



# ITIL® 4 FOUNDATION eLEARNING COURSE

*An Introduction to ITIL*

**Cost: \$449 per student (includes exam voucher)**

ITIL is the world's most popular framework for IT service management (ITSM). The ITIL 4 Foundation syllabus is the first of the new ITIL 4 modules to be released by AXELOS. It offers a more holistic perspective of ITSM compared to ITIL V3, as well as several new tools and concepts.

<b>Delivery</b>	e-Learning	<b>Mock Exam:</b>	Included in Course (x2)
<b>Certificate:</b>	Examination (included)	<b>Duration:</b>	14 hours, self-paced
<b>Accredited By:</b>	PeopleCert	<b>Language:</b>	English

## Course Overview

The purpose of this ITIL 4 Foundation course is to introduce candidates to the key elements, concepts and terminology used in ITIL 4 and to fully prepare candidates to move on to the ITIL Managing Professional (MP) or ITIL Strategic Leader (SL) modules.

This course is ideal for anyone looking to begin a career in ITSM, or build on their knowledge using one of the world's most highly recognized ITSM standards.

The course consists of 7 modules:

- Intro: An Introduction to the ITIL 4 Framework (includes lesson plan and case study)
- Module 1: The key Concepts of Service Management
- Module 2: The Guiding Principles (including quiz and assignment)
- Module 3: The Four Dimensions of Service Management (including quiz)
- Module 4: Service Value System (including quiz and assignment)
- Module 5: The Service Value Chain (including quiz)
- Module 6: Purpose and Key Terms (including quiz)
- Module 7: Understanding the 7 ITIL Practices

## Who Should Take This Course?

ITIL 4 has been designed to help organizations address the complexities of the modern digital environment. This course is aimed at entry-level IT professionals who require a basic understanding of ITIL or would like to progress to higher levels of the ITIL 4 certification scheme.

## Examination

There is a closed-book, multiple-choice exam with 40 questions and a duration of 60 minutes. The pass mark is 65% (26 questions out of 40). The test can be taken online at any time via PEOPLECERT. Candidates will require a webcam and microphone.

## Accreditation

This course has been accredited by PeopleCert, who are licensed by AXELOS as an Examination Institute for the ITIL Foundation Certificate in IT Service Management.



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