

## ITIL® 4 Foundation - Including Exam

**Duration: 365 Days**    **Course Code: ILFN4**    **Delivery Method: e-Learning**

### Overview:

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

This ITIL® 4 Foundation online course will introduce you to service management key concepts, ITIL® principles, the ITIL® service value system (SVS), ITIL® practices and their role in a service provider organization. **12 month online access Official eBook Exam voucher (Chinese, Dutch, English, French, German, Italian, Japanese, Polish, Portuguese (Brazil), Spanish, Thai) Learning Resource Kit Interactive eLearning Auto-marked sample papers, Casestudies and Practical exercises Device-friendly Mobile-optimised 9-hour content**

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### Target Audience:

This course is aimed at all levels of IT professional and those involved in designing, building, delivering and managing modern digital products and services.

### Objectives:

- **After you complete this course you will be able to:**
- 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 they interconnect.
- Know the purpose of key ITIL® practices.
- Sit the ITIL® 4 foundation examination - Sample papers are set during the class by instructors to take during the class or as homework exercises.

### Prerequisites:

There are no pre-requisites for this course

### Testing and Certification

#### Recommended preparation for exam(s):

- **ITIL® 4 Foundation Certificate in IT Service Management**  
This is a pre-requisite for other ITIL® 4 qualifications. The examination is a 1 hour, closed book, multiple choice paper of 40 questions taken after completion of the course - exam vouchers are provided with this course. These will have a validity of 12 months. You will need to schedule your exams within this time frame.

The pass mark is 65% (26 out of 40)

Cost of the exam is included in the course fee

## Follow-on-Courses:

The following courses are recommended for further study:

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

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## Content:

Service management concepts	Develop a mindset for adopting ITIL® practices and adapting them to your specific needs with the seven guiding principles of ITIL® 4.	Focus on the central ITIL® 4 concept of continuous improvement, and the ways in which organisations can iterate and adapt their processes and services.
Learn the fundamental concepts of service management. What defines a service? What are its components? What is its value to stakeholders?	Service Value Chain	Service Level Agreements
Service value system	Understand how the Service Value Chain helps organisations create value by optimising their activities and resources	Study the role of SLAs in defining and managing service quality, and the role of service level management in this context.
Discover the framework that will help you create, deliver, and manage services, including the Service Value Chain, guiding principles, and governance.	ITIL®	Key metrics and performance indicators
Four dimensions of service management	practices	Grasp the importance of defining and tracking metrics and KPIs to measure the performance and effectiveness of IT services.
Explore the four dimensions of effective service management: organisations and people, information and technology, partners and suppliers, and value streams and processes.	Employ ITIL® 4 practices to enable working methods aligned to your business strategy, improving the process of service development and supporting user	
Guiding principles	Continuous improvement	

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## Additional Information:

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Students will receive fully digital student kit, proctor exam voucher, and a digital core guide as standard

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## Further Information:

For More information, or to book your course, please call us on 0800/84.009

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[www.globalknowledge.com/en-be/](http://www.globalknowledge.com/en-be/)