ITIL® 4

3-Day Foundation Certification Training Course

COURSE INFORMATION

Certification: ITIL® Foundation
Duration: 3 Days
Domain: IT Service Management
Delivery Method: Classroom / Virtual Classroom
Accreditor: PeopleCert on behalf of AXELOS
Available Languages: English

COURSE DESCRIPTION

ITIL 4 is built on the established core of best practice in the ITIL guidance. ITIL 4 provides a practical and flexible approach to move to the new world of digital transformation and embrace an end to end operating model for the delivery and operation of products and services. ITIL 4 also provides a holistic end-to-end picture that integrates frameworks such as Lean IT, Agile, and DevOps.

The ITIL® 4 Foundation is a 3-day classroom room based on the exam specifications specified by AXELOS for the ITIL® 4 Foundation certification. The fundamental objective of this course is to help the participants understand the key concepts of service management and the ITIL 4 service management framework and prepare for the ITIL® 4 Foundation exam. In addition, this course offers a rich learning experience that helps the participants relate ITIL to their own work environment. The course includes a case study (based on a fictitious organization, 'Axle Car Hire') that will help the participants understand and experience the ITIL guiding principles, service value, practices through real-world challenges and opportunities. The rich learning experience is supported by additional learning tools such as pre-course reading materials, postcourse reading material, and a set of quick reference cards.

AUDIENCE

The ITIL® 4 Foundation course fundamentally targets the participants in the IT and business domains who wish to take first steps in service management or who are familiar with earlier versions of ITIL and/or other sources of industry best practice and wish to learn about ITIL 4.

This course and the related certification can be beneficial for the following roles:

- IT Support Staff
- IT Consultants
- Business Managers
- Business Process Owners
- IT Developers
- Service Providers
- System Integrators
- Anyone working in a Devops team

LEARNING OBJECTIVES

At the end of this course, participants will be able to understand:

- The key concepts of ITIL service management
- How ITIL guiding principles can help an organization to adopt and adapt ITIL service management
- The four dimensions of ITIL service management
- The purpose and components of the ITIL service value system, the activities of the service value chain, and how they interconnect
- The key concepts of continual improvement
- The various ITIL practices and how they contribute to value chain activities

PREREQUISITES

- None, although a familiarity with IT service delivery will be beneficial

COURSE MATERIALS

- The ITIL® 4 Foundation course includes the following course components:

For Participants
- Course Book (eBook or printed)
- Sample Questions
- Proctored Exam

Day 1	Day 2	Day 3
Module 1 Course Introduction and Review of Case Study Axle Car Hire	Review Previous Days' Content	Review Previous Days' Content
Module 2 Service Management Key Concepts	Module 5 The Service Value System	Module 7 The ITIL Practices - Part 2
Module 3 The Guiding Principles	Module 6 Continual Improvement	Course Review
Module 4 The Four Dimensions of Service Management	Module 7 The ITIL Practices - Part 1	Exam Preparation Guide/Mock Exam/ Final Exam

ITIL® 4 Course Outline
3-Day Foundation Certification Training Course

Module 1: Course Introduction
- Let's Get to Know Each Other
- Course Overview
- Course Learning Objectives
- Course Structure
- Course Agenda
- Introduction to IT Service Management in the Modern World
- Introduction to ITIL 4
- Structure and Benefits of ITIL 4
- Case Study: Axle Car Hire
- Case Study: Meet the Key People at Axle
- Case Study: The CIOs Vision for Axle
- Exam Details
- ITIL 4 Certification Scheme

Module 2: Service Management: Key Concepts
- Intent and Context
- Key Terms Covered in the Module
- Module Learning Objectives
- Value and Value Co-Creation
- Value: Service, Products, and Resources
- Service Relationships
- Value: Outcomes, Costs, and Risks
- Exercise: Multiple-Choice Questions

Module 3: The Guiding Principles
- Intent and Context
- Identifying Guiding Principles
- Key Terms Covered in the Module
- Module Learning Objectives
- The Seven Guiding Principles
- Applying the Guiding Principles
- Exercise: Multiple-Choice Questions

Module 4: The Four Dimensions of Service Management
- Intent and Context
- The Four Dimensions
- Key Terms Covered in the Module
- The Four Dimensions and Service Value System
- Module Learning Objectives
- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes
- External Factors and Pestle Model
- Exercise: Multiple-Choice Questions

Module 5: Service Value System
- Intent and Context
- Service Value System and Service Value Chain
- Module Learning Objectives
- Overview of Service Value System
- Overview of the Service Value Chain
- Exercise: Multiple-Choice Questions

Module 6: Continual Improvement
- Intent and Context
- Key Terms Covered in the Module
- Introduction to Continual Improvement
- Module Learning Objectives
- The Continual Improvement Model
- Relationship between Continual Improvement and Guiding Principles
- Exercise: Multiple-Choice Questions

Module 7: The ITIL® Practices
- Intent and Context
- ITIL® Management Practices
- Key Terms Covered in the Module
- Module Learning Objectives
- The Continual Improvement Practice
- The Change Control Practice
- The Incident Management Practice
- The Problem Management Practice
- The Service Request Management Practice
- The Service Desk Practice
- The Service Level Management Practice
- Purpose of ITIL® Practices
- Exercise: Crossword Puzzle

EXAM FACTS

Delivery: Online (Web-based) or paper-based
Format: Closed book
Proctoring: Live or Web-proctored
Duration: 60 minutes (candidates taking exam in a language that is not their native may be awarded 25% extra time)
# of Questions: 40, simple multiple choice (1 mark per question)
Pass Grade: 65%
Exam Prerequisites: There are no formal prerequisites. It is recommended that the participant has obtained training through an accredited course.
Exam Location: Exam can be conducted on the morning of the third day of the course in the classroom, or the participants can take the online exam later.