

## ITIL® 4 Foundation + examen

Cursusduur: 0 Dagen    Cursuscode: ILFN4    Trainingsmethode: e-Learning

### Beschrijving:

The 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. 26 Easy to absorb lessons covering ITIL® terminology, concepts, practices and value. Includes video tutorials, study guides and quizzes. **Get certified at your own pace** 180 days online access Fully accredited Study guides, quizzes, sample exam and more... Tutor support 24/7 helpdesk Training+Virtual Mentor session included Course Contents: 6 Modules including 26 Easy to absorb lessons Includes: video tutorials, study guides and quizzes Study duration: 12 hours  
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### Doelgroep:

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

### Doelstelling:

- 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 they interconnect
- Know the purpose of key ITIL practices
- Preparation to sit the ITIL4 foundation examination

### Vereiste kennis en vaardigheden:

There are no pre-requisites for this course

### Examens en certificering

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

## Vervolg cursussen:

Create, deliver and support

Drive stakeholder value

High velocity IT

Direct, plan and improve

Digital and IT strategy

- ITIL4CDS - ITIL® 4 Specialist: Create, Deliver, Support + examen
- ITIL4DITS - ITIL® 4 Leader: Digital and IT Strategy + examen
- ITIL4DPI - ITIL® 4 Strategist: Direct, Plan, Improve + examen
- ITIL4DSV - ITIL® 4 Specialist: Drive Stakeholder Value + examen
- ITIL4HVIT - ITIL® 4 Specialist: High Velocity IT + examen

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## Cursusinhoud:

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| ■ Module 1: Key Concepts of Service Management | ■ Module 3: Service Management and Value | ■ Module 5: ITIL® Practices Deep Dive         |
| ■ Module 2: The Guiding Principles of ITIL®    | ■ Module 4: ITIL® Practices Introduction | ■ Module 6: Course Recap and Exam Preparation |

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## Extra informatie:

The course on this page is offered by IT Training Zone Ltd. an ATO of AXELOS Limited

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## Nadere informatie:

Neem voor nadere informatie of boekingen contact op met onze Customer Service Desk 030 - 60 89 444

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

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