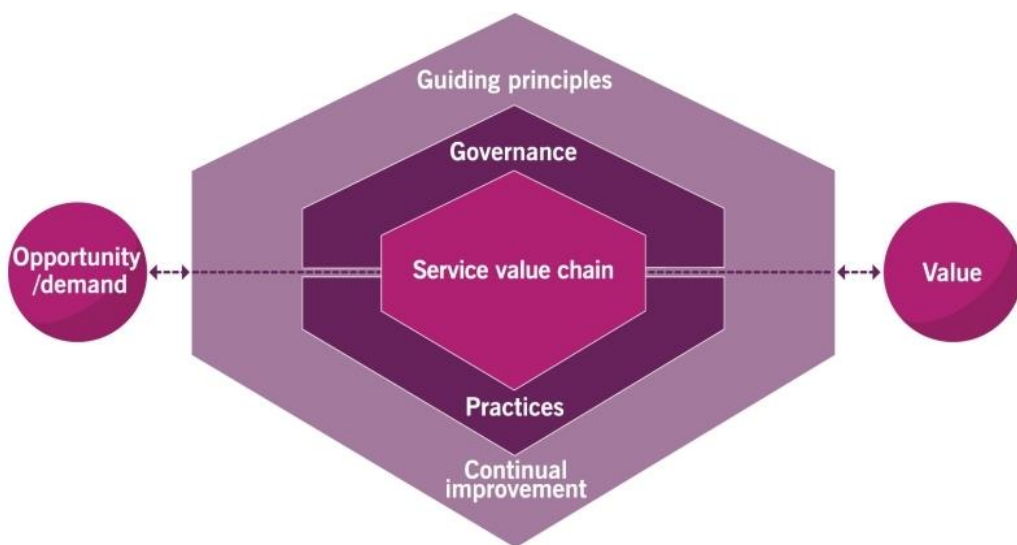


# Training Guide

## INFORMATION TECHNOLOGY

### INFRASTRUCTURE LIBRARY

#### *ITIL®4 Foundation*



**ITIL**

**ITIL**®4  
FOUNDATION

**AXELOS**  
GLOBAL BEST PRACTICE

**COMPACT VERSION**

Lecturer: A.G.M. Pijpers, MBA



## 1. Position of this online course Information Technology Infrastructure Library (ITIL®4 Foundation)

The online course Information Technology Infrastructure Library (ITIL®4 Foundation) is a highly practical course that describes a set of best practices for IT Service Management. The result of process implementation using ITIL®4 is comparable to the ISO 9000 regulation in the non-ICT industry, where all parts of the organization are described and ranked. Shared understanding of the key concepts and terminology of ITIL by organizations and individuals is critical to the effective use of this guidance to address real-world service management challenges.

## 2. Context ITIL®

The management of Information and Communication Technology (the various systems and applications) is increasingly more complex. This is caused by many aspects.

### The ITIL®4 service value system (SVS)

The ITIL® service value system (SVS) is a model demonstrating how all the components and activities of an organization work together to facilitate value creation through IT-enabled services.

## 3. Entry level online course ITIL®4 Foundation

To follow the ITIL® course, students must have basic Business Information System knowledge.

## 4. Learning objectives online course ITIL®4 Foundation

The learning objectives of the online course Information Technology Infrastructure Library (ITIL®4 Foundation) are depicted below.



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## 5. Intended domain competences online course ITIL®4 Foundation

The starting point is that the student not only learns which ITIL®4 Foundation theories and concepts are applied but that he or she also learns to look critically at the applicability in practice. Contents online course ITIL®4 Foundation. The online course Information Technology Infrastructure Library (ITIL®4 Foundation) consists of the following components:

- Literature
- Lesson plan: lectures, cases & practical (group) assignments
- Exam, Paper, Presentation.

## 6. Literature online course ITIL®4 Foundation

The online course ITIL®4 Foundation works with the following literature:

- IMIT ITIL®4 Foundation slide sets, case descriptions and assignments
- Syllabus AXELOS ITIL®4 Foundation ITIL4 Edition (260 pages)
- DION Training ITIL®4 Foundation Study Guide (summary of 44 pages)
- Introductory Overview of ITIL®4 (summary of 54 pages)
- High Level Mapping of ITIL®4 Value Chain Activities to the IT4IT Value Streams
- ITIL® Mind Maps V4
- Several other documents and study material.

## 7. Study Plan Online course ITIL®4 Foundation

The online course ITIL®4 Foundation lectures focus on group treatment of the subject matter. During the online lectures, therefore minimal knowledge transfer takes place and work is done in teams as much as possible. The results of the team assignments are presented during the lectures. All lectures are (as far as possible) in the context of the preparation of exams and papers.

## 8. Study load

The study load for the online course ITIL®4 Foundation is 168 hours:

Duration: 26 contact hours (included examination) on average one 3 hours sessions per week (Instructor-led ONLINE Training).

**Please note: The study load mentioned here is only a rough indication! The number of hours actually to be spent per student depends on individual skills, experience, commitment, focus, participation during lectures and group assignments and the degree of being able to work independently.**

## 9. About the trainer

Ton Pijpers has 25 years of international experience in consultancy, program management, project management and interim management in Europe. He is a certified e-consultant and specialized in business & ICT alignment, e-Government and business solutions such as Business Process Management and Enterprise Content Management. His authority on these subjects is underlined by many lectures and publications in professional journals. During the period 2000-2011 Ton was a lead consultant for the Dutch firm Atos Origin/ Atos Consulting in many e-government projects for councils and municipalities in the Netherlands.

Furthermore, Ton was in charge of several ICT-implementation projects and other innovation projects. In his role as thought leader e-Government Ton was trainer in the course 'Program Manager e-Government' provided by the Bestuursacademie in the Netherlands.

Since 2011 Ton works with Assuria N.V., the no. 1 insurance company in Suriname, first in the role of Policy Administration Manager, later as Manager Claims Administration Medical. In the same year he co-founded the Surinam based Institute of Management and Information Technology. This non-profit Institute focusses on bachelor programs for ICT professionals with the objective to boost the development of ICT awareness and ICT knowledge in Suriname.



### **Accreditation/ Certification/ Recognition**

***ITIL is an integral part of the IMIT education program accredited by the "National Orgaan voor Accreditatie" (NOVA). The successful completion of the course entitles non-IMIT students an IMIT (sub) certificate. IMIT is recognized by The Ministry of Education, Science and Culture (MINOWC).***

## **INVESTMENT: ALL-IN USD 700**

Paramaribo, February 12, 2022

IMIT

Studie Coördinator

Ing. Urwin W. Staphorst MBA



*Subject to change 12.2.2022*