Training: ITIL®
# ITIL® 4 Foundation

## TRAINING GOALS:

Advance your career in IT service management with the ITIL® Official course, crafted by the creators of ITIL®: **course and exam voucher, all in one bundle!**

The ITIL® 4 Foundation qualification is intended to introduce candidates to the management of modern IT-enabled services, to provide them with an understanding of the common language and key concepts, and to show them how they can improve their work and the work of their organization with ITIL® 4 guidance. Furthermore, 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.

The ITIL® 4 Foundation examination is intended to assess whether the candidate can demonstrate sufficient recall and understanding of the ITIL® 4 service management framework, as described in the syllabus below, to be awarded the ITIL® 4 Foundation qualification. The ITIL® 4 Foundation qualification is a prerequisite for the ITIL® 4 higher level qualifications, which assess the candidate's ability to apply their understanding of the relevant parts of the ITIL® framework in context.

Why choose ITIL®?

- Industry-recognized - showcase your ability to excel in essential IT service management, and to handle critical tasks in the field.
- Employers' first choice - certify your expertise in managing IT services, making you the preferred choice for roles in IT service management and support.
- New career opportunities - advance your career in IT with ITIL® certification, opening doors to new roles and cutting-edge opportunities in the evolving tech landscape.

The target audience for this qualification is:

- 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.

## CONSPECT:



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- Introduction
  - IT service management in the modern world
  - About ITIL® 4
  - The structure and benefits of the ITIL® 4 framework
- Key concepts of service management
  - Value and value co-creation
  - Organizations, service providers, service consumers, and other stakeholders
  - Products and services
  - Service relationships
  - Value: outcomes, costs, and risks
- The four dimensions of service management
  - Organizations and people
  - Information and technology
  - Partners and suppliers
  - Value streams and processes
  - External factors
- The ITIL® service value system
  - Service value system overview
  - Opportunity, demand, and value
  - The ITIL® guiding principles
  - Governance
  - Service value chain
  - Continual improvement
  - Practices
- ITIL® management practices
  - General management practices
  - Service management practices
  - Technical management practices

## REQUIREMENTS:

There are no formal prerequisites for the ITIL® 4 Foundation course. However, experience working in or with IT will certainly help.

## Difficulty level





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## CERTIFICATE:

Each participant receives a confirmation of completion an accredited training.

Each participant of the ITIL® 4 Foundation training receives a voucher for an on-line exam. After passing the exam, the participant also receives the international ITIL® 4 Foundation certificate.

Exam information:

- Material allowed: None

This is a ‘closed book’ exam. The ITIL® Foundation publication, ITIL® 4 edition, should be used for study, but is NOT permitted to be used in the exam.

- Exam duration: 60 minutes

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.

- Number of marks: 40 marks

There are 40 questions, each worth 1 mark. There is no negative marking.

- Pass mark: 26 marks

You will need to get 26 questions correct (65%) to pass the exam.

- Level of thinking: Bloom’s levels 1 & 2

“Bloom’s level” describes the type of thinking needed to answer the question. For Bloom’s level 1 questions, you need to recall information about the ITIL® 4 service management framework. For Bloom’s 2 questions, you need to show understanding of these concepts.

- Question types: Classic, Negative, Missing word, & List

The questions are all ‘multiple choice’.

For the ‘standard’ questions, you have a question and four answer options.

‘Negative’ questions are ‘standard’ question in which the stem is negatively worded.

For the ‘missing word’ questions, there is a sentence with a word missing and you have to select the missing word from four options.

For the ‘list’ questions, there is a list of four statements and you have to select two correct statements from the list.



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## TRAINER:

Authorized PeopleCert Trainer

## ADDITIONAL INFORMATION:

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