

ITIL® 4 Foundation Certification Course

Course Description: ITIL® 4 provides organizations with a comprehensive framework for IT Service Management. It provides a practical and flexible approach to address the emerging needs of **digital transformation** and embraces 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, Agile, and Lean.

ITIL® 4 Foundation is a certification course, based on the exam specifications issued by AXELOS. 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 exam. The course offers a rich learning experience that helps the attendees understand ITIL® 4 and relate IT best practices to their own work environment.

Course Objectives: Upon completion of the course, 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



Audience: The primary audience for this course includes CIO's, IT Management, IT Support Staff and Agents, Systems Administrators, Business Managers, IT Developers and Engineers, Cyber Security Team, Business Process Owners, Project Managers, System Integrators, Service Providers, and IT Consultants. (Min: 5, Max: 20)

Course Length: 16 hours (can be 2-4 days based on customer schedule preference)

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

Course Materials:

- ✓ Instructor-led presentation, facilitation, exercises, and application
- ✓ Pre-class resources via online Learner Portal (unique credentials)
- ✓ Learner Manual (170-pg) with study aids and assignments
- ✓ ITIL® 4 Foundation Reference Card and handouts
- ✓ Participation in our in-class GAMEON! An Interactive Learning Experience®
- ✓ Sample exams and exam preparation (excellent post-class reference)
- ✓ Course curriculum is provided by ITSM Academy® and attendees earn 16 PDUs
- ✓ Three-month free subscription to MyAxelos (Practice Guides, Case Studies, etc.)
- ✓ ITIL® 4 Foundation Digital Core Guidance (eBook) from Axelos provided at exam registration.

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Certification Exam: The 60-minute exam includes 40 multiple-choice questions and is administered and proctored online by PeopleCert®. Passing score is **65%** (26 out of 40 questions). Participants are provided with an **exam voucher** so they can schedule the exam at their convenience on any date after completion of the course.

Course Outline: ITIL 4 Foundation

Module 1: Key Concepts of Service Management

- Service Management & Value Creation
- Service Offerings and Service Relationships

Module 2: Key Concepts of ITIL

- The Four Dimensions of Service Mgmt
- The Service Value System
- The Service Value Chain

Module 3: Introduction to ITIL Practices

- Introduction to ITIL Practices
- ITIL Practices (34)

Module 4: The ITIL Guiding Principles

- Introduction to the Guiding Principles
- The ITIL Guiding Principles

