

ITIL® 4 Foundation

Duration: 3 days

ITIL® is the globally recognised best practice for ITSM (IT service management) with more than 5 million certified practitioners worldwide. This course follows the latest iteration of ITIL, and will teach you new ITSM tools as well as giving you a renewed focus on ITSM best practice.

QUALIFICATION:

ITIL® 4 Foundation, exam included. This course qualifies for 21 CPD/CPE credits

OVERVIEW

ITIL® 4 Benefits

- Includes official course materials & ITIL® exam
- Receive a free copy of the official ITIL 4 Foundation textbook
- Accredited by PeopleCert on behalf of AXELOS
- 24 hours of expert, instructor-led training
- 9/10 would recommend IT Governance's ITIL training

ITIL 4 is the updated globally recognised best practice for effective ITSM in any organisation. ITIL ensures that IT services are aligned to the needs of the business. This version of ITIL offers a variety of new ITSM tools, and aligns ITIL with other popular frameworks, including Agile and DevOps.

The ITIL® 4 Foundation training course delivers the key facts on ITIL v4 terminology, structure and concepts, and provides essential preparation for the included PeopleCert exam.

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WHO SHOULD ATTEND THIS COURSE?

- Those who require a basic understanding of the ITIL framework
- Those who want to understand how ITIL can be used to enhance IT service management
- IT professionals or others working within an organisation that has adopted ITIL
- Anyone who has an interest in IT service management.

Job titles:

- Systems/ Network engineer
- Head of IT
- IT manager
- IT support
- Service desk
- Service delivery manager

WHAT DOES THE ITIL® 4 FOUNDATION COURSE COVER?

- The guiding principles of ITIL 4
- The four dimensions of Service Management
- The purpose and components of the ITIL service value system
- The activities of the service value chain, and how they interconnect
- The purpose and key terms of 15 ITIL practices

LEARNING OUTCOMES

- Get to grips with key concepts from Lean, Agile, DevOps, and understand why these are important to deliver business value.
- Understand basic concepts, terminologies, key principles, and process models of IT Service Management that are included in ITIL 4 Foundation.
- Interpret the scope and objectives of service design, service strategy, service transition, continual service improvement, and service operations.
- Enhance the efficiency and effectiveness of ITIL tools and techniques within the organisation, to enhance user experience.
- Apply lean principles and automate standard jobs to optimise the efficiency of ITSM processes.

Day 1:

- Module 1 - Introduction to ITIL
- Module 2 - Key concepts of service management
- Module 3 - The four dimensions of service management
- Module 4 - The ITIL service value system

Day 2:

- Module 4 - The ITIL service value system
- Module 5 - ITIL management practices

Day 3:

- Module 5 - ITIL management practices
- Online Examination

WHAT'S INCLUDED IN THIS COURSE?

- A professional training venue with lunch and refreshments;
- Full course materials (digital copy provided as a PDF file);
- A free copy of the ITIL Foundation, ITIL 4 Edition textbook;
- The ITIL® 4 Foundation exam; and
- A certificate of attendance.

WHAT EQUIPMENT SHOULD I BRING?

The exam is an online exam. You will need to bring a 'pop-up enabled' laptop or tablet to the venue. Full details on how to access the exam will be provided by email one to two days before sitting the exam.

ITIL® 4 FOUNDATION EXAM

- Delivery method: Online
- Duration: 60 minutes
- Questions: 40
- Format: Multiple choice
- Pass mark: 65%

WHAT QUALIFICATIONS WILL I RECEIVE?

ITIL® 4 Foundation

HOW WILL I RECEIVE MY EXAM RESULTS AND CERTIFICATES?

- Provisional exam results will be available immediately after completing the exam. Confirmed exam results will be issued within ten working days from the date of the exam.
- Certificates for those who have achieved a passing grade will be issued within ten working days from the date of the exam.
- Results notifications and certificates are sent directly to candidates by the relevant exam board in electronic format; please note that hard-copy exam certificates are not issued.

CAN EXAMS BE RETAKEN?

Yes, if you are unsuccessful on the first attempt you can retake the exam for an additional fee. You can email us to schedule the retest for the exam.

ARE THERE ANY PREREQUISITES FOR THIS COURSE?

There are no prerequisites for sitting this course.

IS THERE ANY RECOMMENDED READING?

We recommended purchasing one or more of the following:

- ITIL Key Element Guide Suite - 2011 Edition
- ITIL Lifecycle Essentials
- The ITSM Iron Triangle - Incidents, Changes and Problems