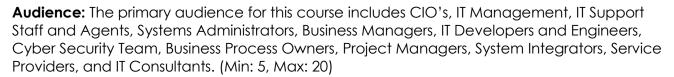
# ITIL® 4 Foundation Certification Course

**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



**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.

The ITIL®4 Foundation Course – Accredited course is offered by ITSM Academy ATO/Affiliate of AXELOS Limited. ITIL®4 Foundation Course – Accredited is a registered trademark of AXELOS Limited. All rights reserved.





**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

