# FLYCAST PARTNERS

# ITIL® 4 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 builds on the established foundation of ITIL® best practices, providing a practical and flexible framework for navigating today's digital transformation. It supports an end-to-end operating model for the delivery and management of products and services, while offering a holistic view that integrates modern ways of working such as Lean IT, Agile, and DevOps.

The ITIL® 4 Foundation course is a three-day, instructor-led classroom program aligned with the certification requirements defined by AXELOS. The primary objective of the course is to help participants understand the key concepts of service management and the ITIL® 4 service management framework, while preparing them to successfully pass the ITIL® 4 Foundation exam.

Beyond exam preparation, the course delivers a rich and engaging learning experience by helping participants connect ITIL® concepts to their own work environments. This is achieved through a practical case study based on a fictitious organization, Axle Car Hire, which allows participants to explore ITIL® guiding principles, the service value system, and ITIL practices through real-world challenges and scenarios.

The learning experience is further supported by pre-course and post-course reading materials, along with quick reference cards to reinforce key concepts.

## 👥 Audience

The ITIL® 4 Foundation course fundamentally targets 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
- DevOps team member

## 💡 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

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

## 📅 Course Agenda

| 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 Foundation Certification Training Course Outline

## 👉 Mod. 1: Course Introduction

- 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

## 👉 Mod. 2: Service Mgmt. Key Concepts

- Key Terms Covered in the Module
- Value and Value Co-Creation
- Value: Service, Products, and Resources
- Service Relationships
- Value: Outcomes, Costs, and Risks
- Exercise: Multiple-Choice Questions

## 👉 Mod. 3: The Guiding Principles

- Identifying Guiding Principles
- Key Terms Covered in the Module
- The Seven Guiding Principles
- Applying the Guiding Principles
- Exercise: Multiple-Choice Questions

## 👉 Mod. 4: Dimensions of Service Mgmt.

- The Four Dimensions and Service Value System
- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes
- External Factors and PESTLE Model
- Exercise: Multiple-Choice Questions

## 👉 Mod. 5: Service Value System

- Overview of Service Value System
- Overview of the Service Value Chain
- Exercise: Multiple-Choice Questions

## 👉 Mod. 6: Continual Improvement

- Introduction to Continual Improvement
- The Continual Improvement Model
- Relationship between Continual Improvement and Guiding Principles
- Exercise: Multiple-Choice Questions

## 👉 Mod. 7: The ITIL Practices

- ITIL Management Practices
- The Continual Improvement Practice
- The Change Enablement Practice
- The Incident Management Practice
- The Problem Management Practice
- The Service Request Management Practice
- The Service Desk Practice
- The Service Level Management Practice
- Information Security Management, Relationship Management, Supplier Management, IT Asset Management, Configuration Management, Release Management, Deployment Management, Monitoring and Event Management

## 📝 Exam Information

- **Delivery:** Web-based
- **Format:** Closed Book
- **Proctoring:** Web-proctored
- **Duration:** 60 minutes (Candidates taking the exam in a language that is not their native language may be awarded 25% extra time)
- **Number of Questions:** 40 multiple-choice
- **Pass Grade:** 65%

### Exam Prerequisites

- There are no formal prerequisites.

### Exam Location

- Exam will be conducted online with a virtual proctor using an exam voucher which is included with the purchase of the course.