and recognize the added value
- » Ability to obtain a globally recognized and valid certificate that officially confirms your skills and knowledge
- » Learn how to work in BMC Helix ITSM environments on typical topics like Incident Management, Service Request Management, Problem Management, Change Control, etc.

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COURSE ACTIVITIES

- » Classroom Presentations
- » Quizzes
- » Demonstrations

ACCREDITATION AND CERTIFICATION PATHS

- » This course is not part of a BMC Certification Path

DISCOUNT OPTIONS

- » Have multiple students? Contact us to discuss hosting a private class for your organization
- » **Contact us for additional information** 

Course Modules

Module 1: ITIL Foundation

- » ITIL Service Value System
- » Four Dimensions of Service Management
- » ITIL Practices
 - Service Desk, Monitoring & Event Management
 - Incident Management, Problem Management, Service Request Management
 - Change Control, Release Management, Deployment Management
 - IT Asset Management, Service Configuration Management
 - Relationship Management, Service Level Management
 - Supplier Management
 - Information Security Management
 - Continual Improvement
- » ITIL Guiding Principles
- » Exam Preparation

Module 2: BMC Helix ITSM

- » Creating incidents and service requests
- » Creating knowledge articles for sharing information
- » Creating and managing problems
- » Creating and managing changes
- » Understanding the concepts of Configuration Management

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