

ITIL 4 Foundation Certificate Program

Course Summary

Description

This course provides an introduction to ITIL 4 and how the global service management best practice has evolved to manage services holistically across a Service Value System (SVS). ITIL 4 is the next iteration that incorporates all the best from previous versions and expands on this body of knowledge, by providing a practical and flexible approach to support organizations on their journey to the new world of digital transformation.

ITIL 4 provides an end-to-end operating model for the delivery and operation of tech-enabled products and services. It enables IT teams to continue to play a crucial role in wider business strategy and also integrates concepts from other industry best practices such as Lean, Agile and DevOps.

The purpose of the ITIL 4 Foundation qualification is to introduce the management of modern IT-enabled services, to provide an understanding of the common language and key concepts, and to show how organizations and work can improve with the ITIL 4 guidance. The qualification will provide the candidate with an understanding of the ITIL 4 service management framework and how it has evolved to adopt modern technologies and ways of working.

Objective

The ITIL 4 Foundation exam tests whether you can recall and understand the ITIL 4 service management framework well enough to be awarded the ITIL 4 Foundation qualification. The Foundation qualification is a prerequisite for the higher ITIL 4 qualifications, which assess your ability to apply your understanding of the framework in context.

The qualification will provide the student with an understanding of the ITIL 4 service management framework and how it has evolved to adopt modern technologies and ways of working, including:

- Key Service Management Concepts
 - Understand the key concepts of service management
- The Four Dimensions of Service Management
 - Understand the four dimensions of service management
- ITIL Service Value System Organization structure
 - Understand the purpose and components of the ITIL service value system
- Governance
 - Basic understanding of how governance is integrated into the ITIL service value system
- ITIL Guiding Principles
 - Understand how the ITIL guiding principles can help an organization adopt and adapt service management
- ITIL Service Value Chain
 - Understand the activities of the service value chain, and how they interconnect
- Continual Improvement
 - Understand the activities of the service value chain, and how they interconnect
- ITIL Practices
 - Know the purpose and key terms of 15 ITIL practices and understand the details of 7 of these ITIL practices
- Exam Review and Course Closure

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Course Summary(cont.)

Audience

This certification is essential for anyone who works with products and services, and will be of particular interest to:

- Individuals at the start of their journey in Service Management
- ITSM Managers and aspiring ITSM Managers
- Individuals working in other parts of "IT" (digital, product, development) with strong interface with service delivery
- Existing ITIL qualification holders wishing to update their knowledge

Prerequisite

To receive certification, the candidate must successfully pass the ITIL 4 Foundation exam:

- 40 multiple choice questions , 60 minutes, closed book' examination
- Passing mark is a minimum of 65% (26 out of 40)
- Exam is available in English - candidates taking the exam in a language that is not their native or working language may be awarded 25% extra time, i.e. 75 minutes in total
- The supporting book: ITIL 4 Foundation (ISBN: to be assigned) is recommended but not mandatory reading for this course.

Duration

Three Days