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## ITIL<sup>®</sup> 4 Foundation - Including Exam

**Duration: 365 Days**    **Course Code: ILFN4**    **Delivery Method: Elearning (Self-paced)**

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### Overview:

This course provides IT leaders, practitioners, support staff and staff interfacing with the organisation's digital and information systems functions with a practical 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<sup>®</sup> Foundation Certificate Examination. The course is based on the ITIL<sup>®</sup> 4 best practice service value system featured in the latest 2019 guidelines.

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### e-Learning

Interactive self-paced content that provides flexibility in terms of pace, place and time to suit individuals and organisations. These resources also consist of online books, educational podcasts and vodcasts, and video-based learning.

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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.

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### Objectives:

- **After you complete this course you will be able to:**
  - Key IT service management concepts.
  - How ITIL<sup>®</sup> 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<sup>®</sup> practices.
  - Sit the ITIL<sup>®</sup> 4 foundation examination - Sample papers are set during the class by instructors to take during the class or as homework exercises.
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### Prerequisites:

There are no pre-requisites for this course

### Testing and Certification

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

- ITIL<sup>®</sup> 4 Foundation Certificate in IT Service Management  
This is a pre-requisite for other ITIL<sup>®</sup> 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

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## 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:

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| <ul style="list-style-type: none"><li>■ IT Service Management definitions; Service, Utility, Warranty, Customer, User, Service management, Sponsor</li><li>■ Key concepts of value creation</li><li>■ Key concepts of service relationships; service offering; service provision; service consumption; service relationship management</li><li>■ The nature, use and interaction of 7 ITIL® guiding principles; Focus on value; Start where you are; Progress iteratively with feedback; Collaborate and promote visibility; Think and work holistically; Keep it simple and practi</li></ul> | <ul style="list-style-type: none"><li>■ The 4 dimensions of service management; Organizations and people; Information and technology; Partners and suppliers; Value streams and processes</li><li>■ The ITIL® service value system</li><li>■ The service value chain, its inputs and outputs, and its role in supporting value streams</li><li>■ Service value chain elements; Plan, Improve, Engage, Design ; transition, Obtain / Build, Deliver ; support</li></ul> | <ul style="list-style-type: none"><li>■ Detail of how the following ITIL® practices support the service value chain: - Continual Improvement (including continual improvement model); Change control; Incident management; Problem Management; Service request management</li><li>■ The purpose of the following ITIL® practices: - Information security management; Relationship management; Supplier management; Service configuration management; IT asset management; Service continuity management; Deployment ma</li></ul> |
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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 00 20 (0) 2 2269 1982 or 16142

[training@globalknowledge.com.eg](mailto:training@globalknowledge.com.eg)

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

Global Knowledge, 16 Moustafa Refaat St. Block 1137, Sheraton Buildings, Heliopolis, Cairo