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 business and technology, how they work today, and how they will work in the future integrated with **DevOps, Agile, Lean, and Gen AI**.

ITIL4 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 ITIL4 framework, and prepare for the exam. The course offers a rich learning experience that helps the attendees understand how to **relate IT best practices to their own work environment**.

Course Objectives: The expected learning outcomes:

- ✓ 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
- ✓ Explain the ITIL service value system and service value chain and how they interconnect
- ✓ Understand the purpose and key terms of 15 ITIL practices
- ✓ Understand the concepts of continual improvement

Audience: The primary audience 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)

Course Materials:

- ✓ Instructor-led presentation, group exercises, and case studies
- ✓ ITIL4 Foundation Digital eBook (202-pg) from PeopleCert
- ✓ Learner Workbook (426-pg) with study aids, quizzes, and assignments
- ✓ Sample exams and exam preparation (excellent post-class reference)
- ✓ Official course curriculum provided by PeopleCert (16 PDUs earned)
- ✓ PeopleCert Exam Voucher included (with Certificate and Digital Badge)
- ✓ PeopleCert Plus Membership – Year Subscription included

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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