

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, Lean, and Gen AI.**

ITIL® 4 Foundation is a certification course, based on the exam specifications issued by 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 service management
- ✓ Understand how the ITIL guiding principles can help an organization adopt and adapt service management
- ✓ Understand the four dimensions of service management
- ✓ Understand the purpose and components of the ITIL service value system
- ✓ Understand the activities of the service value chain and how they interconnect
- ✓ Understand the purpose and key terms of 15 ITIL practices
- ✓ Understand specific details for seven 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: 25)

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

Course Length: 18 hours - typically (4) 4.5-hr days virtual training via Zoom. The class schedule can be adjusted or modified.

Course Materials:

- ✓ Instructor-led presentation, facilitation, exercises, and case studies
- ✓ ITIL® 4 Foundation Digital eBook (203 pages) from PeopleCert
- ✓ Learner Workbook (426-pg) with examples, study aids, quizzes and assignments
- ✓ (2) Sample exams and exam preparation (excellent post-class reference)
- ✓ PeopleCert Exam Voucher for the ITIL 4 Foundation Exam
- ✓ Official course curriculum is provided by PeopleCert
- ✓ Attendees earn 16 PDUs (Professional Development Units)

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 v4.2

Course Introduction

Module 1: Key Concepts of Service Management

- 1.1 The Concept of Value
- 1.2 Stakeholder and Service Consumer roles
- 1.3 Service Offerings
- 1.4 Creating Value with Services

Module 2: Key Concepts of ITIL 4

- 2.1 Four Dimensions of Service Mgmt
- 2.2 ITIL Service Value System
- 2.3 Service Value Chain

Module 3: The Guiding Principles

- 3.1 Introduction to the Guiding Principles
- 3.2 Using the Guiding Principles

Module 4: ITIL 4 Management Practices

- 4.1 Purpose of the ITIL Practices
- 4.2 Overview of eight ITIL Practices
- 4.3 Key Management Practices – Part 1
- 4.4 Key Management Practices – Part 2
- 4.5 Key Management Practices – Part 3

Module 5: Course Review

