

ITIL® 4 Foundation Course & Exam



OVERVIEW

This accredited 2 ½ day ITIL 4 Foundation certification course is the entry level qualification which is designed as an introduction to ITIL 4 and enables you to understand a new way to look at IT Service Management through a Service Value System (SVS). ITIL 4 offers an evolved view of the SVS, which provides a holistic end-to-end view of what it means to contribute to business value, and also integrates concepts from methods such as Lean IT, Agile and DevOps.

OBJECTIVES

Candidates can expect to gain knowledge & understanding in the following upon successful completion of the course and exam related to this certification:

- A High level overview of ITIL v3's 5-step Lifecycle model and how the current 26 processes and functions map to the new ITIL 4 model
- The seven Guiding Principles of ITIL 4
- ITIL's new Service Value Chain
- The four dimensions of Service Management
- The 34 ITIL practices, with a specific focus on 18 practices
- Key concepts from Lean IT, Agile, DevOps, and Organizational Change Management, and why these are important to deliver business value

STRUCTURE

Our course is delivered in accordance with an accredited course syllabus and certification process. It combines tutorials, examination advice & guidance, certified mock examinations and supplementary handouts.

EXAMINATION

The qualification is based on a 1-hour closed book multiple choice exam consisting of 40 questions and taken on the Friday following completion of the course. A mark of 26/40 (65%) or more is required to pass the exam. Successful candidates will be awarded the ITIL 4 Foundation certificate.

WHO SHOULD ATTEND?

The course is suitable for:

- Individuals who require a basic understanding of the ITIL 4 framework and how it may be used to enhance the quality of IT service management within an organization.
- Anyone working in IT looking for IT Service Management education and an understanding of how to provide business value.
- Individuals seeking progress toward further ITIL 4 qualifications in IT Service Management for which the ITIL 4 Foundation is a prerequisite.

This may include, but it not limited to IT Professionals, business managers and business process owners.

PREREQUISITES

Although there are no prerequisites for the course or for the exam, it is recommended that the exam candidates complete an accredited training course before attempting the exam.

COURSE DURATION

Classroom Training: 2 ½ days - including exam*

(*Scheduled Public Classroom training delivered over 2 days with exam on the Friday following course completion)

Cloud-DIY: 30 days online access plus online exam voucher

DELIVERY METHODS AVAILABLE

Select icons below for information on delivery methods:



+27 (0)11 568 9755



+27 (0)86 626 1591