ITIL® 4 Foundation Classroom - Virtual

Course Information

Certification: ITIL Foundation	**Accreditor**: PeopleCert on behalf of AXELOS
Duration: 16 hours	
Domain: IT Service Management	**Available Languages**: English, French, Dutch, Spanish
Delivery Method: Classroom/Virtual Classroom	

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 "Pro" is a 2-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, the "Pro" edition 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, post-course 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.
- Understand how ITIL guiding principles can help an organization to adopt and adapt ITIL service management.
- Understand the four dimensions of ITIL service management.
- Understand the purpose and components of the ITIL service value system, and activities of the service value chain, and how they interconnect.
- Understand the key concepts of continual improvement.
- Learn 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:

- Course Book (eBook or printed)
- Pre-course reading (eBook)
- Post-course reading (eBook)
- Quick Reference Cards
- Practice Questions
- Course Synopsis

Course Agenda:

Day1	Day2
Module 1 Course Introduction and Recap of ITIL® 4 based on pre-course reading	Module 5 The Service Value System - Part 2
Module 2 Service Management: Key Concepts	Module 6 Continual Improvement
Module 3 The Guiding Principles	Module 7 The ITIL Practices – Part 1
Module 4 The Four Dimensions of Service Management	Exam Preparation Guide/ Mock Exam
Module 5 The Service Value System - Part 1	

Course Outline:

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

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- 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 Information

Exam Facts

Delivery	Online (Web based)
Format	Closed book
Proctoring	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 second day of the course in the classroom, or the participants can take the online exam later.

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