



ITIL 4 Foundation Certification Course

Length: 2 Days

Course Description: ITIL 4 is built on the established core of **best practice in the ITIL framework**. 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 provides an emphasis on the business and technology world, how it works today, and how it will work in the future integrated with DevOps, Lean, and Agile.

The ITIL 4 Foundation class is 2-days, based on the exam specifications issued 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**, the ITIL 4 service management framework and prepare for the ITIL 4 Foundation exam. The course offers a rich learning experience that helps the attendees understand ITIL 4 and relate ITIL to their own work environment. ITpreneurs® provides the course curriculum and the exam is provided through PeopleCert®.

Audience: IT Management, IT Support Staff, Business Managers, Business Process Owners, IT Consultants, Service Providers, IT Developers, and System Integrators.

Learning Objectives: The students will be able to:

- Understand the key concepts of ITIL service management.
- Understand how ITIL guiding principles can help an organization to adopt and adapt ITIL service management.
- Understand the four dimensions of ITIL 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 practices.

Prerequisites: None (although a familiarity with IT service management would be beneficial)

Course Materials: Each participant receives a student manual and related handouts

Certification Exam

- A 1-hour, 40 question, closed-book multiple choice examination can be administered at the end of the course.
- Passing score is **65%** (26 out of 40 questions).



Class Schedule

Typical class hours are from 8:00am-4:00pm

Day 1

- Module 1: Course Introduction
- Module 2: Service Management
- Module 3: The Guiding Principles
- Module 4: Four Dimensions of SM
- Module 5: Service Value System (Part 1)

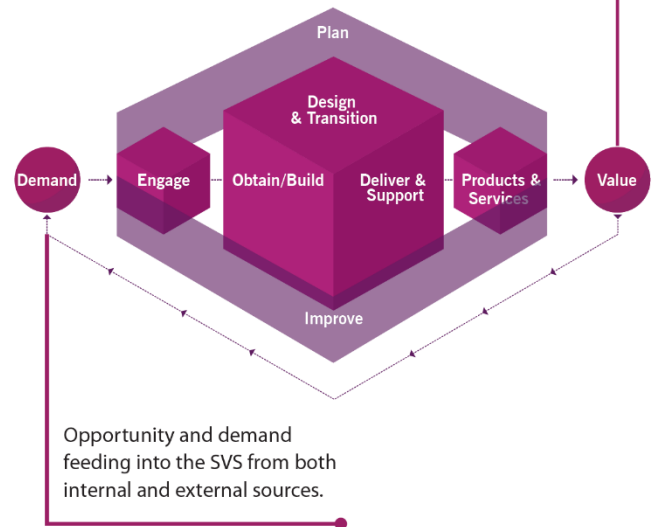
Day 2

- Review Day 1
- Module 5: Service Value System (Part 2)
- Module 6: Continual Improvement
- Module 7: ITIL Practices
- Exam Preparation / Mock Exam

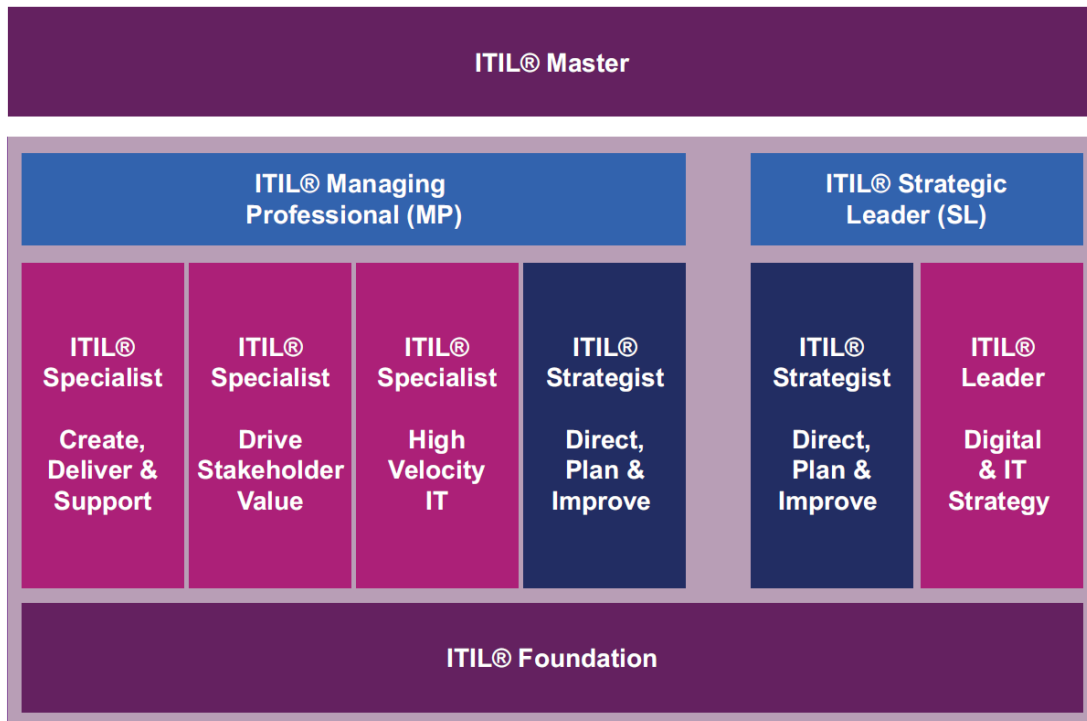
Day 3 (Optional ½ day)

- Course Review
- Exam Preparation / Mock Exam
- **Certification Exam (in class or online)**

SERVICE VALUE CHAIN



The Accredited content presented follows the syllabus specified by the AXELOS (www.axelos.com)



Next Steps

The **ITIL 4 Foundation Certification** is an important first step in your IT professional development and training. For more information, please contact us directly. Thank you!