



ITIL®4

Foundation Training

The ITIL®4 Foundation Training Course provides IT Managers and Practitioners with a practical understanding of the key concepts, principles, dimensions, and practices that enable successful IT Service Management provisioning with an organization. It also prepares delegates for the ITIL4 Foundation Course Examination. The course is based on the ITIL4 Service Value System.

Who Should Attend?

This ITIL course is for IT Managers and Staff (i.e., Practitioners) involved in the Strategy, Design, Implementation, and on-going Delivery of business-used IT services, and who require an insight into Service Management best practice. There is no specific pre-requisite for this course.

ITIL4 Foundation Course Objectives

- Enables delegates to understand how an integrated IT Service Management framework, based on ITIL best practice guidelines, can be adopted and adapted in their own organization
- Provides an overview of the main concepts such as Service, Value, Functions, Processes and how they interact
- Prepares delegates for the ITIL Foundation Examination.

ITIL Foundation Course Structure

The course is an instructor-led classroom- (physical or virtual) based course that uses a combination of lectures, group discussions, assignments, and sample exams to reinforce key learning topics. It is based on AXELOS Best Practice Guidelines as documented in the ITIL Service Lifecycle books (available for purchase separately).

The ITIL Foundation Professional Qualification

The Foundation Certificate in IT Service Management is a pre-requisite for all other ITIL-based courses. The format for the exam paper is 40 multiple-choice questions. It is a supervised, closed-book exam – the duration of which is a maximum of 60 minutes