

## 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 ITIL4 best practice service value system featured in the latest 2019 guidelines.

### 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 ITIL4 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):

- ITIL4 Foundation Certificate in IT Service Management  
This is a pre-requisite for other ITIL4 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:

- 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 practica
- 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; Availability management; Capacity and performance management; Service configuration management; IT

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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 Head Office 01189 123456 / Northern Office 0113 242 5931

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