

## ITIL® 4 Foundation - Including Exam

Duration: 3 Days Course Code: ILFN4

### 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® Foundation Certificate Examination. The course is based on the ITIL® 4 best practice service value system featured in the latest 2019 guidelines.

*ITIL® is a registered trademark of the PeopleCert group. Used under licence from PeopleCert. All rights reserved.*

### 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

---

## Content:

- IT Service Management definitions; Service, Utility, Warranty, Customer, User, Service management, Sponsor
- Key concepts of value creation
- Key concepts of service relationships; service offering; service provision; service consumption; service relationship management
- 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
- The 4 dimensions of service management; Organizations and people; Information and technology; Partners and suppliers; Value streams and processes
- The ITIL® service value system
- The service value chain, its inputs and outputs, and its role in supporting value streams
- Service value chain elements; Plan, Improve, Engage, Design ; transition, Obtain / Build, Deliver ; support
- 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
- 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

---

## Additional Information:

*ITIL® is a registered trademark of the PeopleCert group. Used under licence from PeopleCert. All rights reserved.*

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

---

## Further Information:

For More information, or to book your course, please call us on 00 966 92000 9278

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

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

Global Knowledge - KSA, 393 Al-Uroubah Road, Al Worood, Riyadh 3140, Saudi Arabia