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## ITIL 4 Foundation Bridge

**Duration: 1 Day**    **Course Code: ILFN4B**

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### Overview:

This course provides those IT leaders, practitioners and support staff who already hold the ITIL v3 foundation certificate with a quick and easy way to upgrade to the ITIL4 foundation. Students will get an understanding of the key concepts, common language, principles and practices that enables successful management of modern IT-enabled services. It also prepares delegates for the ITIL Foundation Certificate Examination. The course is based on the ITIL4 best practice service value system featured in the latest 2019 guidelines. The course is a blended solution with pre- course mandatory digital learning supplemented by a one-day classroom or virtual exam workshop session.

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### Objectives:

- The course will help students to understand:
    - Key IT service management concepts
    - How ITIL guiding principles can help and organization to adopt and adapt service management
    - The 4 dimensions of service management
  - The purpose and components of the service value system
  - The activities of the service value chain and how the interconnect
  - Know the purpose of key ITIL practices
  - Preparation to sit the ITIL4 foundation examination
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### Prerequisites:

Attendees should meet the following prerequisite:

- ITIL v3 Foundation, or
- ITIL v3 Expert achieved via the v2/v3 Manager's Bridge

### Testing and Certification

The "ITIL4 Foundation Certificate in IT Service Management" is a pre-requisite for other ITIL4 qualifications. The examination is a 1 hour, closed book, multiple choice paper of 40 questions taken on completion of the course or shortly afterwards. The pass mark is 65% (26 out of 40)

Cost of the exam is included in the course fee

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### Follow-on-Courses:

These courses are scheduled to be available from Summer 2019

- Create, deliver and support
  - Drive stakeholder value
  - High velocity IT
  - Direct, plan and improve
  - Digital and IT strategy
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## Content:

- Continual Improvement (including continual improvement model)
- Change control
- Incident management
- Problem Management
- Service request management
- Service desk

- Service level management
- The purpose of the following ITIL practices
- Information security management
- Relationship management
- Supplier management
- Service configuration management
- IT asset management

- Business analysis
- Deployment management
- Monitoring and event management
- Release management

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## Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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