ITIL® 4 Foundation Class

Certificate: ITIL® 4 Foundation
Duration: 2 Days

Accreditor: PeopleCert on behalf of AXELOS
Delivery: Classroom or Virtual Classroom

Course Description:

ITIL® 4 is built on the established core of best practice in the ITIL® guidance. ITIL® 4 provides a practical and flexible approach to move to the new world of digital transformation and embrace an end-to-end operating model for the delivery and operation of products and services. ITIL® 4 also provides a holistic end-to-end picture that integrates frameworks such as Lean IT, Agile, and DevOps.

The ITIL® 4 Foundation Course is a 2-day live or virtual classroom based on the exam specifications specified by AXELOS for the ITIL® 4 Foundation certification. The fundamental objective of this course is to help the participants understand the key concepts of service management and the ITIL® 4 service management framework and prepare for the ITIL® 4 Foundation exam. This course offers a rich learning experience that helps the participants relate ITIL® to their own work environment. The course includes a case study (based on a fictitious organization, 'Axle Car Hire') that will help the participants understand and experience the ITIL® guiding principles, service value, practices through real-world challenges and opportunities. The rich learning experience is supported by additional learning tools such as pre-course reading materials, post-course reading material, and a set of quick reference cards.

Audience:

The ITIL® 4 Foundation course fundamentally targets the participants in the IT and business domains who wish to take first steps in service management or who are familiar with earlier versions of ITIL® and/or other sources of industry best practice and wish to learn about ITIL® 4. This course and the related certification can be beneficial for the following roles:

- IT Support Staff
- Business Process Owners
- Service Desk Staff

- IT Consultants
- IT Developers
- System Integrators

- Business Managers
- Service Providers
- Project Managers

Learning Objectives:

At the end of this course, participants will be able to:
- Understand the key concepts of ITIL® 4 service management.
- Understand how ITIL® 4 guiding principles can help an organization to adopt and adapt ITIL® 4 service management.
- Understand the four dimensions of ITIL® 4 service management.
- Understand the purpose and components of the ITIL® service value system, and activities of the service value chain, and how they interconnect.
- Understand the key concepts of continual improvement.
- Learn the various ITIL® 4 practices and how they contribute to value chain activities.

Prerequisites:

None, although a familiarity with IT service delivery will be beneficial.

Course Materials:

The ITIL® (4) Foundation course includes the following course components:

- Course Book (eBook)
- Pre-course reading (eBook)
- Post-course reading (eBook)
- Quick Reference Cards
- Sample Questions

Course Agenda:

Day1	Day2
Module 1 Course Introduction and Recap of ITIL® 4 based on pre-course reading	Module 5 The Service Value System - Part 2
Module 2 Service Management: Key Concepts	Module 6 Continual Improvement
Module 3 The Guiding Principles	Module 7 The ITIL® Practices – Part 1
Module 4 The Four Dimensions of Service Management	Exam Preparation Guide/ Mock Exam
Module 5 The Service Value System - Part 1	

Exam Information:

Delivery: Online (Web based)
Format: Closed book
Proctoring: Web-proctored
Duration: 60 minutes (candidates taking exam in a language that is not their native, may be awarded 25% extra time)
# of questions: 40, simple multiple choice (1 mark per question)
Pass Grade: 65%

Exam Prerequisites:

There are no formal prerequisites. It is recommended that the participant has obtained training through an accredited course.

Exam Location:

Participants will schedule their individual online exam on the PeopleCert website after taking the course.