

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 and PeopleCert. 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.
- ✓ Learn the purpose, key terms, & details of 15 ITIL Practices.
- ✓ Understand the key concepts of continual improvement.



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 hrs - typically (4) 4-hr days, or 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
- ✓ Learner Workbook (432-pg) with examples, study aids, quizzes and assignments
- ✓ Sample exams and exam preparation (excellent post-class reference)
- ✓ Course curriculum is provided by PeopleCert® and attendees earn 16 PDU's
- ✓ ITIL® 4 Foundation Digital eBook (202 pages) from AXELOS/PeopleCert.
- ✓ PeopleCert Exam Voucher for the ITIL 4 Foundation Exam.

ITIL®4 Foundation Course – Accredited course is offered by Performance 360, ATO with PeopleCert.

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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: Course Introduction

Module 2: Key Concepts of Service Management

- 2.1 The Concept of Value
- 2.2 Stakeholder and Service Consumer roles
- 2.3 Service Offerings
- 2.4 Creating Value with Services

Module 3: Key Concepts of ITIL 4

- 3.1 Four Dimensions of Service Mgmt
- 3.2 ITIL Service Value System
- 3.3 Service Value Chain

Module 4: The Guiding Principles

- 4.1 Introduction to the Guiding Principles
- 4.2 Using the Guiding Principles

Module 5: ITIL 4 Management Practices

- 5.1 Purpose of the ITIL Practices
- 5.2 Overview of eight ITIL Practices
- 5.3 Key Management Practices – Part 1
- 5.4 Key Management Practices – Part 2
- 5.5 Key Management Practices – Part 3

Module 6: Course Review

